

REVIEW OF PEDESTRIAN SPACES

FEASIBILITY STUDY

CITY OF LONDON





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1 INTRODUCTION

1.1 Background

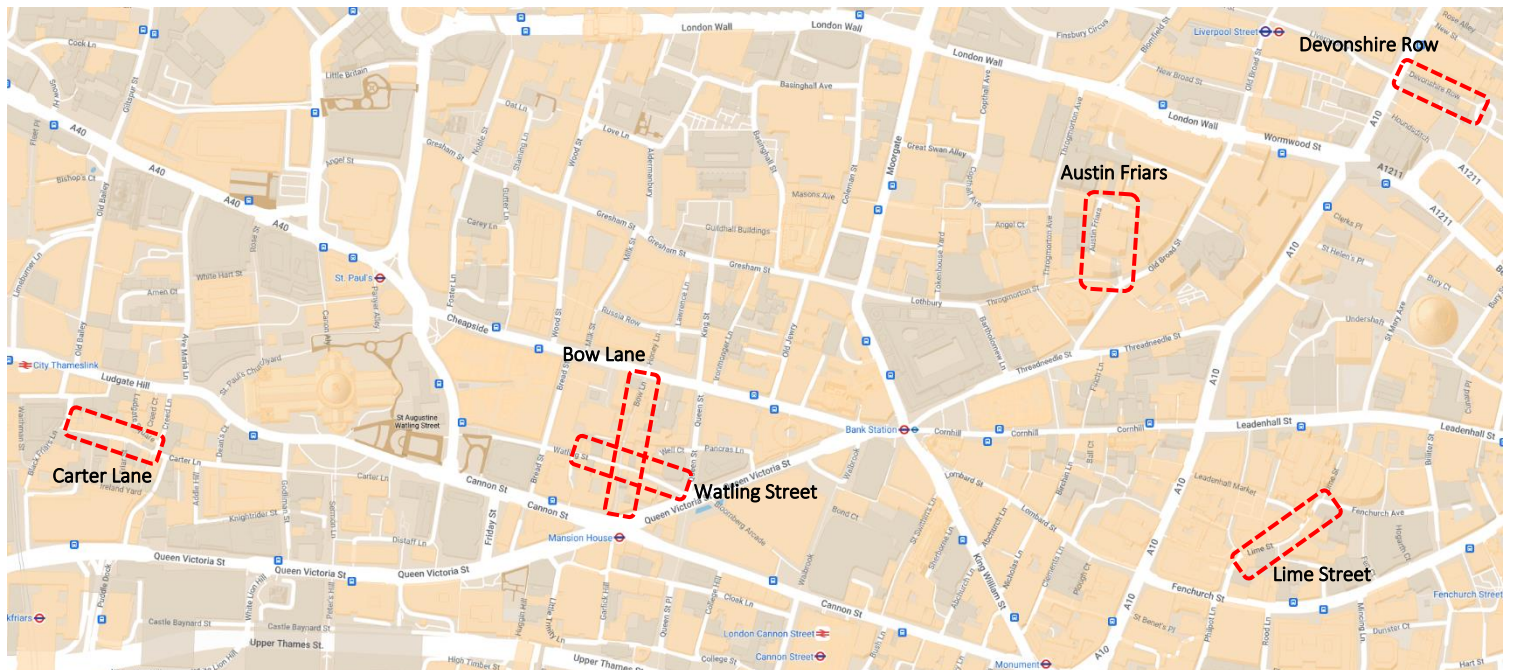
1.1.1 NRP has been commissioned by the City of London (CoL) to review the operation of six pedestrian spaces within the City of London. The aim of the study is to “*assess whether their operational period should be changed to better align with activities and/or policy.*”

1.1.2 In addition to the assessment of operational hours, changes to other factors including signage, road markings, enforcement, and vehicle class restrictions that could improve the existing situation have been investigated.

1.1.3 The 6 pedestrian spaces within this study are listed below and shown in Figure 1-1.

- Carter Lane
- Watling Street
- Bow Lane
- Austin Friars
- Lime Street
- Devonshire Row

Figure 1-1: Pedestrian spaces for feasibility study



1.1.4 This report includes the following sections:

- Chapter 2 – Baseline data collection, review and analysis (existing conditions).
- Chapter 3 – Liaison with local businesses and residents to understand their servicing requirements.
- Chapter 4 – Scheme proposals (optioneering).
- Chapter 5 – Conclusions and recommendations.

2 BASELINE ANALYSIS

2.1 Introduction

2.1.1 This chapter sets out the existing conditions at each of the 6 pedestrian spaces using the following parameters:

- Layout (including kerbside restrictions and traffic controls).
- Review of Traffic Management Order document.
- Collision data.
- Traffic flows.
- Kerbside activity.
- Pedestrian activity.
- Identify issues and opportunities for enhancement and/ or mitigation.

2.2 Surveys

2.2.1 Surveys were undertaken over 3 days on Thursday 28th, Friday 29th and Saturday 30th September 2023. The following data was collected at each of the pedestrian spaces:

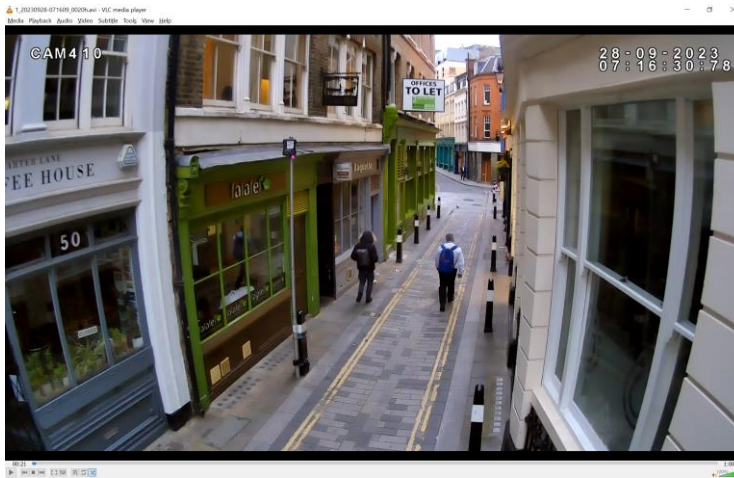
- 24-hour traffic counts.
- 24-hour kerbside activity.
- Pedestrian counts and activity.

2.2.2 At the time of the surveys, it got dark at approximately 7pm. On Thursday 28th September it started raining at around 9.30pm for about an hour. Other than that the weather was generally fine.

2.2.3 For pedestrian activity, values of low, medium and high were assigned to each hour of the day. This is based on observed pedestrian volumes and behaviour and is relative to the space available at that particular location.

2.2.4 The definition of low, medium and high are provided as follows, including an example from the survey video footage. The value of 'high' is assigned if one area within the pedestrian space meets the criteria (i.e. the whole pedestrian space does not need to be busy for a 'high' value to be observed).

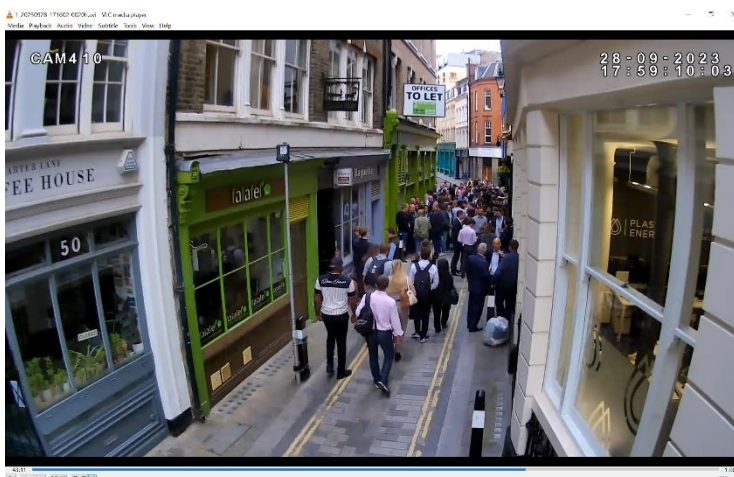
- **Low** = infrequent individuals or groups observed either moving through or static. Area classed as well within capacity for pedestrians (no conflicts between pedestrians and/or cyclists and/or vehicles).



- **Medium** = frequent individuals or groups observed either moving through or static, with little or no crowding. Area classed as within capacity for pedestrians (some conflicts between pedestrians and/or cyclists and/or vehicles but not causing significant issues for pedestrian movement).



- **High** = continuous movement of people observed, with static activity and crowding. Area classed as at or over capacity for pedestrians (frequent conflicts between pedestrians and/or cyclists and/or vehicles causing issues for pedestrian movement).



2.3 Carter Lane

Layout

- 2.3.1 Carter Lane, between the junctions with Creed Lane to the east and Ludgate Broadway to the west, is a Pedestrian Zone (motor vehicle restriction) from Monday to Friday, 8am-6pm. The current signage at the junction with Creed Lane is shown in Figure 2-1 and at the junction with Ludgate Broadway in Figure 2-2.
- 2.3.2 This section of Carter Lane is a narrow one-way street (westbound), with carriageway and footway at the same level. East of Friar Street there are bollards protecting the building frontages and these block the footway meaning the people are forced to walk in the carriageway. West of Friar Street, the bollards are infrequent and the footway is wider meaning that it can be used by pedestrians. However, street clutter (A-frame advertising boards) was observed to be used along the length of the footway on both sides of the street.
- 2.3.3 Cycling is permitted in both directions on this section of Creed Lane.
- 2.3.4 There are double yellow lines on both sides of the carriageway for the full length of this section of Carter Lane. This means parking is prohibited at all times, with loading permitted for a maximum of 40 minutes.
- 2.3.5 There is an unmarked bay provided that is likely to be used for loading that would allow other vehicles to pass.

Traffic Management Order (TMO)

- 2.3.6 The TMO for Carter Lane between the junctions with Creed Lane and Ludgate Broadway is in line with the signage provided on-street. The TMO states that no motor vehicles can enter this section of Carter Lane between 8am and 6pm on Mondays to Fridays, with the exception of:
- Ambulance, fire brigade or police vehicles in an emergency.
 - Any vehicle being used in the service of a local authority in pursuance of statutory powers or duties.

Figure 2-1: Carter Lane at junction with Creed Lane (looking west)



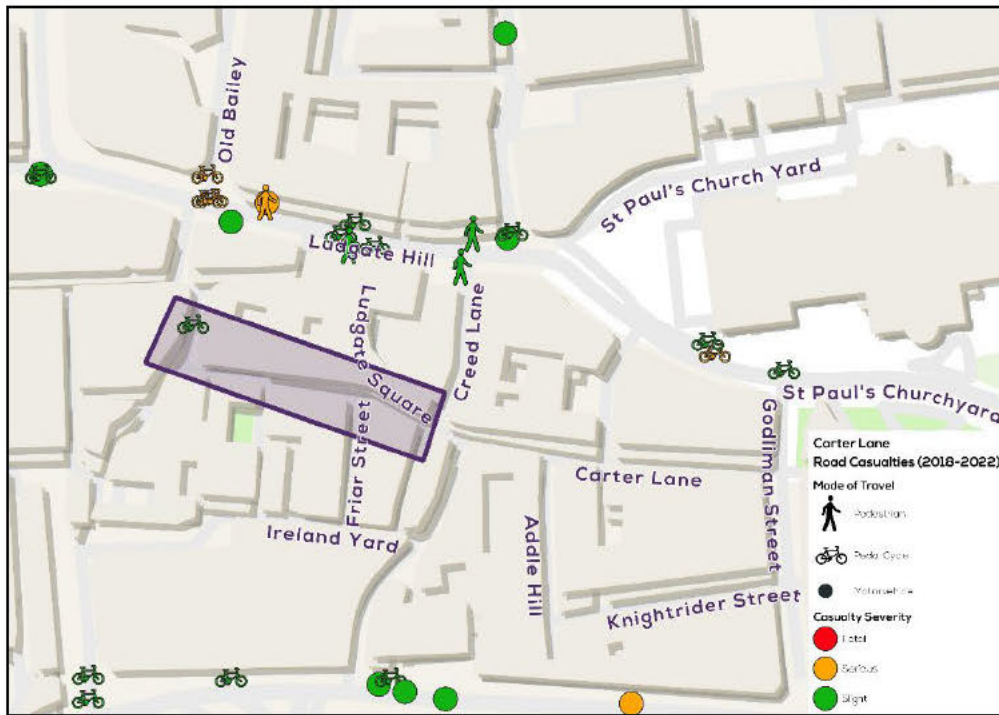
Figure 2-2: Carter Lane at junction with Ludgate Broadway (looking east)



Collision data

- 2.3.7 Collision data has been analysed for 2018-2022 (inclusive). There were no collisions recorded by the police during the period on Carter Lane between the junctions with Creed Lane and Ludgate Broadway. The collision plot for 2018-2022 is shown in Figure 2-3.
- 2.3.8 The nearest casualty was a cyclist, which had a slight severity. This was located on Ludgate Broadway.
- 2.3.9 It should be noted that 2018 and 2019 are pre-Covid, 2020 and 2021 during Covid, and 2022 is post Covid.

Figure 2-3: Carter Lane – casualty plot 2018-2022



Traffic Flows

- 2.3.10 Table 2.1 provides a summary for each survey day for motor vehicles and cycles. The values in red bold and brackets are the number of vehicles contravening the Pedestrian Zone TMO restrictions.

Table 2.1: Carter Lane – Traffic flow summary

24-hour period	Motor vehicles eastbound	Cyclists eastbound	Motor vehicles westbound	Cyclists westbound
Thursday	1 (0)	95	22 (4)	105
Friday	1 (1)	108	18 (2)	129
Saturday	2	93	17	162

- 2.3.11 Figure 2-4 and Figure 2-5 show the motor vehicle and cycle flow profiles respectively for each of the survey days. The motor vehicle flow is consistently low throughout each survey day. The cycle flows have peaks at lunch time and during the PM peak hour.

Figure 2-4: Carter Lane – Motor vehicle flow profile

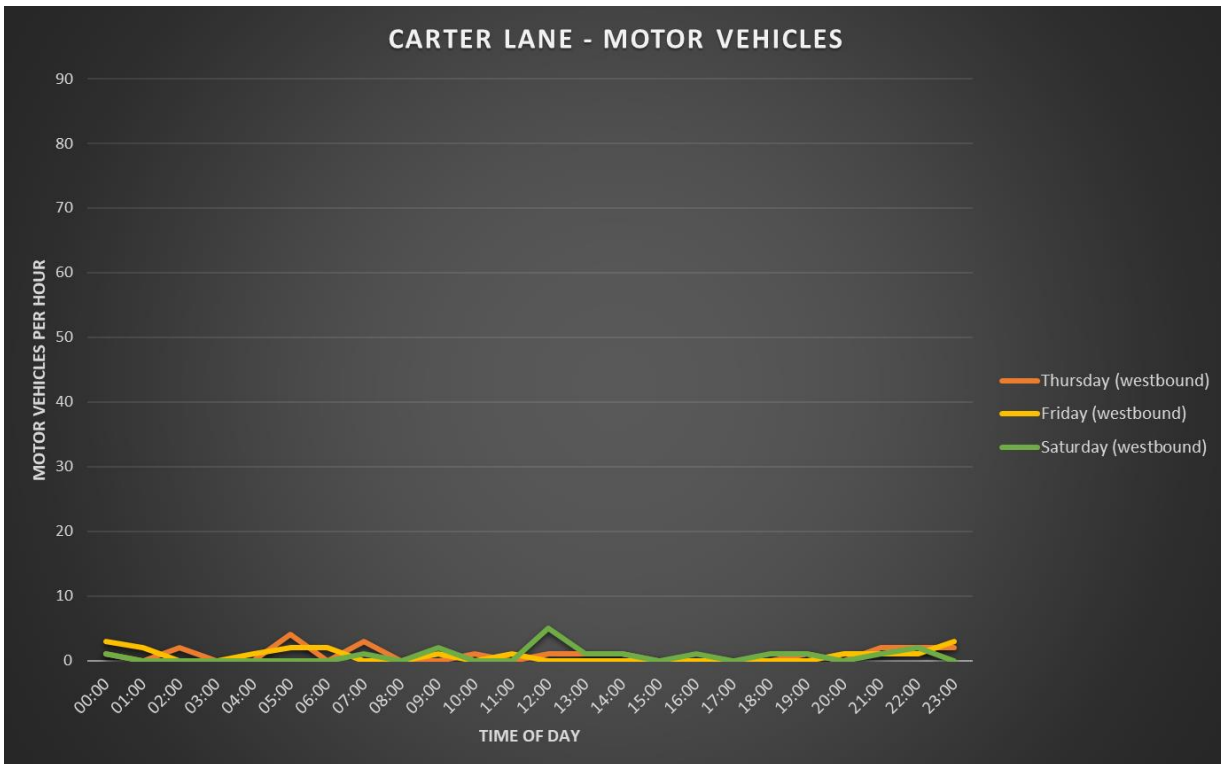
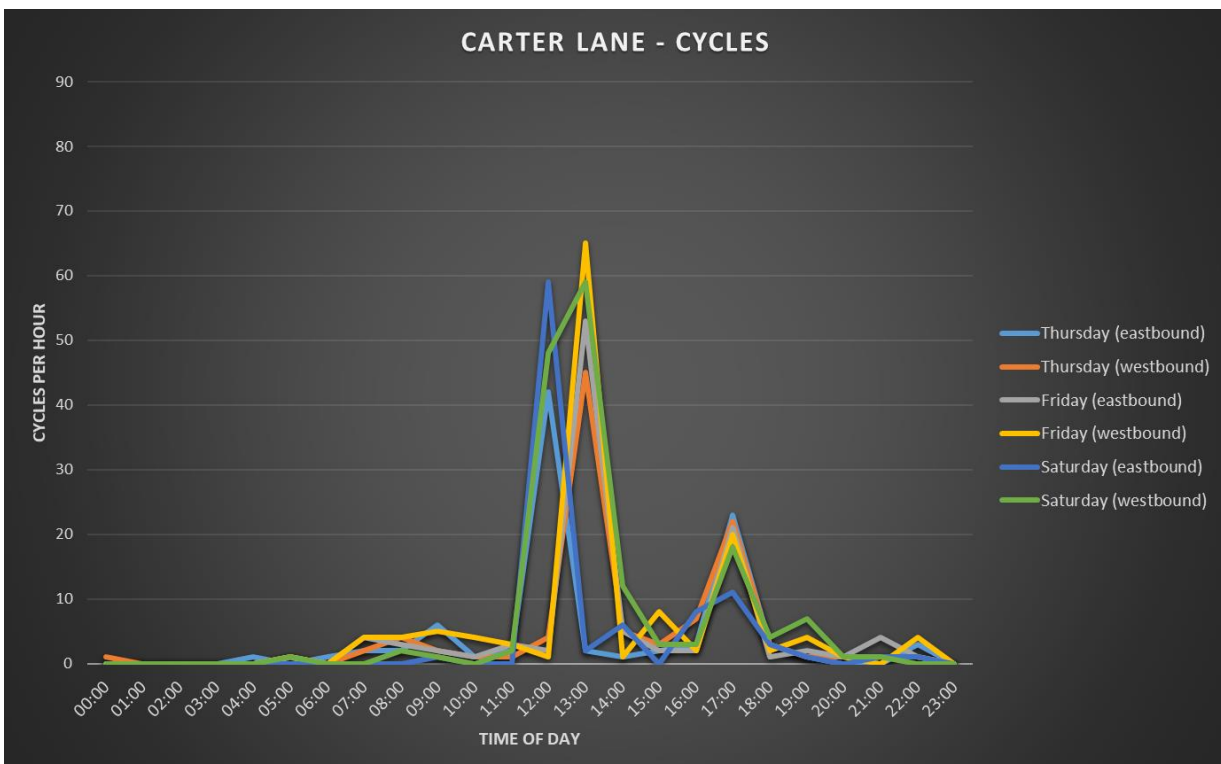


Figure 2-5: Carter Lane – Cycle flow profile



Kerbside activity

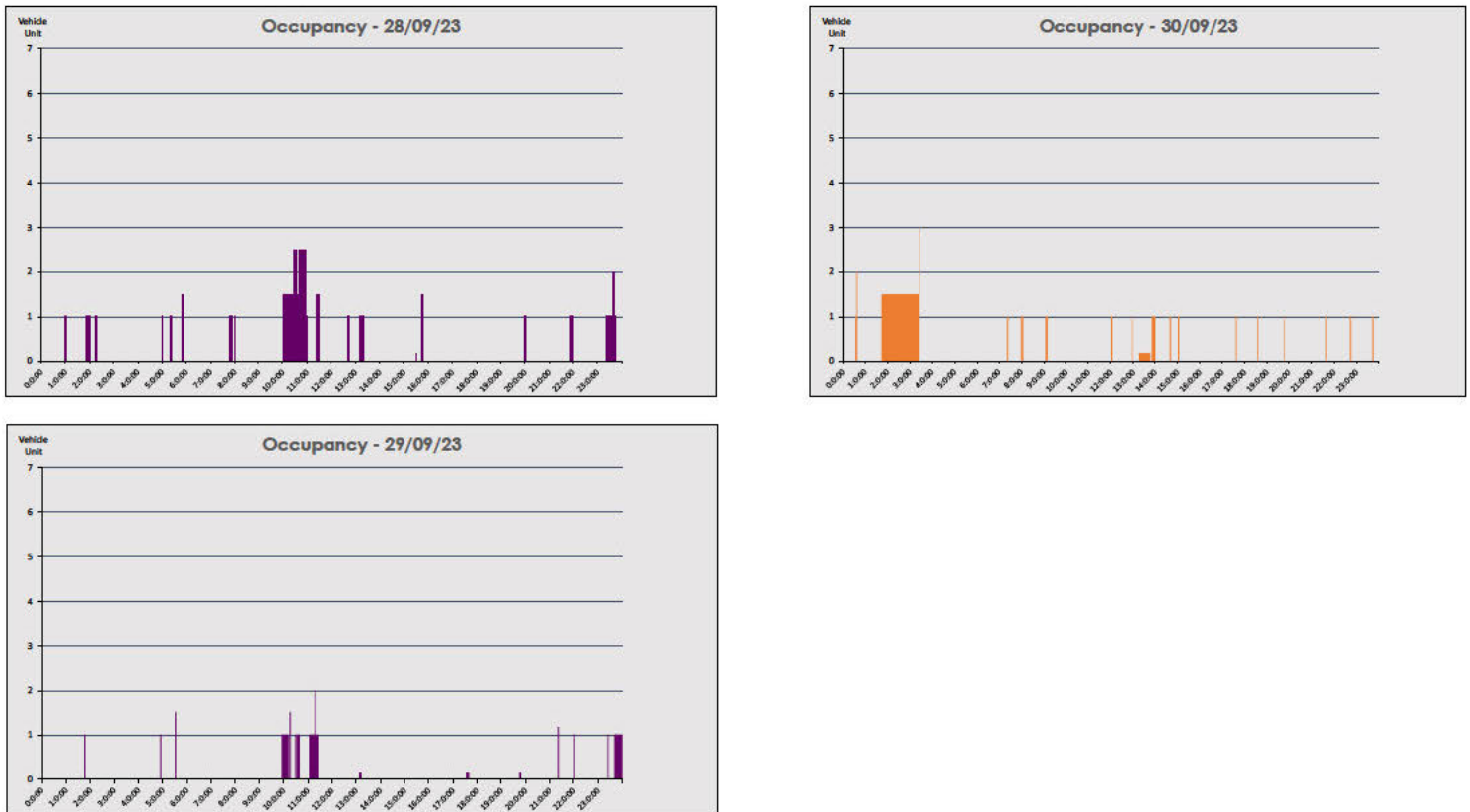
2.3.12 A summary of motor vehicle kerbside activity for each survey day is provided in Table 2.2.

Table 2.2: Carter Lane – Kerbside activity summary (motor vehicles)

24-hour period	Loading / Unloading	Parcel Pickup/ Delivery	Pick-Up / Drop-Off	Waiting	Parked	Servicing	Grand Total
Thursday	6	10	4	4	1	1	26
Friday	3	9	3	2	3	0	20
Saturday	1	6	13	3	2	0	25

2.3.13 The profile by time of day for kerbside activity of motor vehicles on Carter Lane is shown in Figure 2-6 for Thursday 28th, Friday 29th and Saturday 30th September.

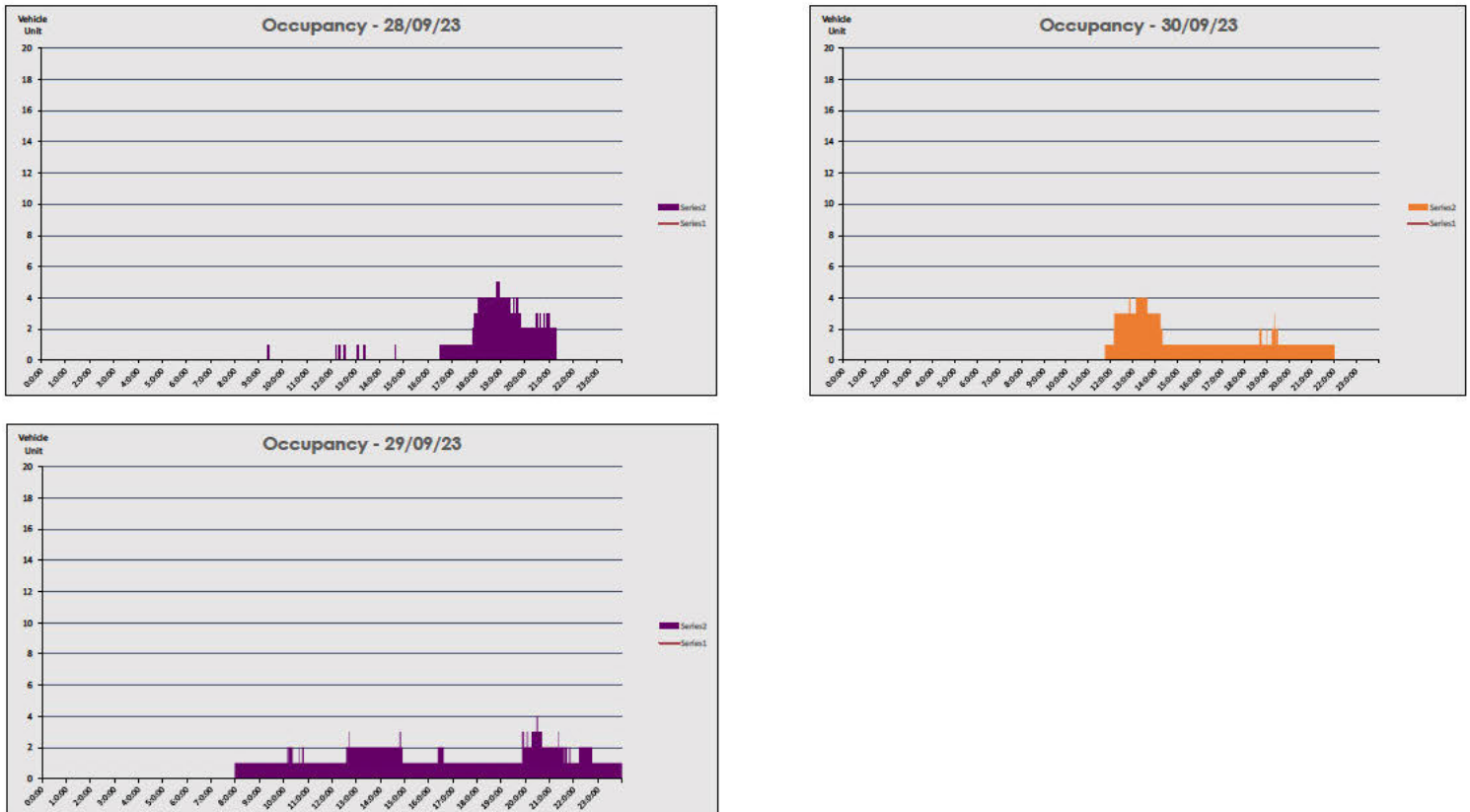
Figure 2-6: Carter Lane – Kerbside occupancy profile (motor vehicles)



2.3.14 The survey results show there are motor vehicles accessing the Pedestrian Zone in contravention of the timed restrictions. It suggests there is not a strong demand for kerbside provision after 6pm on a weekday.

2.3.15 Figure 2-7 provides the profile by time of day for kerbside activity of cycles on Carter Lane for Thursday 28th, Friday 29th and Saturday 30th September.

Figure 2-7: Carter Lane – Kerbside occupancy profile (cycles)



2.3.16 The data shows that some people are using cycles to access Carter Lane throughout the day, with the most popular time being the afternoon and evening.

Pedestrian activity

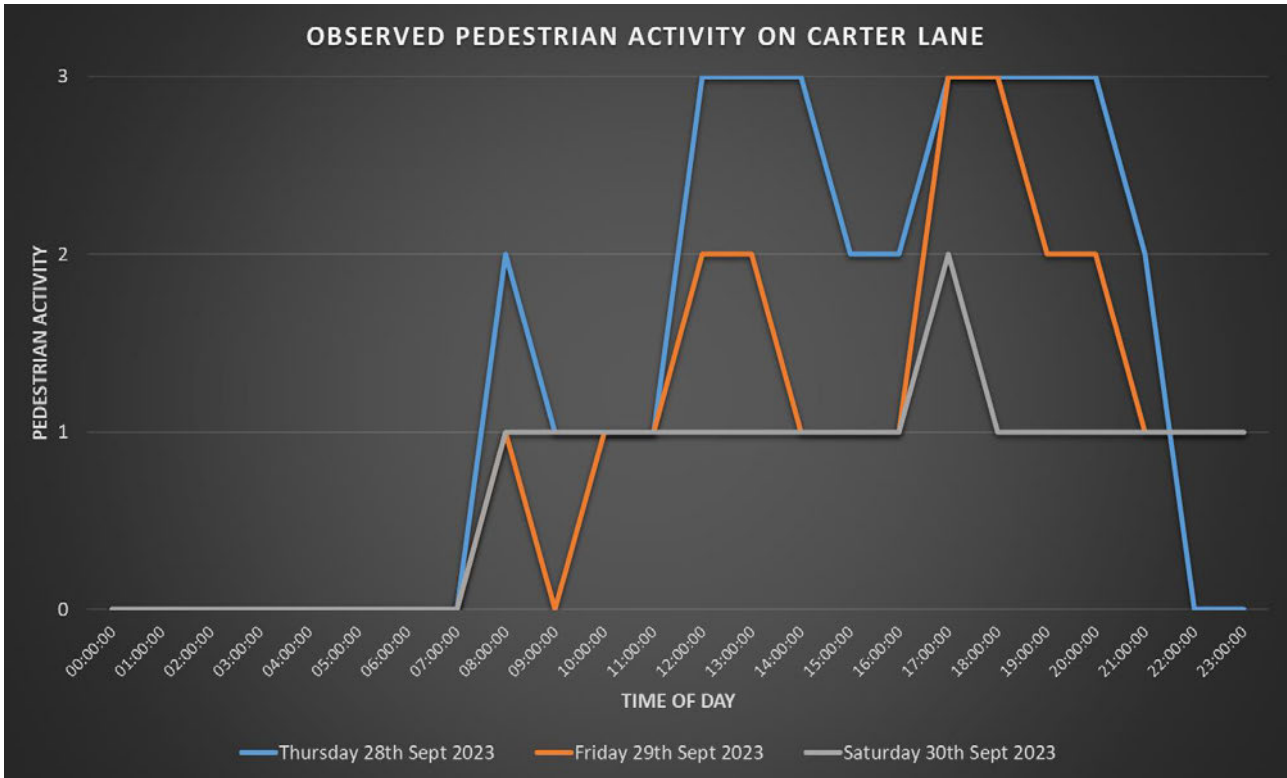
2.3.17 The survey video footage has been reviewed. Based on observations, a graph of pedestrian activity by time of day for each of the 3 survey days is shown in Figure 2-8.

2.3.18 Thursday was observed to be the busiest day, with high pedestrian activity between midday and 2pm and then from 5pm to 8pm. There was crowding outside Patch St Paul’s and The Rising Sun in the evening.

2.3.19 Friday was generally less busy than Thursday, with shorter periods of crowding, that were also less extensive.

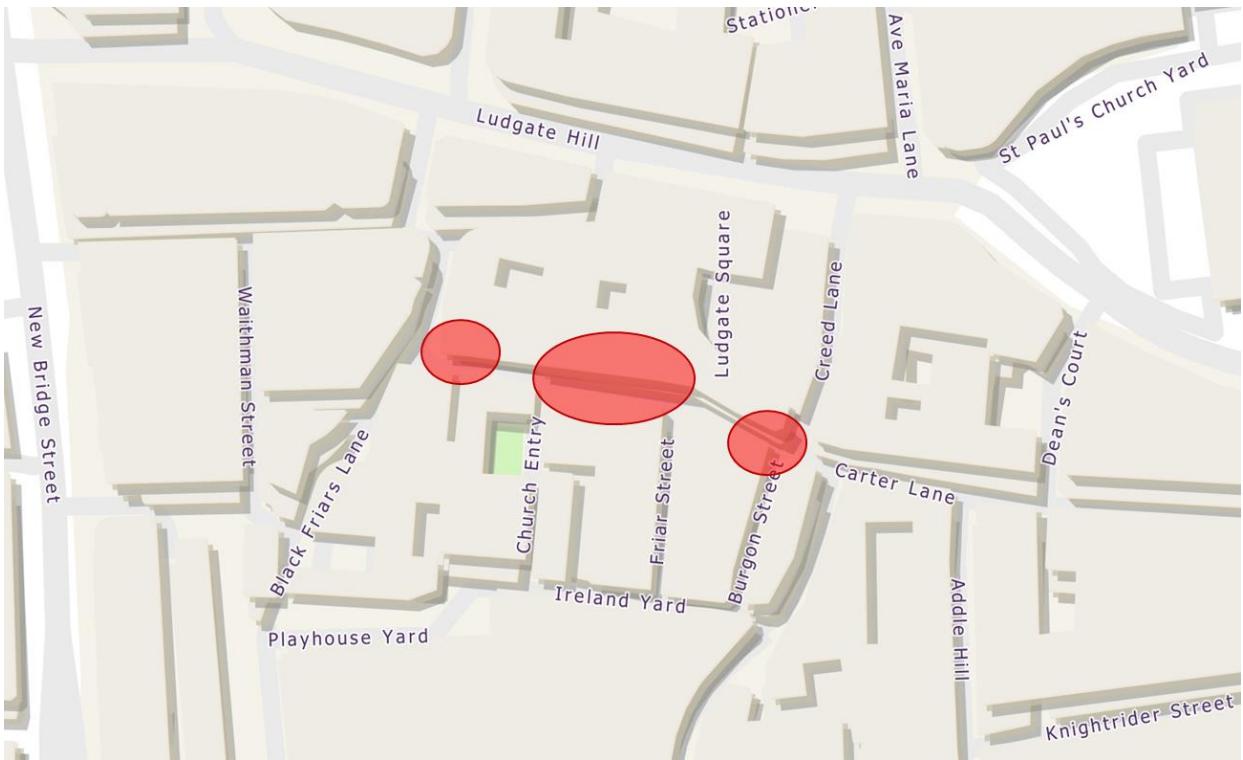
2.3.20 Saturday had generally low volumes of pedestrians, with occasional groups of people moving through. However, there was a fairly consistent movement of people along Carter Lane after 8am.

Figure 2-8: Carter Lane – Pedestrian activity summary



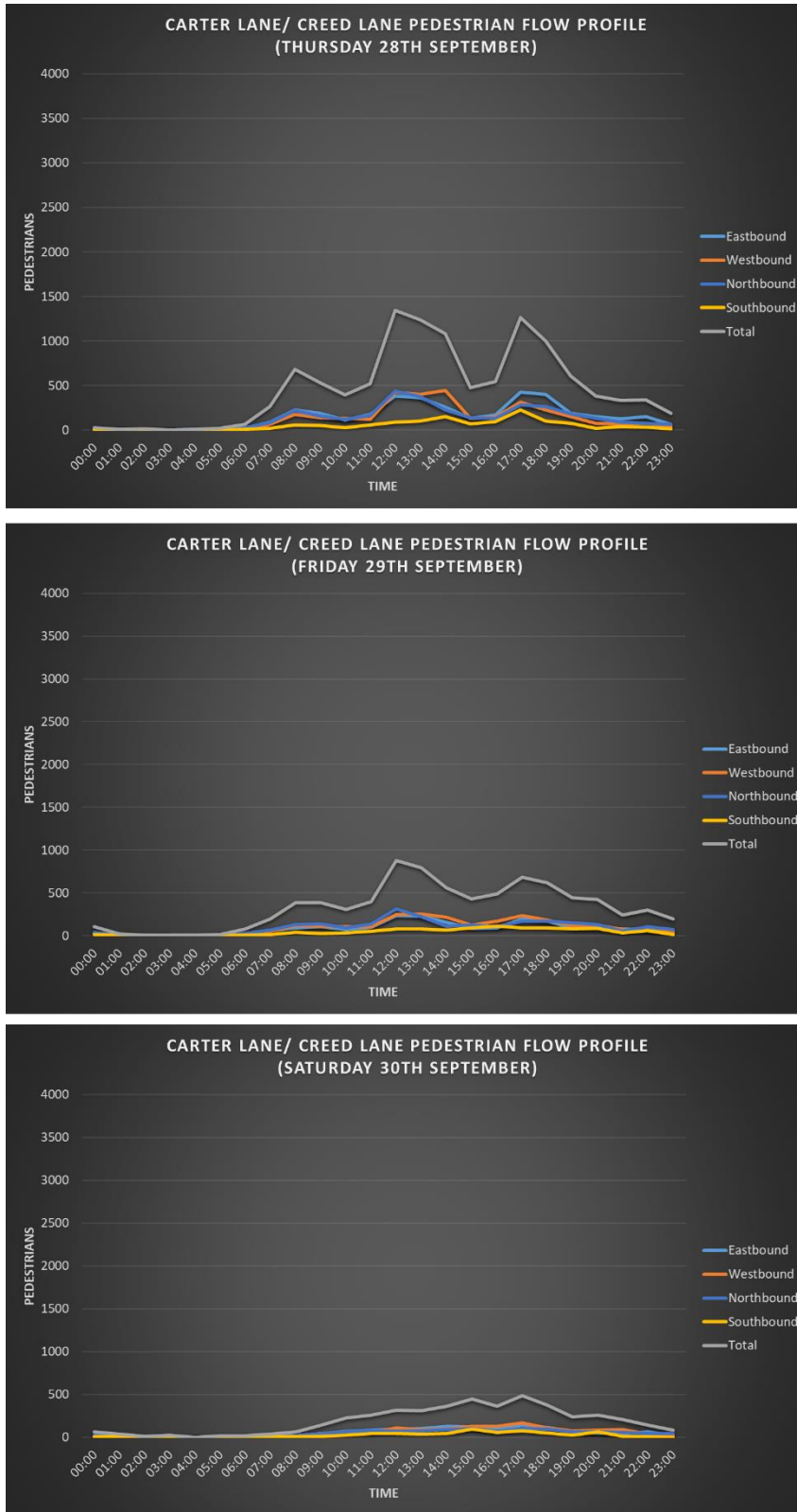
2.3.21 Figure 2-9 denotes the hotspots of pedestrian activity on Carter Lane. These correspond with pubs and bars where people congregate.

Figure 2-9: Carter Lane – Pedestrian activity hotspots



2.3.22 The pedestrian flow profiles for each of the survey days for the junction of Carter Lane/ Creed Lane is shown in Figure 2-10.

Figure 2-10: Pedestrian flow profile for Carter Lane



2.4 Watling Street

Layout

- 2.4.1 Watling Street, between the junctions with Queen Street to the east and Watling Court to the west, has a no motor vehicles restriction from Monday to Friday, 8am-6pm. There is a fire gate at both extents of the restriction. The current signage at the junction with Queen Street is shown in Figure 2-11 and at the junction with Watling Court in Figure 2-12.
- 2.4.2 There is a Pedestrian Zone sign and Pedestrian Zone Ends sign located on Watling Street. This applies to Watling Court and does not cover Watling Street.
- 2.4.3 This section of Watling Street is a one-way street (westbound), with carriageway grade separated from the footway. The width of the footway varies, with no footway provided for short sections. Street clutter (A-frame advertising boards) was observed to be used along the length of the footway on both sides of the street.
- 2.4.4 Cycling is permitted in the westbound direction on this section of Watling Street. There were no signs observed that permit eastbound cycling, so this is assumed to be prohibited.
- 2.4.5 The street has a restricted parking zone (RPZ) sign at the eastern entrance. The definition of an RPZ is where waiting, parking and loading restrictions apply but there are no yellow lines on the road or kerb. However, Watling Street does have double yellow lines on both sides of the carriageway for the full length of this section. This means it is covered by the City of London's Controlled Parking Zone (CPZ) restrictions. That is, parking is prohibited at all times, with loading permitted for a maximum of 40 minutes.

Traffic Management Order (TMO)

- 2.4.6 The TMO for Watling Street between the junctions with Queen Street and Watling Court is in line with the signage provided on-street. The TMO states that no motor vehicles can enter this section of Watling Street between 8am and 6pm on Mondays to Fridays, with the exception of:
- Ambulance, fire brigade or police vehicles in an emergency.
 - Any vehicle being used in the service of a local authority in pursuance of statutory powers or duties.
 - In connection with a wedding or funeral service at St Mary Aldemary on Bow Lane.

Figure 2-11: Watling Street at junction with Queen Street (looking west)



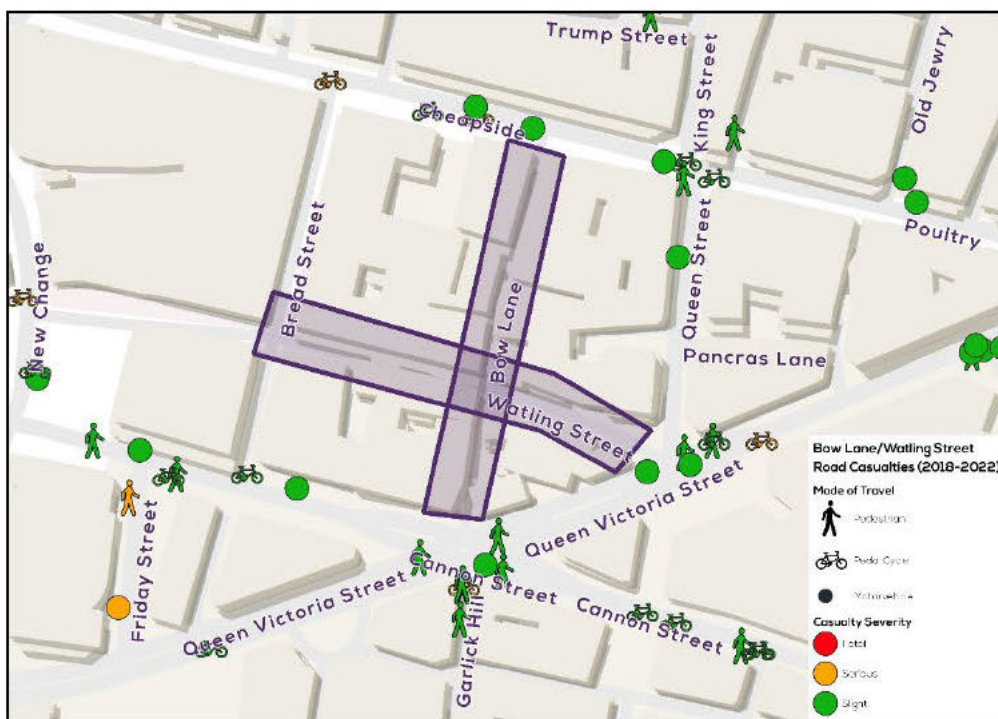
Figure 2-12: Watling Street at junction with Watling Court (looking west)



Collision data

- 2.4.7 Collision data has been analysed for 2018-2022 (inclusive). There were no collisions recorded by the police during the period on Watling Street between the junctions with Queen Street and Watling Court. The collision plot for 2018-2022 is shown in Figure 2-13.
- 2.4.8 The nearest casualties occurred on Cheapside, Queen street, Queen Victoria Street and Cannon Street.
- 2.4.9 It should be noted that 2018 and 2019 are pre-Covid, 2020 and 2021 during Covid, and 2022 is post Covid.

Figure 2-13: Watling Street – casualty plot 2018-2022



Traffic Flows

- 2.4.10 Table 2.3 provides a summary for each survey day for motor vehicles and cycles. The values in red bold and brackets are the number of vehicles contravening the TMO restrictions.

Table 2.3: Watling Street – Traffic flow summary

24-hour period	Motor vehicles eastbound	Cyclists eastbound	Motor vehicles westbound	Cyclists westbound
Thursday	0 (0)	89	121 (0)	125
Friday	0 (0)	123	144 (2)	154
Saturday	4	88	123	66

- 2.4.11 Figure 2-14 and Figure 2-15 show the motor vehicle and cycle flow profiles respectively for each of the survey days. The motor vehicle flow is around 10 vehicles per hour before and after the times of the TMO restriction. The cycle flows are relatively consistent throughout the day, with a peak in the morning rush hour.

Figure 2-14: Watling Street – Motor vehicle flow profile

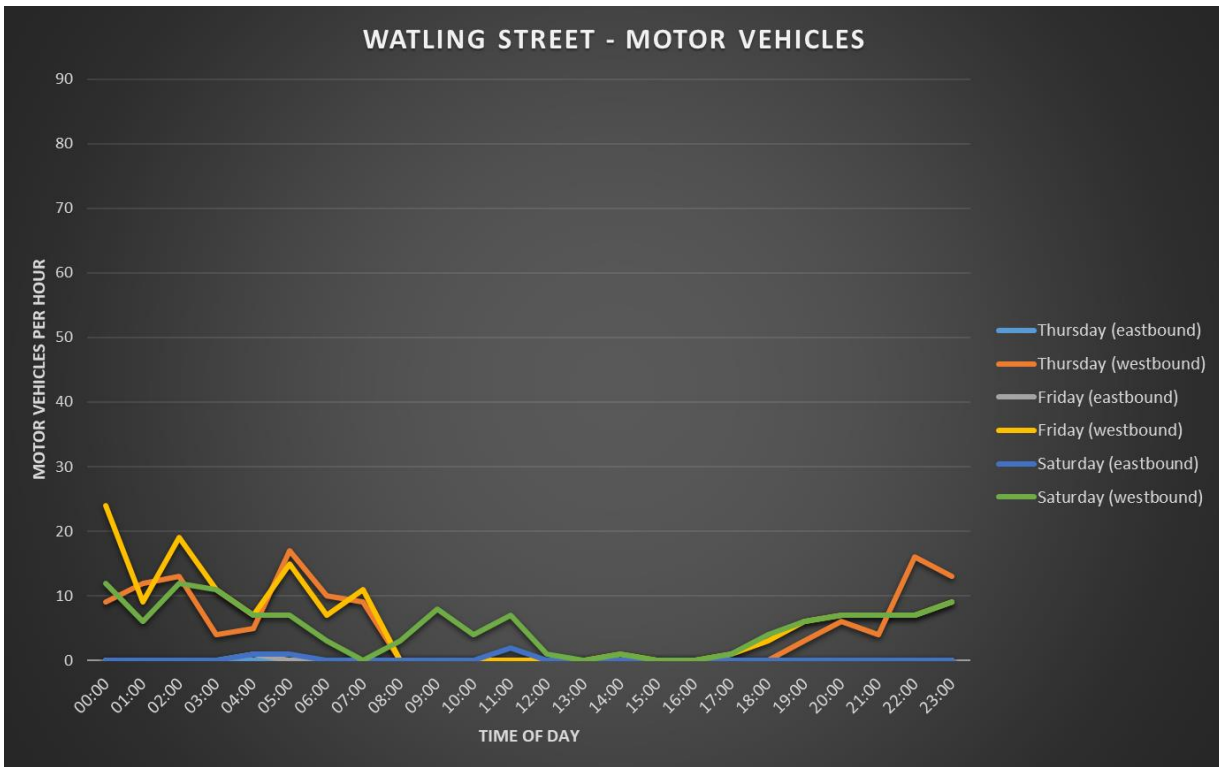
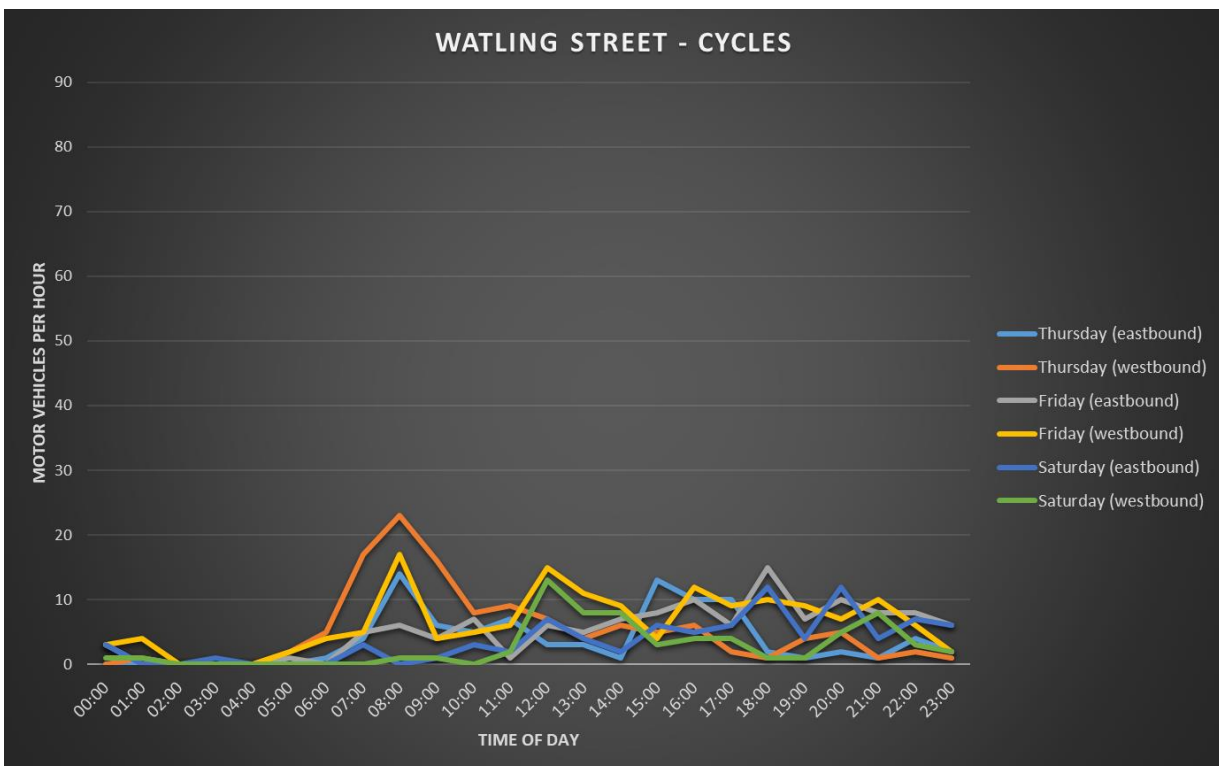


Figure 2-15: Watling Street – Cycle flow profile



Kerbside activity

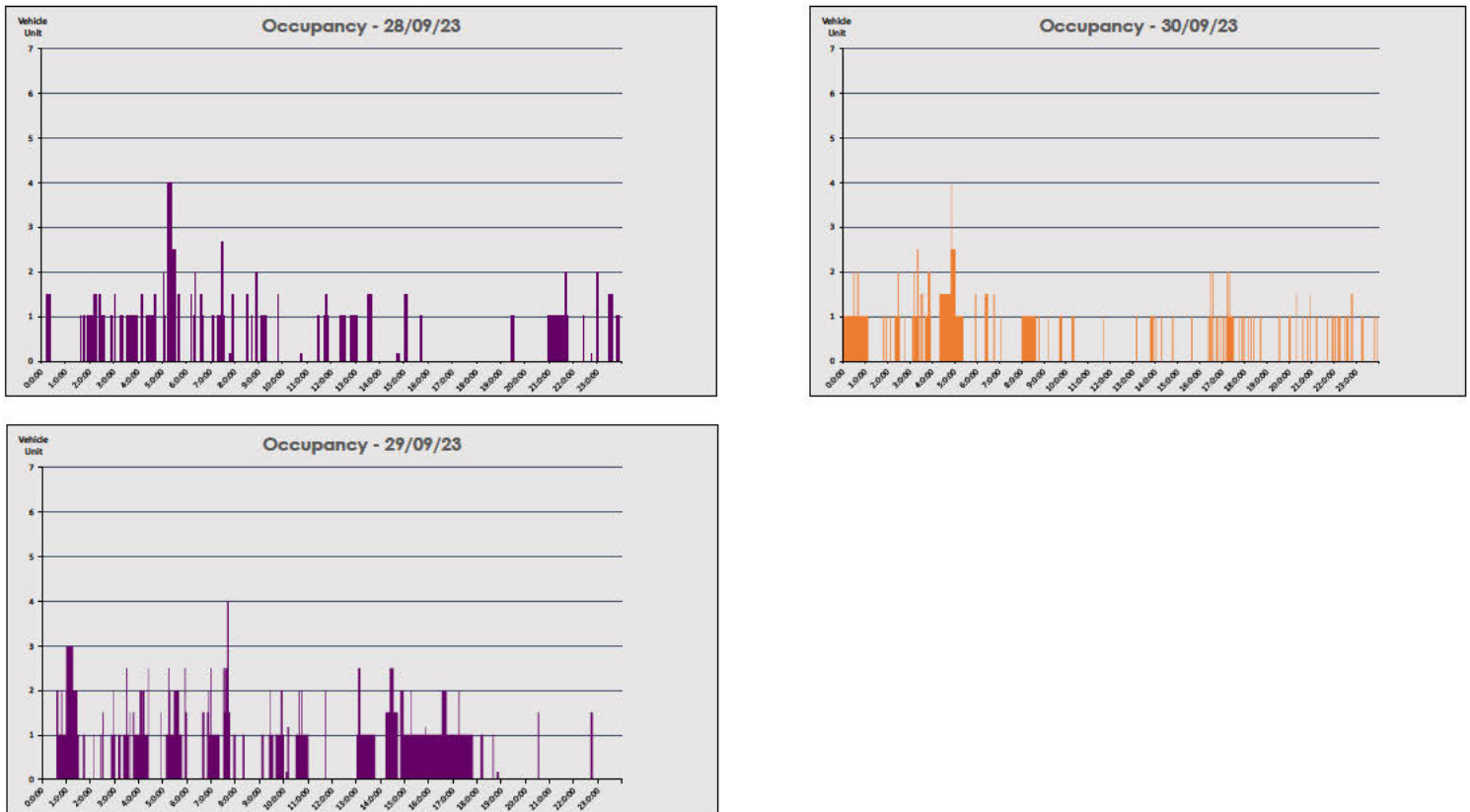
2.4.12 A summary of motor vehicle kerbside activity for each survey day is provided in Table 2.4.

Table 2.4: Watling Street – Kerbside activity summary (motor vehicles)

24-hour period	Loading / Unloading	Parcel Pickup/ Delivery	Pick-Up / Drop-Off	Waiting	Parked	Servicing	Grand Total
Thursday	37	12	11	15	9	0	84
Friday	30	6	16	15	19	0	86
Saturday	15	0	66	20	9	0	110

2.4.13 The profile by time of day for kerbside activity of motor vehicles on Watling Street is shown in Figure 2-16 for Thursday 28th, Friday 29th and Saturday 30th September.

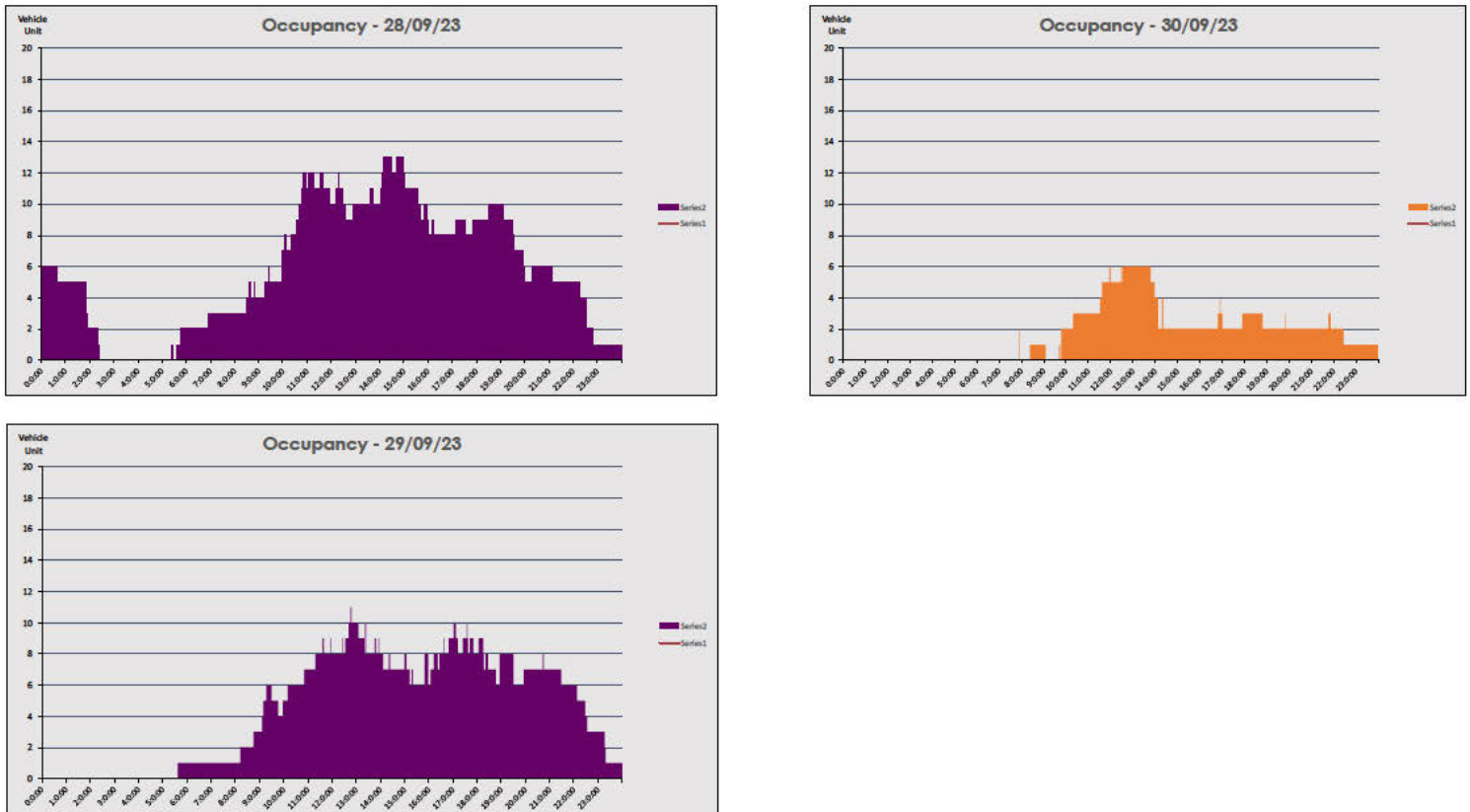
Figure 2-16: Watling Street – Kerbside occupancy profile (motor vehicles)



2.4.14 The survey results show there is reasonably consistent low level of kerbside activity through the day on Watling Street. This is in contravention of the TMO restrictions. Although there is some kerbside activity after 6pm on a weekday, the data does not suggest there is a strong demand for this.

2.4.15 Figure 2-17 provides the profile by time of day for kerbside activity of cycles on Watling Street for Thursday 28th, Friday 29th and Saturday 30th September.

Figure 2-17: Watling Street – Kerbside occupancy profile (cycles)



2.4.16 The data shows that people are using cycles to access Watling Street throughout the day.

Pedestrian activity

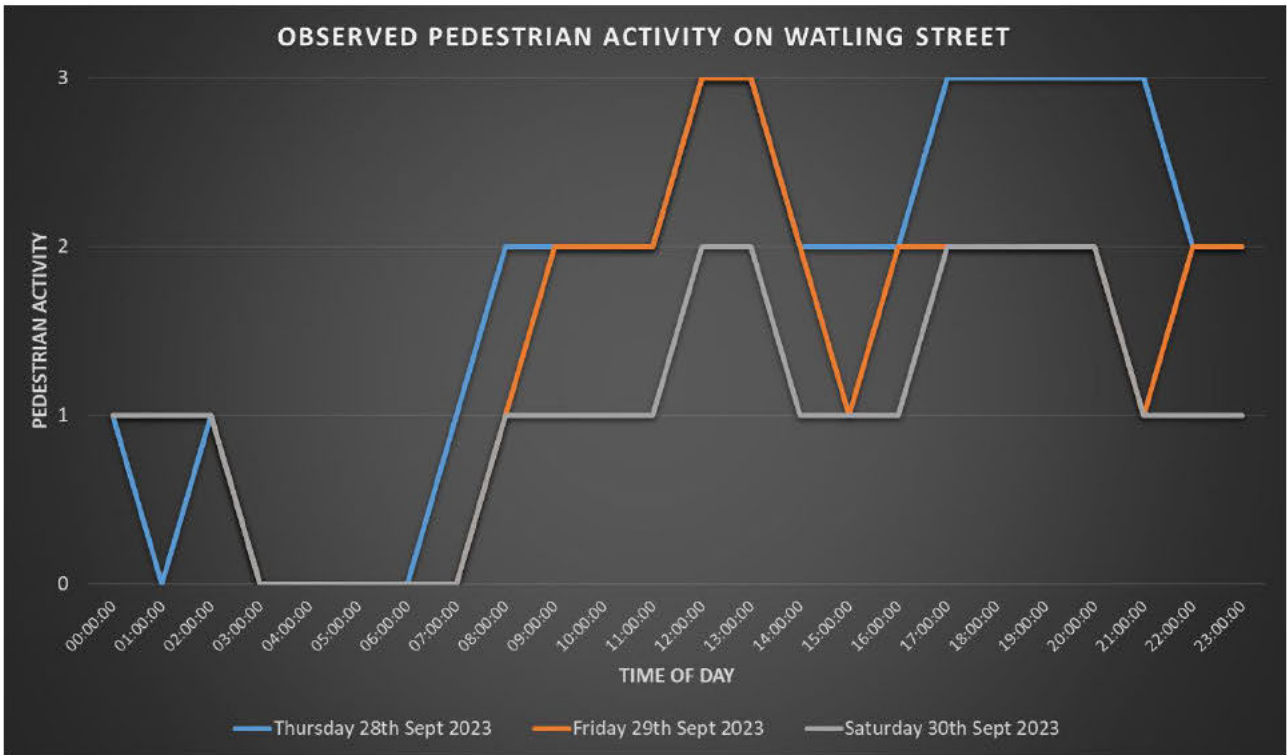
2.4.17 The survey video footage has been reviewed. Based on observations, a graph of pedestrian activity by time of day for each of the 3 survey days is shown in Figure 2-18.

2.4.18 Thursday was observed to be the busiest day, with high pedestrian activity between midday and 2pm and then from 5pm to 9pm. There was crowding outside the various pubs along the street in the evening.

2.4.19 Friday was generally less busy than Thursday, with shorter periods of crowding, that were also less extensive.

2.4.20 Saturday had generally low volumes of pedestrians, with occasional groups of people moving through. There was a reasonable level of activity on Saturday evening due to the pubs and eateries.

Figure 2-18: Watling Street – Pedestrian activity summary



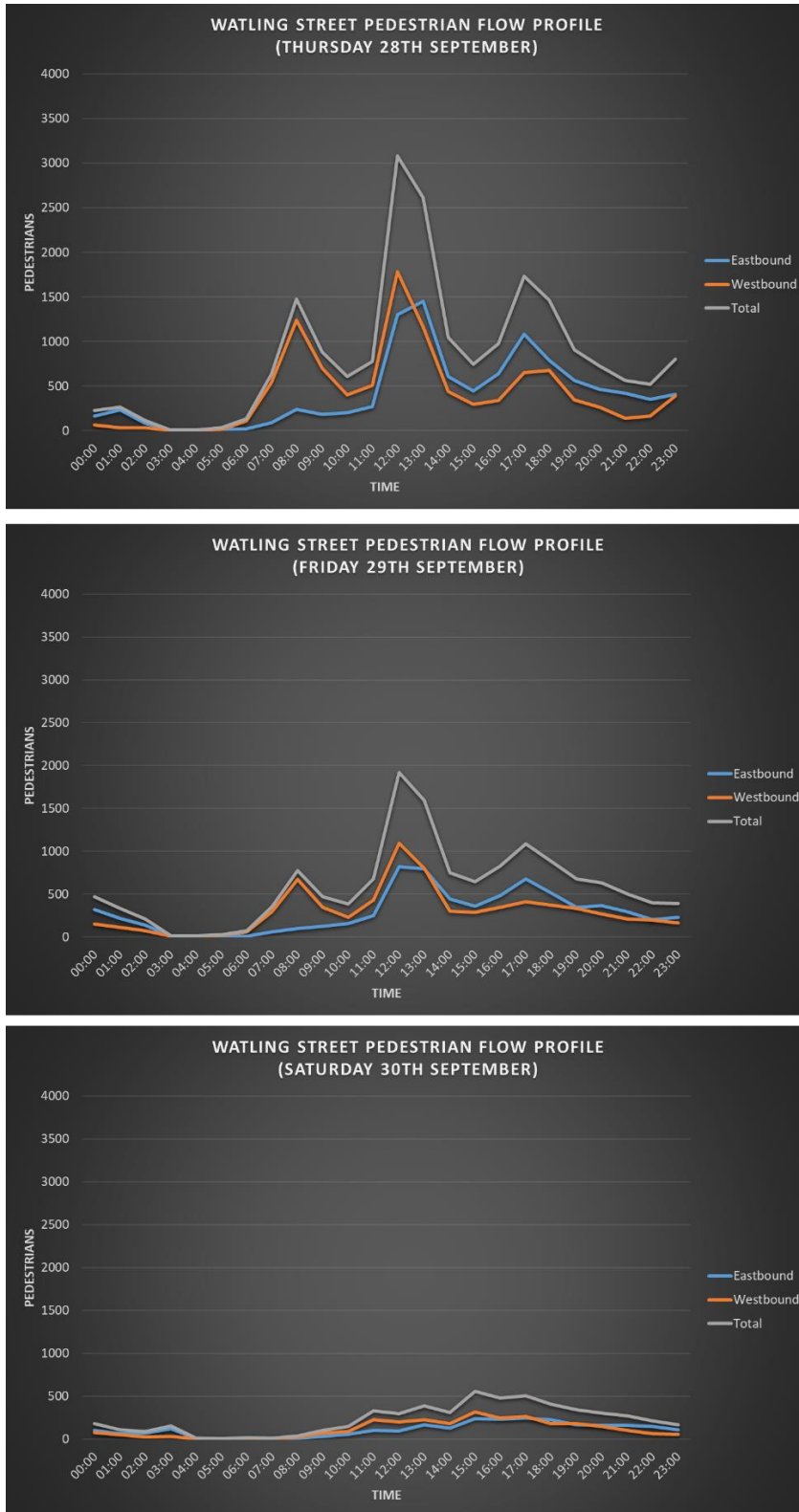
2.4.21 Figure 2-19 denotes the hotspots of pedestrian activity on Watling Street. These correspond with pubs and bars where people congregate.

Figure 2-19: Watling Street – Pedestrian activity hotspots



2.4.22 The pedestrian flow profiles for each of the survey days for Watling Street is shown in Figure 2-20.

Figure 2-20: Pedestrian flow profile for Watling Street



2.5 Bow Lane

Layout

- 2.5.1 Bow Lane, between the junctions with Cannon Street to the south and Cheapside to the north, has a no motor vehicles restriction from Monday to Friday, 8am-6pm. There is a Pedestrian Zone Ends sign located on Cheapside at the junction with Bow Lane. The current signage at the junction with Cannon Street is shown in Figure 2-21 and at the junction with Cheapside in Figure 2-22.
- 2.5.2 On the section of Bow Lane to the north of Watling Street, there are 2 yellow plates, located on buildings, which state "Pedestrian Zone. No parking or loading at any time."
- 2.5.3 Bow Lane is a narrow one-way street (northbound), with carriageway and footway at the same level. The footways are generally narrow, with street clutter (A-frame advertising boards) observed to be used along the length of the footway on both sides of the street.
- 2.5.4 Cycling is permitted in the northbound direction on Bow Lane. There were no signs observed that permit southbound cycling, so this is assumed to be prohibited.
- 2.5.5 The street has a restricted parking zone (RPZ) sign at the southern entrance and there are no yellow lines or marked bays for the length of Bow Lane. There is a yellow plate located on the section of Bow Lane to the south of Watling Street that repeats the parking restrictions, which are Monday to Friday, 8am-6pm.

Traffic Management Order (TMO)

- 2.5.6 The TMO for Bow Lane states that no motor vehicles can enter Bow Lane between 8am and 6pm on Mondays to Fridays, with the exception of:
- Ambulance, fire brigade or police vehicles in an emergency.
 - Any vehicle being used in the service of a local authority in pursuance of statutory powers or duties.
 - In connection with a wedding or funeral service at St Mary Aldemary. (This applies to the section of Bow Lane between Cannon Street and Watling Steet.)

Figure 2-21: Bow Lane at junction with Cannon Street (looking north)



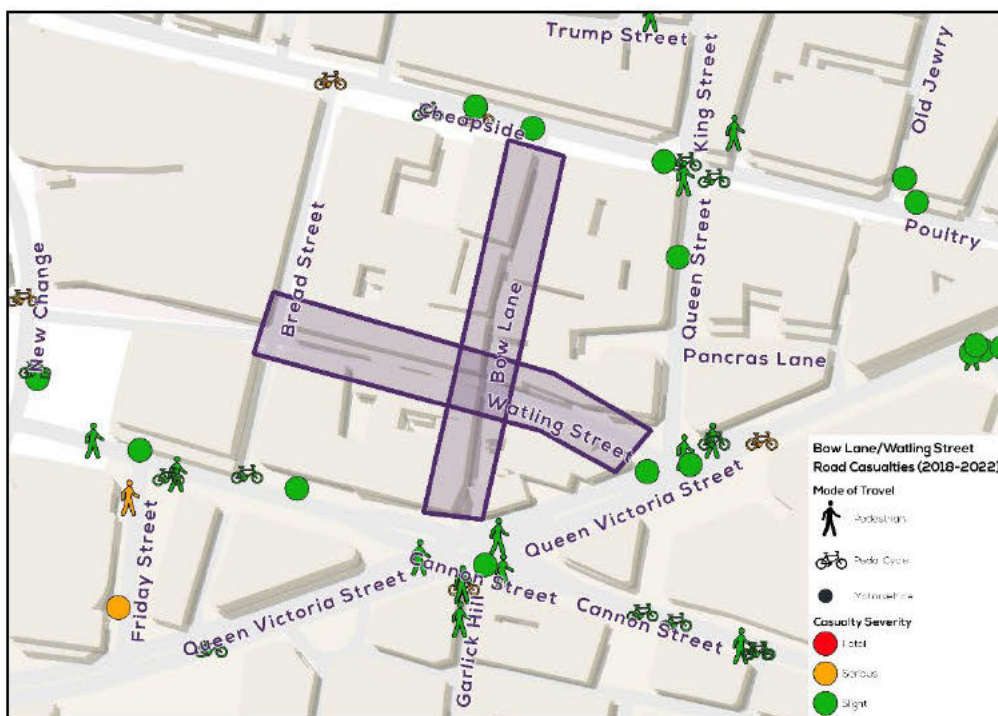
Figure 2-22: Bow Lane at junction with Cheapside (looking north)



Collision data

- 2.5.7 Collision data has been analysed for 2018-2022 (inclusive). There were no collisions recorded by the police during the period on Bow Lane between the junctions with Cannon Street and Cheapside. The collision plot for 2018-2022 is shown in Figure 2-23.
- 2.5.8 The nearest casualty was a cyclist, which had a slight severity. This was located on Ludgate Broadway.
- 2.5.9 It should be noted that 2018 and 2019 are pre-Covid, 2020 and 2021 during Covid, and 2022 is post Covid.

Figure 2-23: Bow Lane – casualty plot 2018-2022



Traffic Flows

- 2.5.10 Table 2.5 provides a summary for each survey day for motor vehicles and cycles. The values in red bold and brackets are the number of vehicles contravening the TMO restrictions.

Table 2.5: Bow Lane – Traffic flow summary

24-hour period	Motor vehicles northbound	Cyclists northbound	Motor vehicles southbound	Cyclists southbound
Thursday	44 (0)	109	3 (0)	72
Friday	43 (2)	93	6 (2)	70
Saturday	34	70	2	52

- 2.5.11 Figure 2-24 and Figure 2-25 show the motor vehicle and cycle flow profiles respectively for each of the survey days. The motor vehicle flow is consistently low throughout each survey day, with a peak between 5am-8am. The cycle flows are broadly consistent throughout the day.

Figure 2-24: Bow Lane – Motor vehicle flow profile

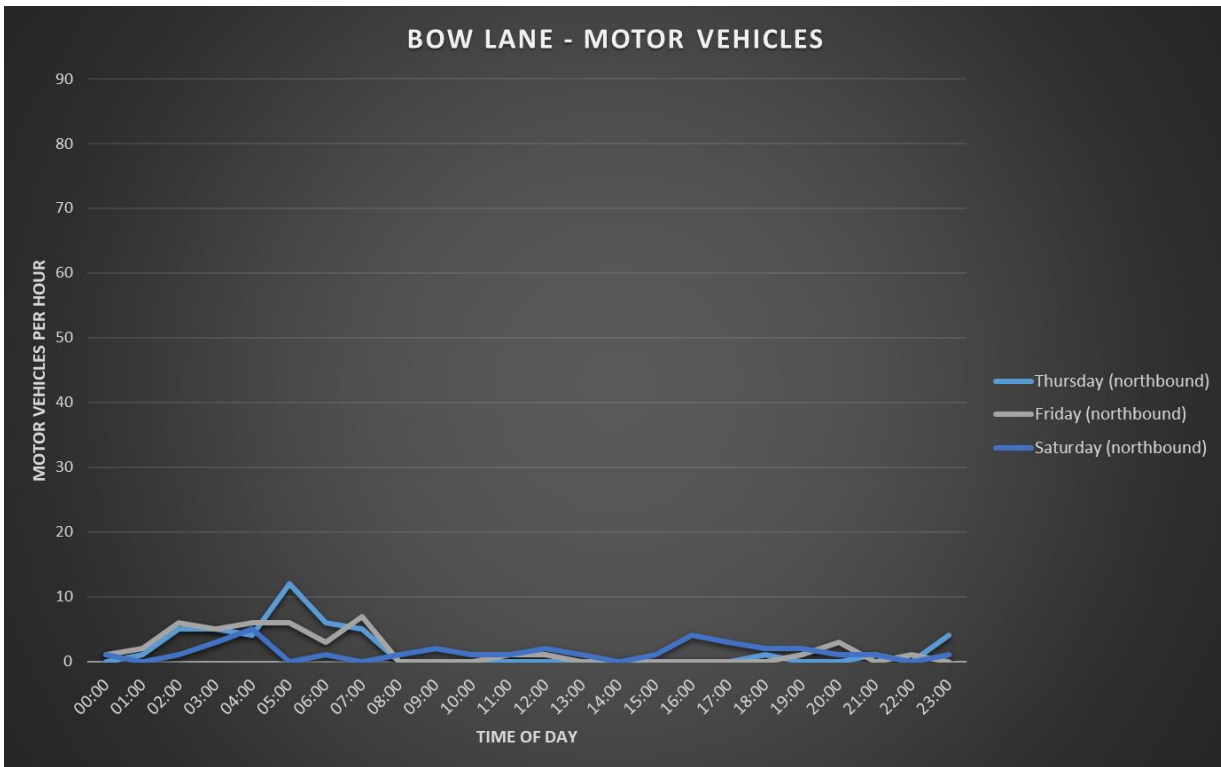
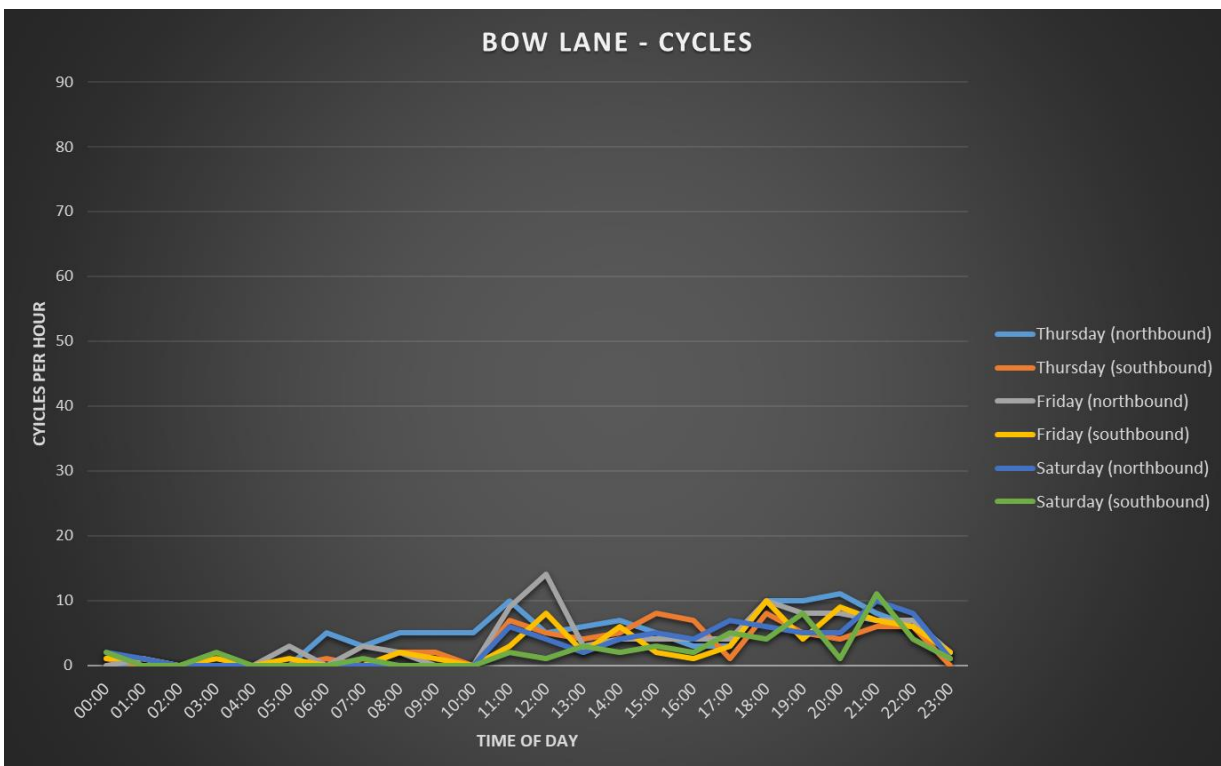


Figure 2-25: Bow Lane – Cycle flow profile



Kerbside activity

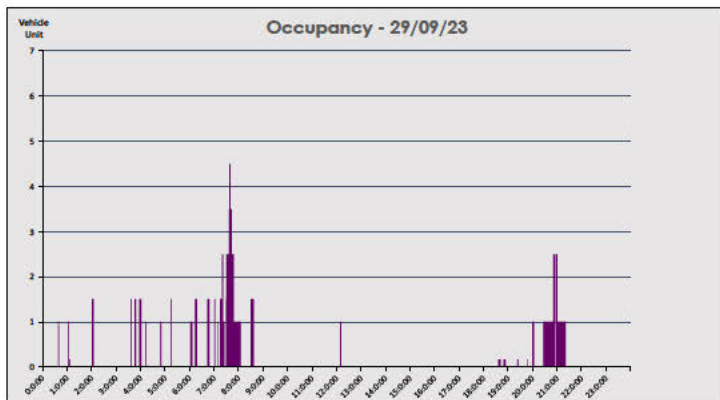
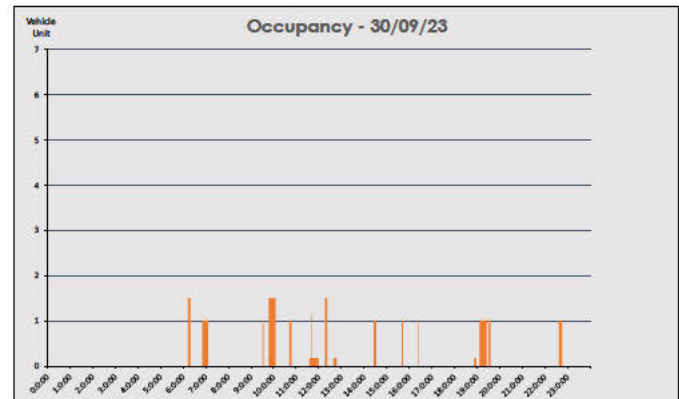
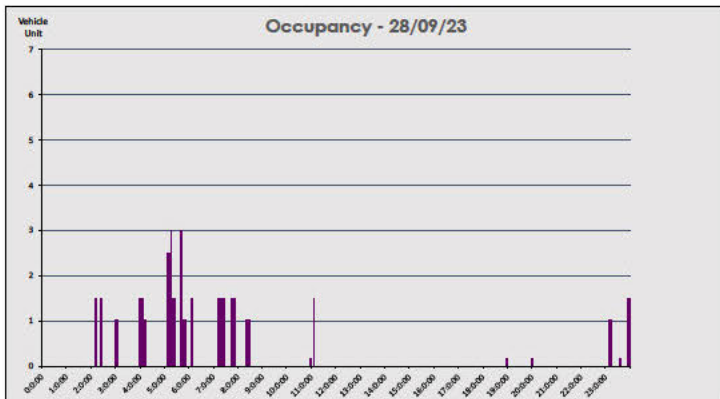
2.5.12 A summary of motor vehicle kerbside activity for each survey day is provided in Table 2.6.

Table 2.6: Bow Lane – Kerbside activity summary (motor vehicles)

24-hour period	Loading / Unloading	Parcel Pickup/ Delivery	Pick-Up / Drop-Off	Waiting	Parked	Servicing	Grand Total
Thursday	7	16	0	3	5	0	31
Friday	19	5	0	6	7	0	37
Saturday	5	5	2	4	3	0	19

2.5.13 The profile by time of day for kerbside activity of motor vehicles on Bow Lane is shown in Figure 2-26 for Thursday 28th, Friday 29th and Saturday 30th September.

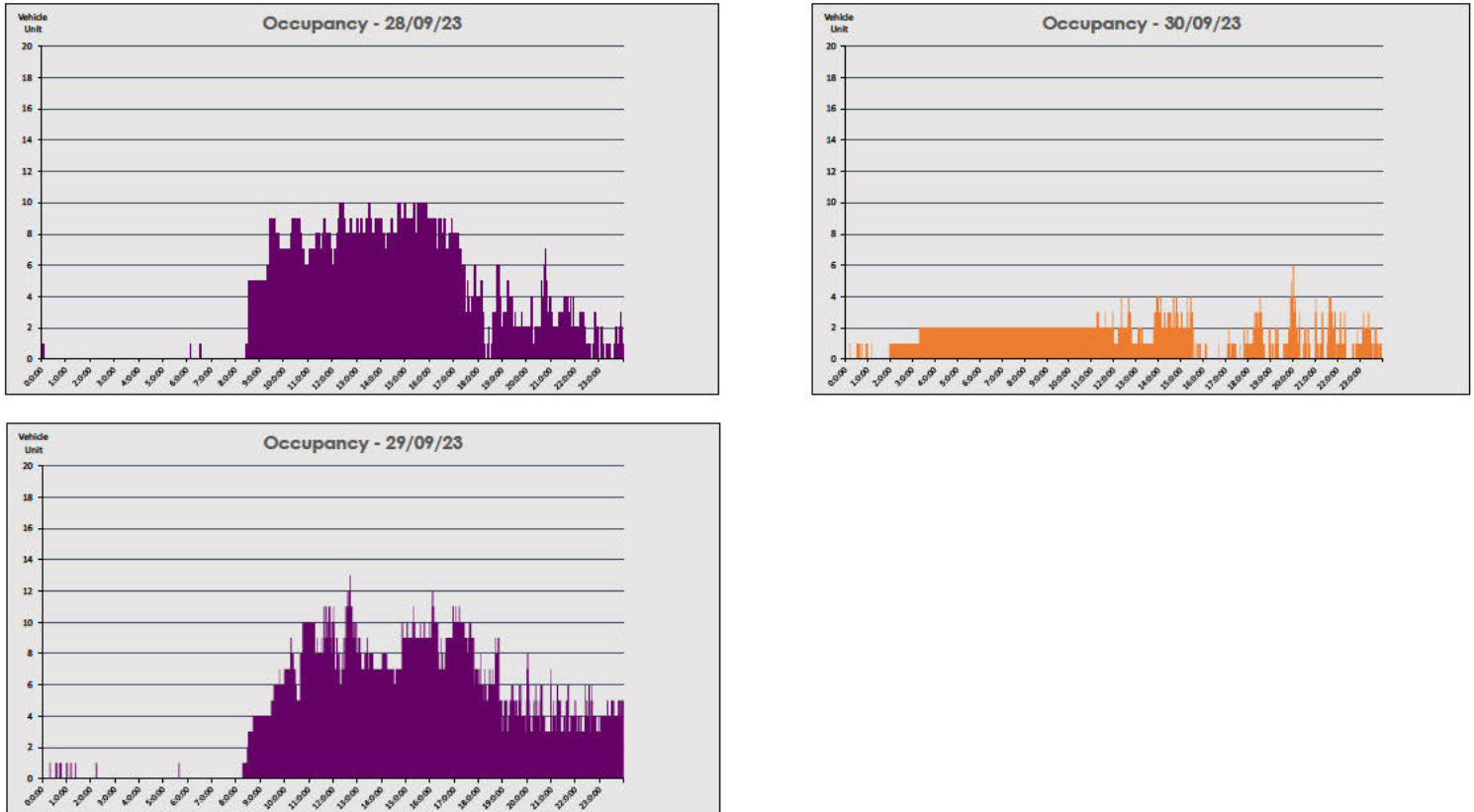
Figure 2-26: Bow Lane – Kerbside occupancy profile (motor vehicles)



2.5.14 The survey results show there is generally good compliance with the TMO restrictions. It also suggests there is not a high demand for kerbside provision after 6pm on a weekday, although some activity at this time has been recorded.

2.5.15 Figure 2-27 provides the profile by time of day for kerbside activity of cycles on Bow Lane for Thursday 28th, Friday 29th and Saturday 30th September.

Figure 2-27: Bow Lane – Kerbside occupancy profile (cycles)



2.5.16 The data shows that people are using cycles to access Bow Lane throughout the day, with the majority of this activity by delivery cycles.

Pedestrian activity

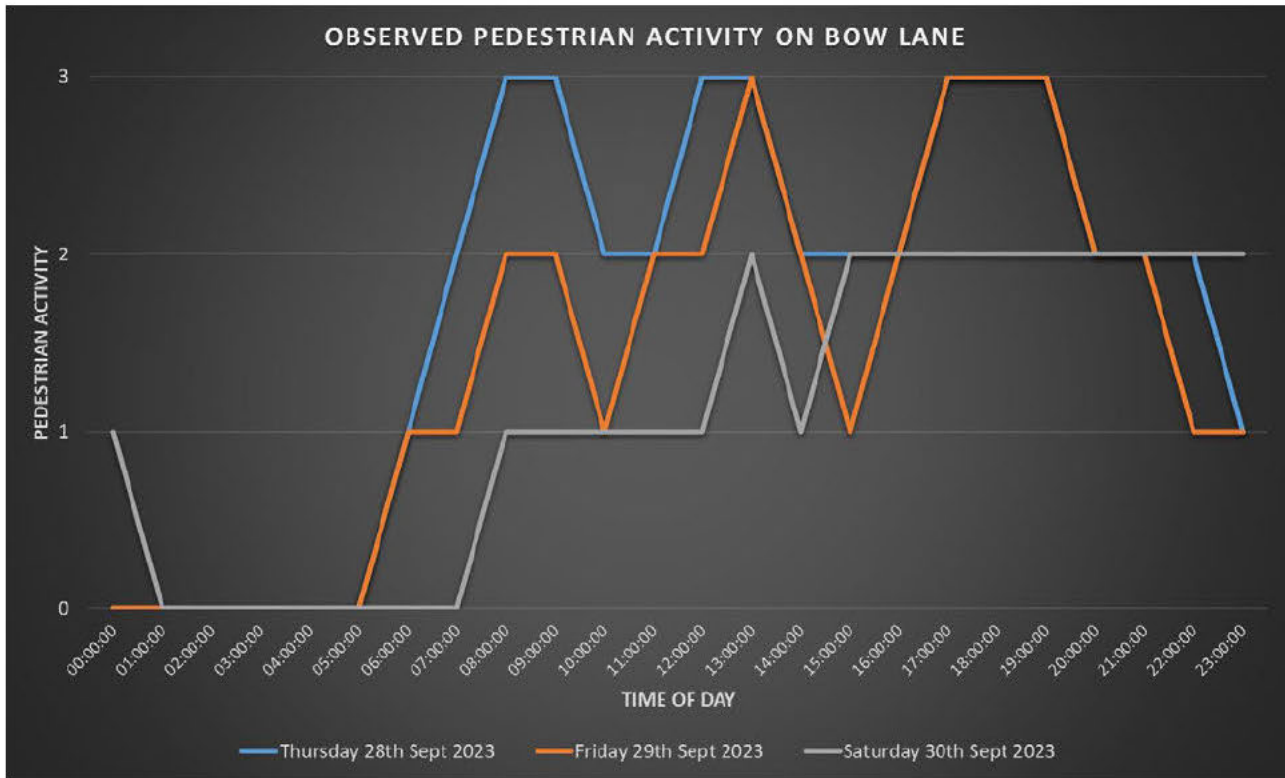
2.5.17 The survey video footage has been reviewed. Based on observations, a graph of pedestrian activity by time of day for each of the 3 survey days is shown in Figure 2-28.

2.5.18 Thursday was observed to be the busiest day, with high pedestrian activity between midday and 1pm and then from 5pm to 7pm. There was crowding outside the various pubs along the street in the evening.

2.5.19 Friday was generally less busy than Thursday, with shorter periods of crowding, that were also less extensive.

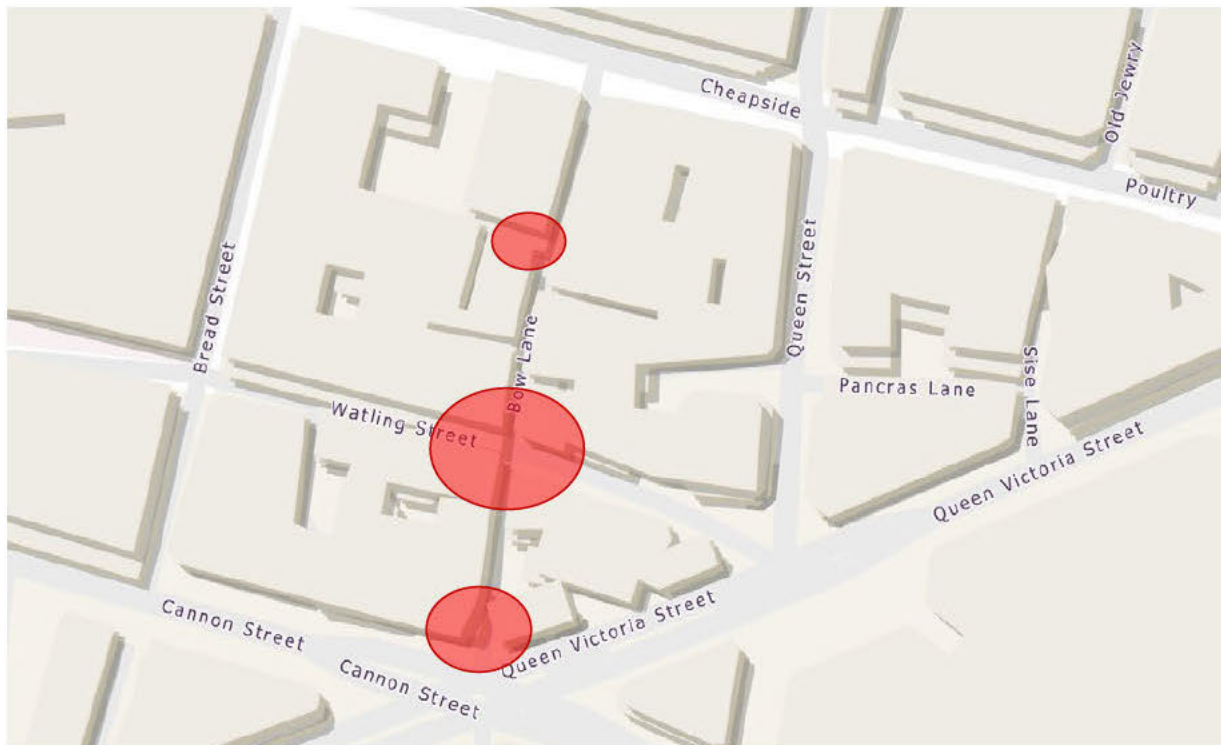
2.5.20 Saturday had generally low volumes of pedestrians, with occasional groups of people moving through. There was a reasonable level of activity on Saturday evening due to the pubs and eateries.

Figure 2-28: Bow Lane – Pedestrian activity summary



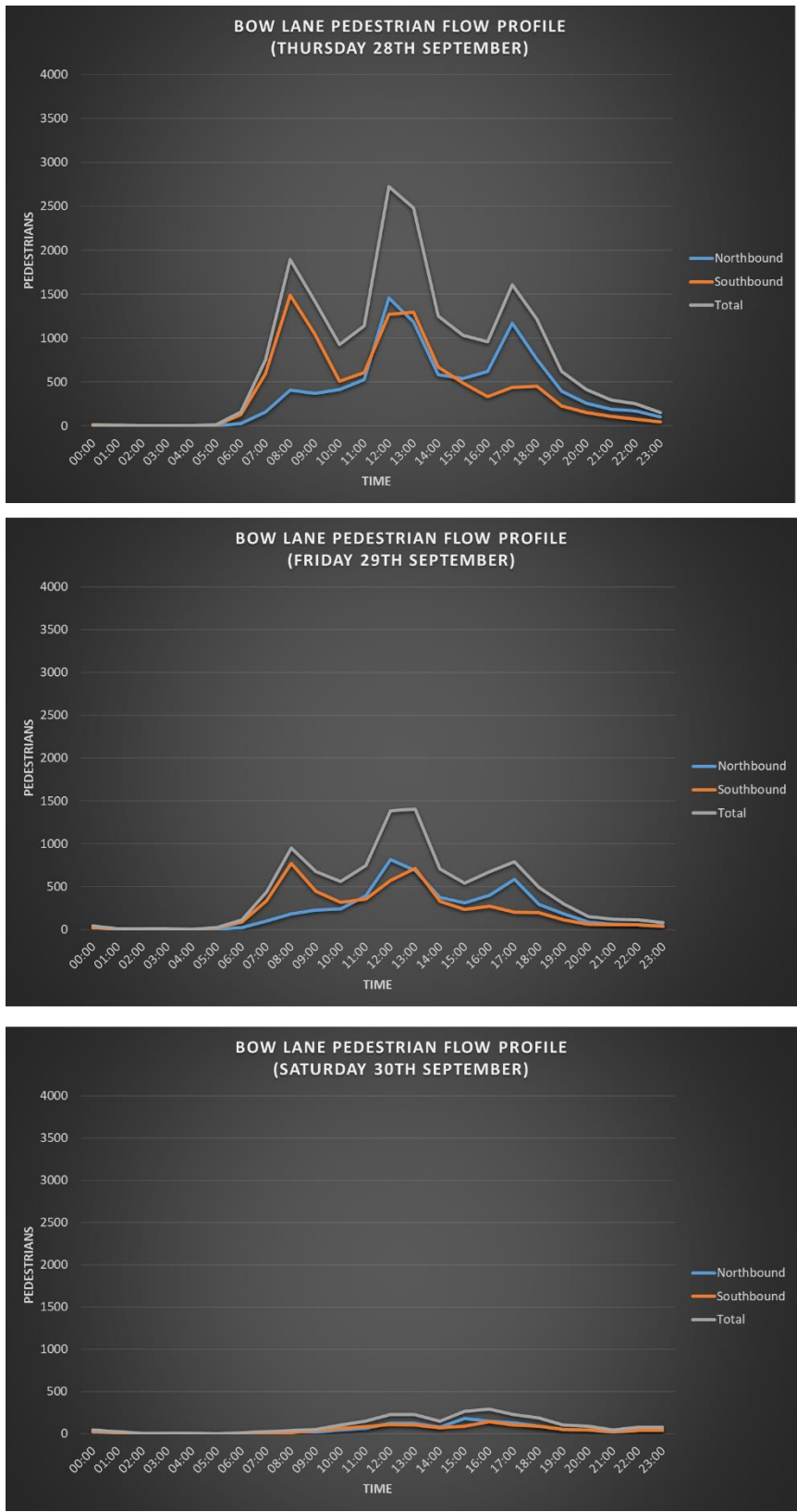
2.5.21 Figure 2-29 denotes the hotspots of pedestrian activity on Bow Lane. These correspond with pubs and bars where people congregate.

Figure 2-29: Bow Lane – Pedestrian activity hotspots



2.5.22 The pedestrian flow profiles for each of the survey days for Bow Lane is shown in Figure 2-30.

Figure 2-30: Pedestrian flow profile for Bow Lane



2.6 Austin Friars

Layout

- 2.6.1 Austin Friars has a no motor vehicles restriction from Monday to Friday, 11am-4pm, except disabled badge holders. There is no through route for vehicles, meaning there are no other signs relating to the vehicle restrictions. The current signage at the junction with Old Broad Street is shown in Figure 2-31, with the turning area at the end of Austin Friars shown in Figure 2-32.
- 2.6.2 Because there is no through route for vehicles Austin Friars is a two-way street, with carriageway and footway at the same level. There are bollards protecting the building frontages, which restrict the available footway space.
- 2.6.3 Cycling is permitted in both directions on Austin Friars.
- 2.6.4 The street has a restricted parking zone (RPZ) sign at the entrance and there are no yellow lines or marked loading bays within Austin Friars. The RPZ operates Monday to Friday 7am-7pm, and on Saturday 7am-11am. There is a marked bay for disabled badge holders (maximum stay of 4 hours Mondays to Fridays inclusive) located in the turning area by Pinner's Passage.
- 2.6.5 There are height and width restrictions to enter Austin Friars due to the entrance being under and between buildings.

Traffic Management Order (TMO)

- 2.6.6 The TMO for Austin Friars is in line with the signage provided on-street. The TMO states that no motor vehicles can enter Austin Friars between 11am and 4pm on Mondays to Fridays, with the exception of:
- Ambulance, fire brigade or police vehicles in an emergency.
 - Any vehicle being used in the service of a local authority in pursuance of statutory powers or duties.
 - Any vehicle being used for the maintenance, improvement, reconstruction, cleansing or lighting; or the laying, erection, alteration or repair of any sewer, main, pipe, or gas; or water or electronic supply; or electronic communications.
 - Any vehicle where the occupant is the holder of a blue badge to access or egress the disabled persons parking space.
 - Any vehicle accessing or egressing the car park located within the rear of no. 111 Old Broad Street.

Figure 2-31: Austin Friars at junction with Old Broad Street (looking north)



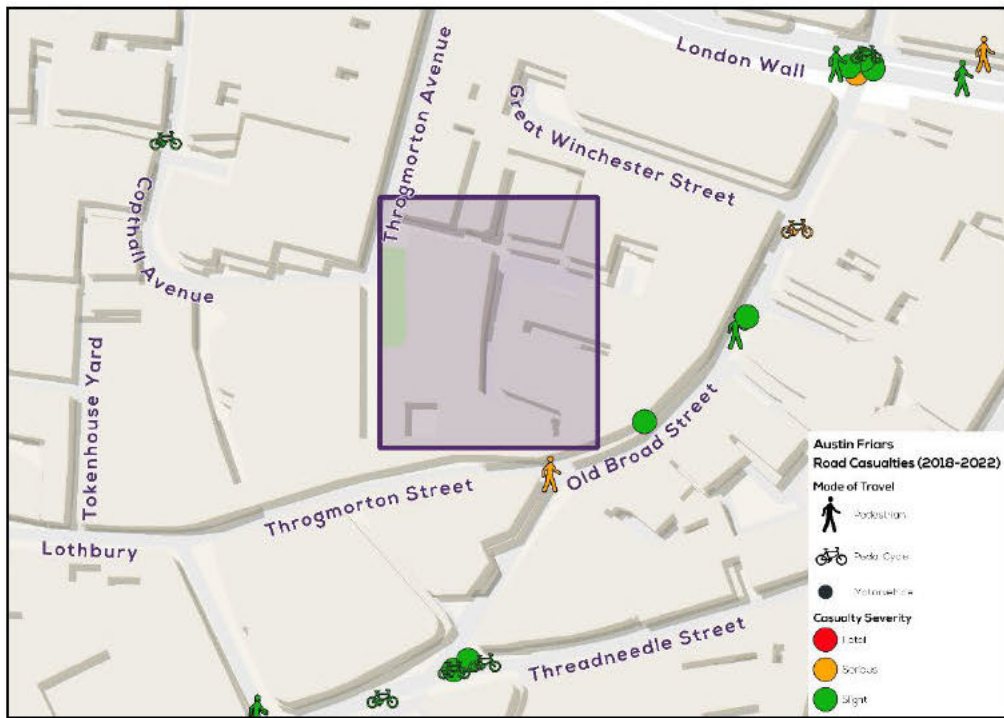
Figure 2-32: Austin Friars turning area at Pinner's Passage (looking east)



Collision data

- 2.6.7 Collision data has been analysed for 2018-2022 (inclusive). There were no collisions recorded by the police during the period on Austin Friars. The collision plot for 2018-2022 is shown in Figure 2-33.
- 2.6.8 The nearest casualties were on Old Broad Street. There was one serious pedestrian casualty located at the junction of Austin Friars, Old Broad Street and Throgmorton Street. This was a female casualty as a result of a collision with a car at 23:22 on Friday 17th January 2020.
- 2.6.9 It should be noted that 2018 and 2019 are pre-Covid, 2020 and 2021 during Covid, and 2022 is post Covid.

Figure 2-33: Austin Friars – casualty plot 2018-2022



Traffic Flows

- 2.6.10 Table 2.7 provides a summary for each survey day for motor vehicles and cycles. The values in red bold and brackets are the number of vehicles contravening the TMO restrictions (or requiring access to the disabled parking bay).

Table 2.7: Austin Friars – Traffic flow summary

24-hour period	Motor vehicles northbound	Cyclists northbound	Motor vehicles southbound	Cyclists southbound
Thursday	51 (11)	54	51 (11)	43
Friday	54 (5)	27	47 (7)	30
Saturday	15	6	23	9

- 2.6.11 Figure 2-34 and Figure 2-35 show the motor vehicle and cycle flow profiles respectively for each of the survey days. The motor vehicle flow is consistently low throughout each survey day. The cycle flows peak in the morning, lunchtime and evening peak hour periods.

Figure 2-34: Austin Friars – Motor vehicle flow profile

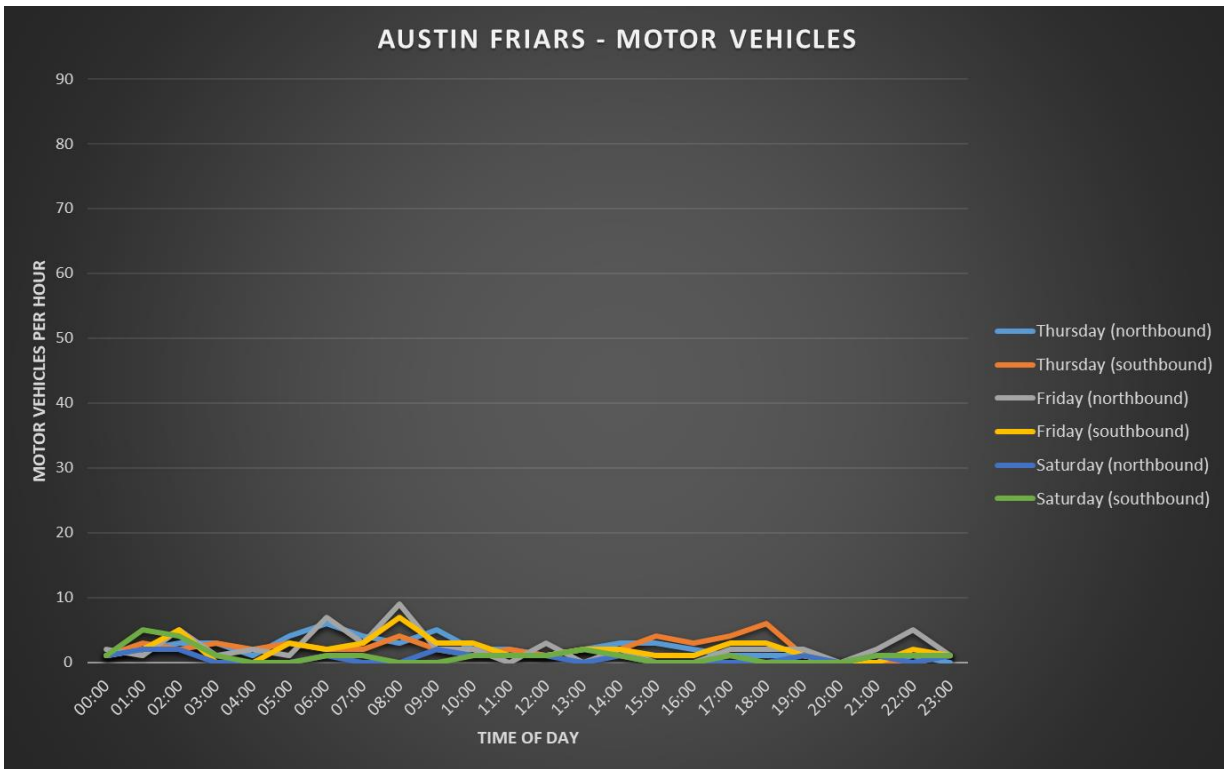
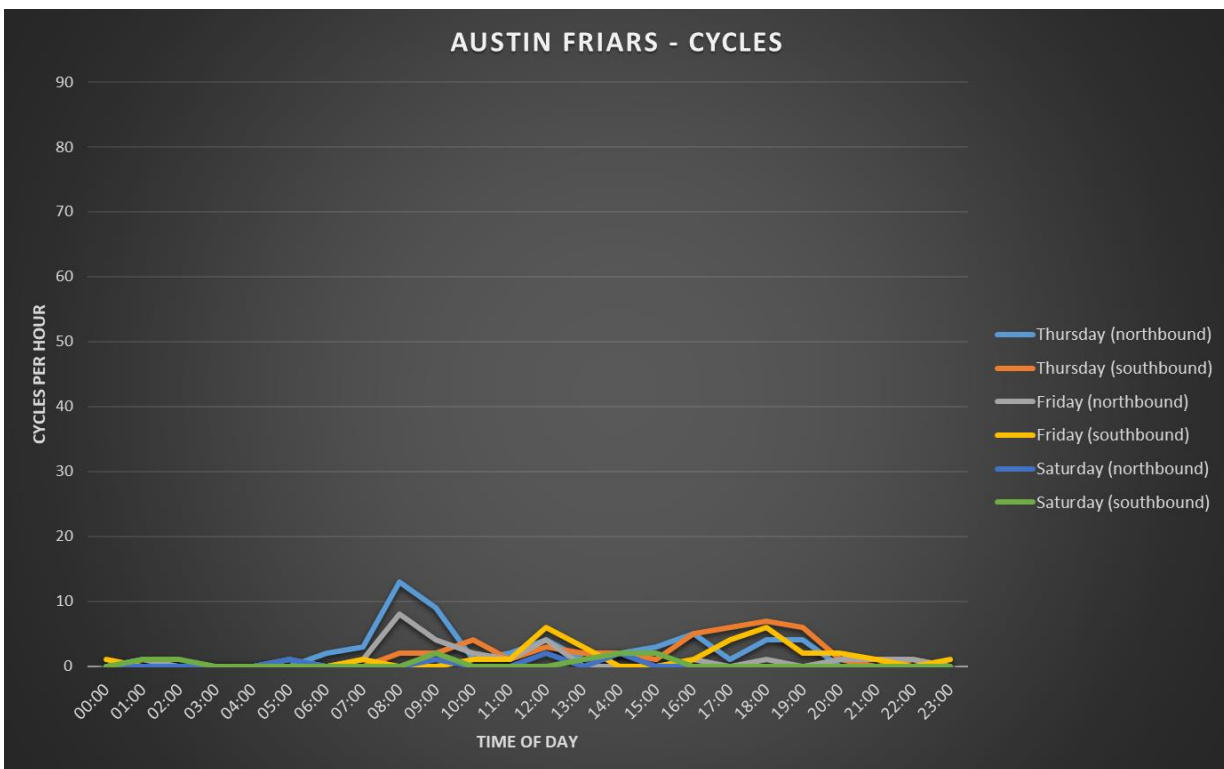


Figure 2-35: Austin Friars – Cycle flow profile



Kerbside activity

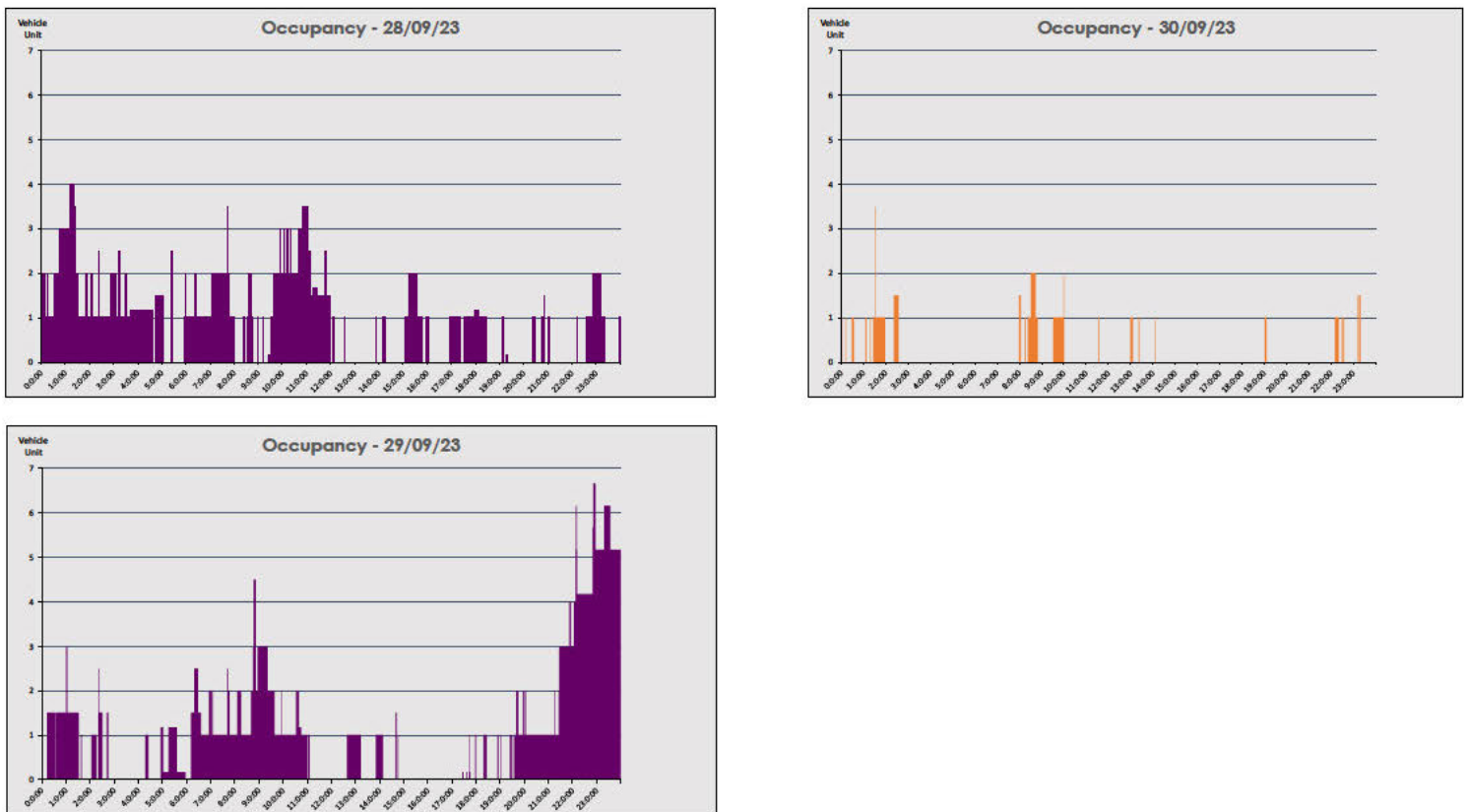
2.6.12 A summary of motor vehicle kerbside activity for each survey day is provided in Table 2.8.

Table 2.8: Austin Friars – Kerbside activity summary (motor vehicles)

24-hour period	Loading / Unloading	Parcel Pickup/ Delivery	Pick-Up / Drop-Off	Waiting	Parked	Servicing	Grand Total
Thursday	27	8	30	5	11	0	81
Friday	25	3	19	13	19	0	79
Saturday	7	1	19	9	6	0	42

2.6.13 The profile by time of day for kerbside activity of motor vehicles on Austin Friars is shown in Figure 2-6 for Thursday 28th, Friday 29th and Saturday 30th September.

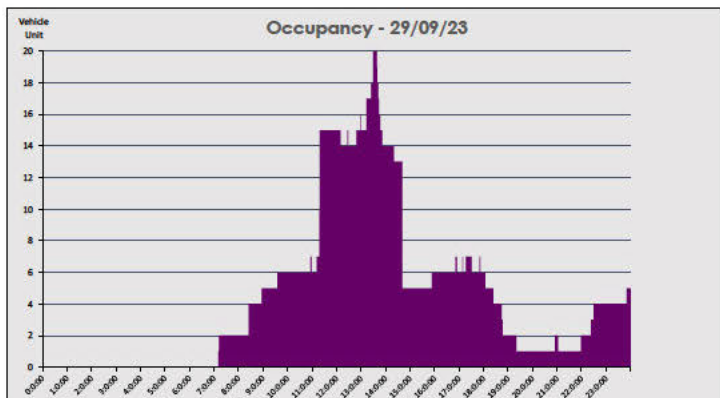
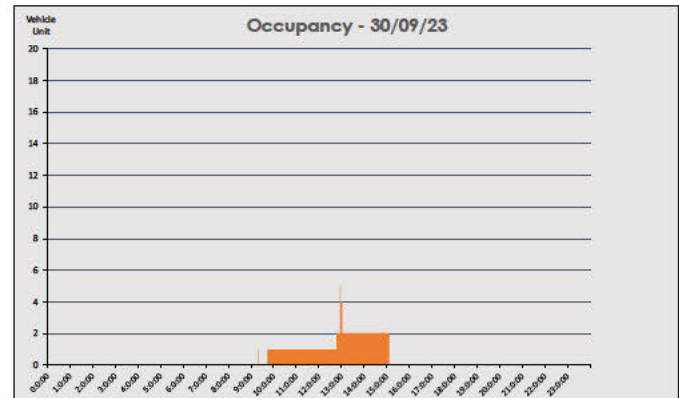
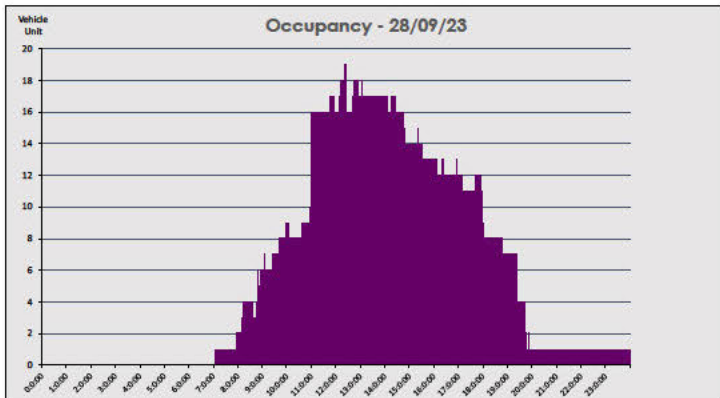
Figure 2-36: Austin Friars – Kerbside occupancy profile (motor vehicles)



2.6.14 The survey results show there is a reasonable level of kerbside activity between 11am-4pm. It also suggests there is demand for kerbside provision after 4pm on a weekday.

2.6.15 Figure 2-7 provides the profile by time of day for kerbside activity of cycles on Austin Friars for Thursday 28th, Friday 29th and Saturday 30th September.

Figure 2-37: Austin Friars – Kerbside occupancy profile (cycles)



2.6.16 The data shows that people are using cycles to access Austin Friars throughout the day.

Pedestrian activity

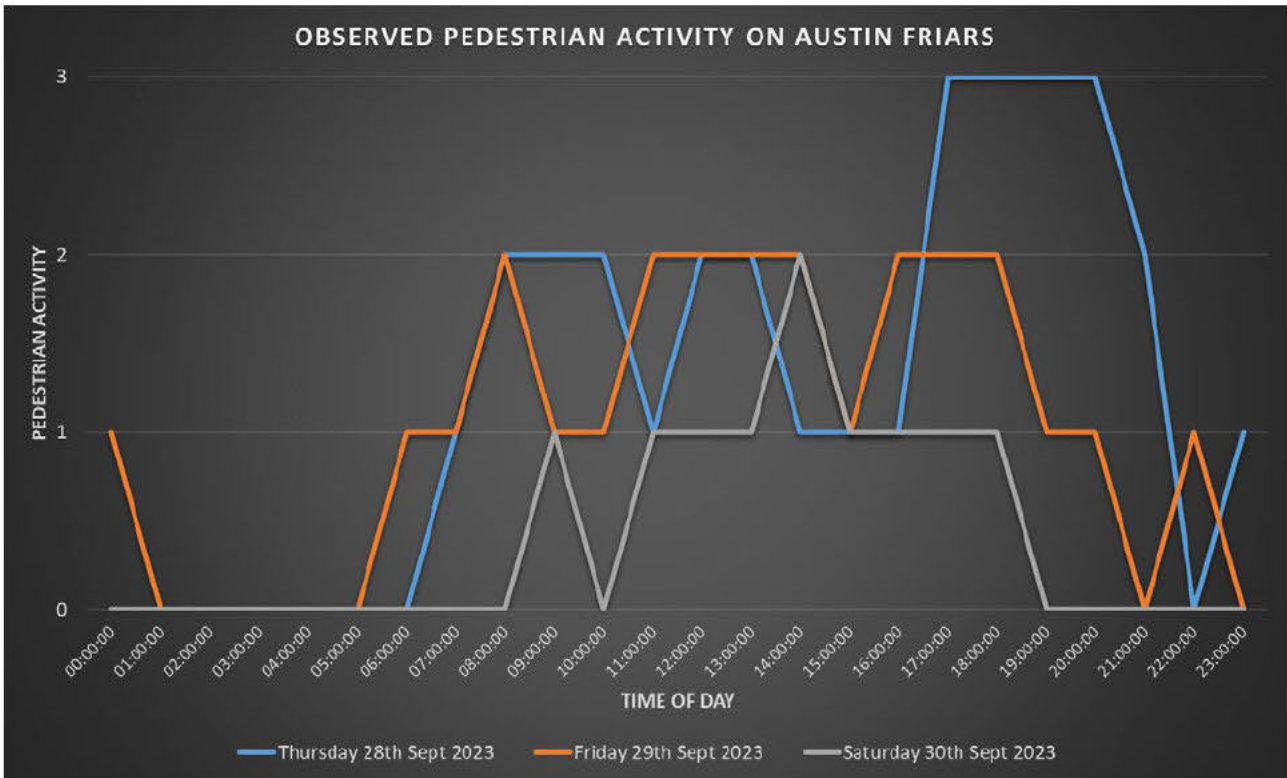
2.6.17 The survey video footage has been reviewed. Based on observations, a graph of pedestrian activity by time of day for each of the 3 survey days is shown in Figure 2-38.

2.6.18 Thursday was observed to be the busiest day, with high pedestrian activity between 5pm to 8pm. There was crowding outside The Phoenix in the evening. In the daytime, the northern section of Austin Friars (to/from Pinners Passage) was the busiest section.

2.6.19 Friday was generally less busy than Thursday, with shorter periods of crowding, that were also less extensive.

2.6.20 Saturday had generally low volumes of pedestrians, with occasional groups of people moving through.

Figure 2-38: Austin Friars – Pedestrian activity summary



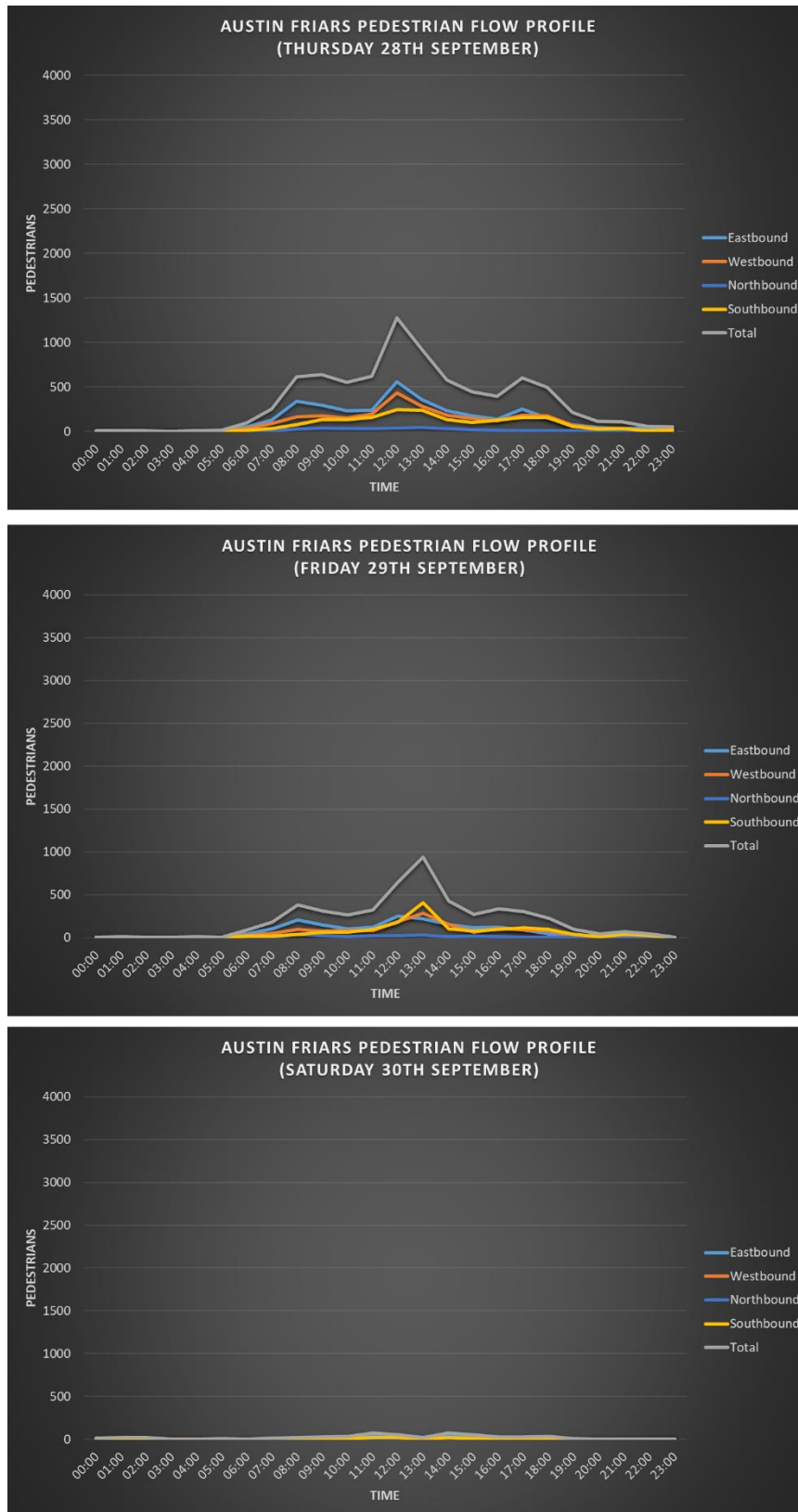
2.6.21 Figure 2-39 denotes the hotspots of pedestrian activity on Austin Friars. These correspond with pubs and bars where people congregate.

Figure 2-39: Austin Friars – Pedestrian activity hotspots



2.6.22 The pedestrian flow profiles for each of the survey days for Austin Friars is shown in Figure 2-40.

Figure 2-40: Pedestrian flow profile for Austin Friars



2.7 Lime Street

Layout

- 2.7.1 Lime Street has varying restrictions in place along its length. These are summarised as follows:
- Between a point 35m south of Leadenhall Street and the junction with Fenchurch Avenue there is a motor vehicles restriction that applies at all times except for access. There are fire gates at both ends of this section of Lime Street. This is shown in Figure 2-41.
 - 32m north of Fenchurch Street there is a no motor vehicles restriction that applies Monday to Friday, 8am-6pm. This is shown in Figure 2-42.
- 2.7.2 The section of Lime Street 35m south of Leadenhall Street to the junction with Leadenhall Place is one-way southbound. Cycling is permitted in both directions. The carriageway and footway at the same level and there are double yellow lines, which apply the City of London's parking controls.
- 2.7.3 The section of Lime Street 32m north of Fenchurch Street to the junction with Fenchurch Avenue is one-way northbound. Cycling is permitted in both directions. The carriageway and footway at the same level for this section of Lime Street. There are double yellow line double tick markings (no loading at any time), from the start of the motor vehicle restriction to the junction with Lime Street Passage. The remaining part of this section of Lime Street had double yellow lines only, allowing loading in line with the City of London's parking controls.
- 2.7.4 It was observed from the site visit that the No Entry (except cycles) sign that prohibits motor vehicles to proceed southbound on Lime Street at the junction with Leadenhall Place was turned to face the wrong direction meaning it could not be viewed by those vehicles traveling westbound then southbound on Fenchurch Avenue then Lime Street.

Traffic Management Order (TMO)

- 2.7.5 The TMO for Lime Street between the junctions with Lime Street Passage and Leadenhall Place is in line with the signage provided on-street. The TMO states that no motor vehicles can enter this section of Lime Street between 8am and 6pm on Mondays to Fridays, with the exception of:
- Ambulance, fire brigade or police vehicles in an emergency.
 - Any vehicle being used in the service of a local authority in pursuance of statutory powers or duties.

Figure 2-41: Lime Street south of Leadenhall Street (looking south)



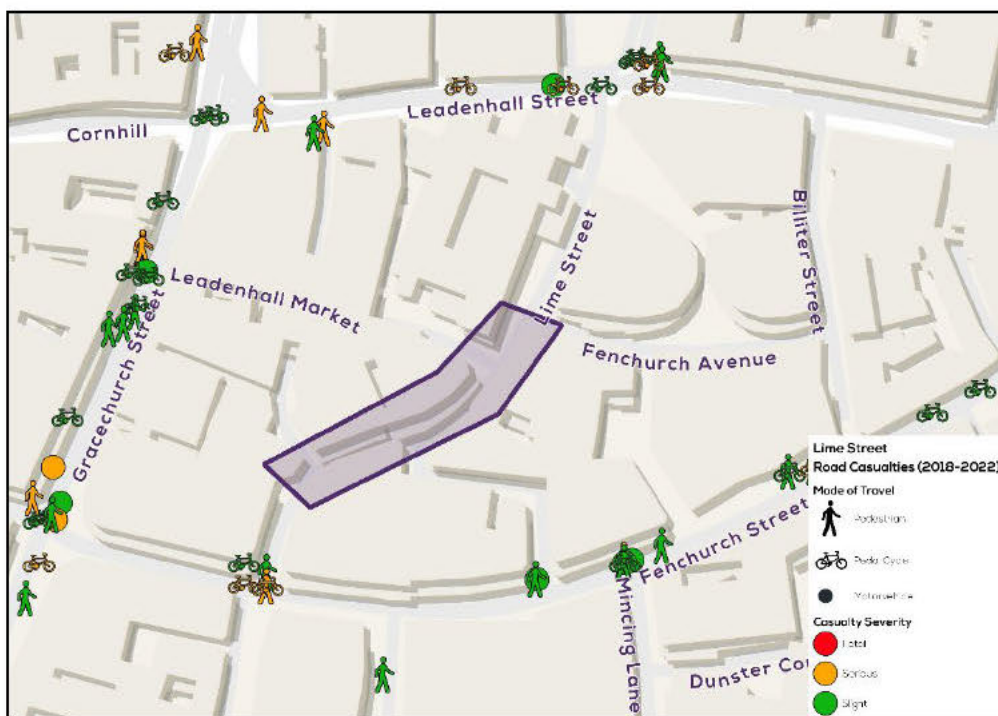
Figure 2-42: Lime Street north of Fenchurch Street (looking north)



Collision data

- 2.7.6 Collision data has been analysed for 2018-2022 (inclusive). There were no collisions recorded by the police during the period on Lime Street between the junctions with Lime Street Passage and Fenchurch Avenue. The collision plot for 2018-2022 is shown in Figure 2-43.
- 2.7.7 The nearest casualties were on Fenchurch Street to the south and Leadenhall Street to the north.
- 2.7.8 It should be noted that 2018 and 2019 are pre-Covid, 2020 and 2021 during Covid, and 2022 is post Covid.

Figure 2-43: Lime Street – casualty plot 2018-2022



Traffic Flows

- 2.7.9 Table 2.9 provides a summary for each survey day for motor vehicles and cycles. The values in red bold and brackets are the number of vehicles contravening the TMO restrictions.

Table 2.9: Lime Street – Traffic flow summary

24-hour period	Motor vehicles northbound	Cyclists northbound	Motor vehicles southbound	Cyclists southbound
Thursday	381 (41)	445	45 (24)	338
Friday	330 (40)	284	23 (12)	212
Saturday	287	90	36	40

- 2.7.10 Figure 2-44 and Figure 2-45 show the motor vehicle and cycle flow profiles respectively for each of the survey days. The motor vehicle flow is around 20 vehicles per hour before and after the times of the TMO restriction. The cycle flows have large peaks at 8am and 6pm.

Figure 2-44: Lime Street – Motor vehicle flow profile

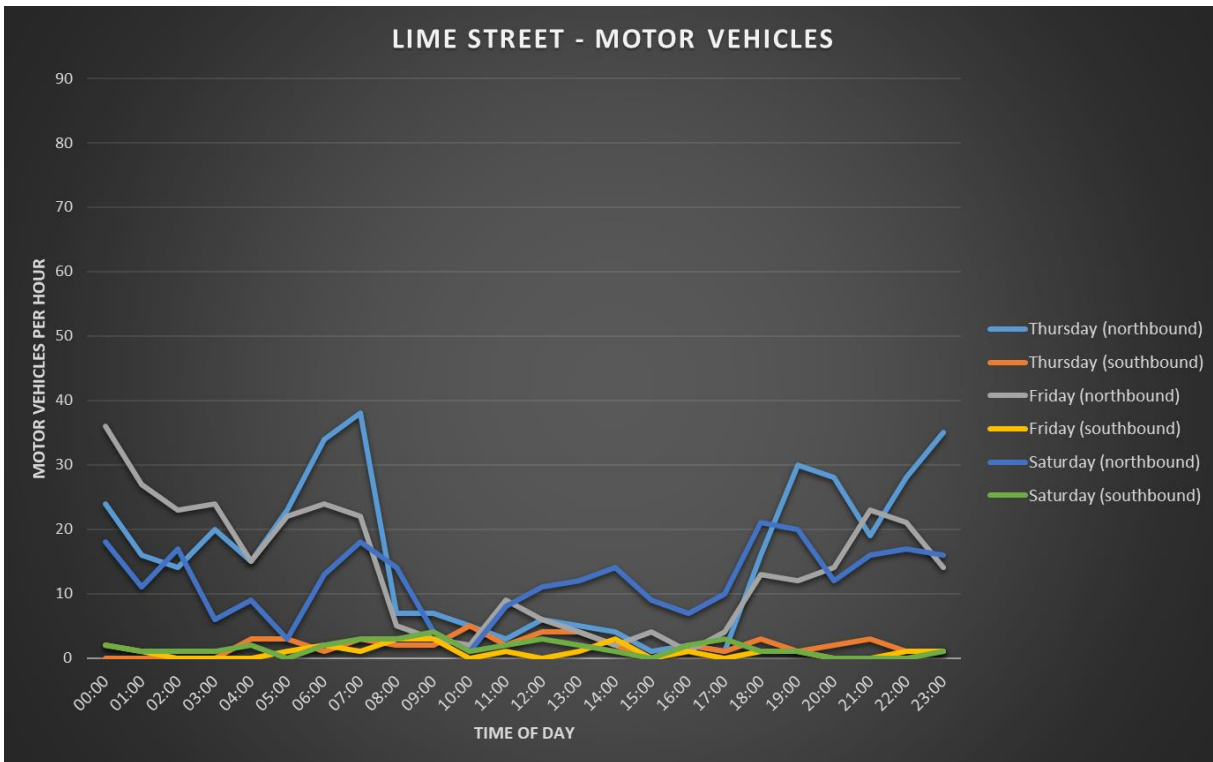
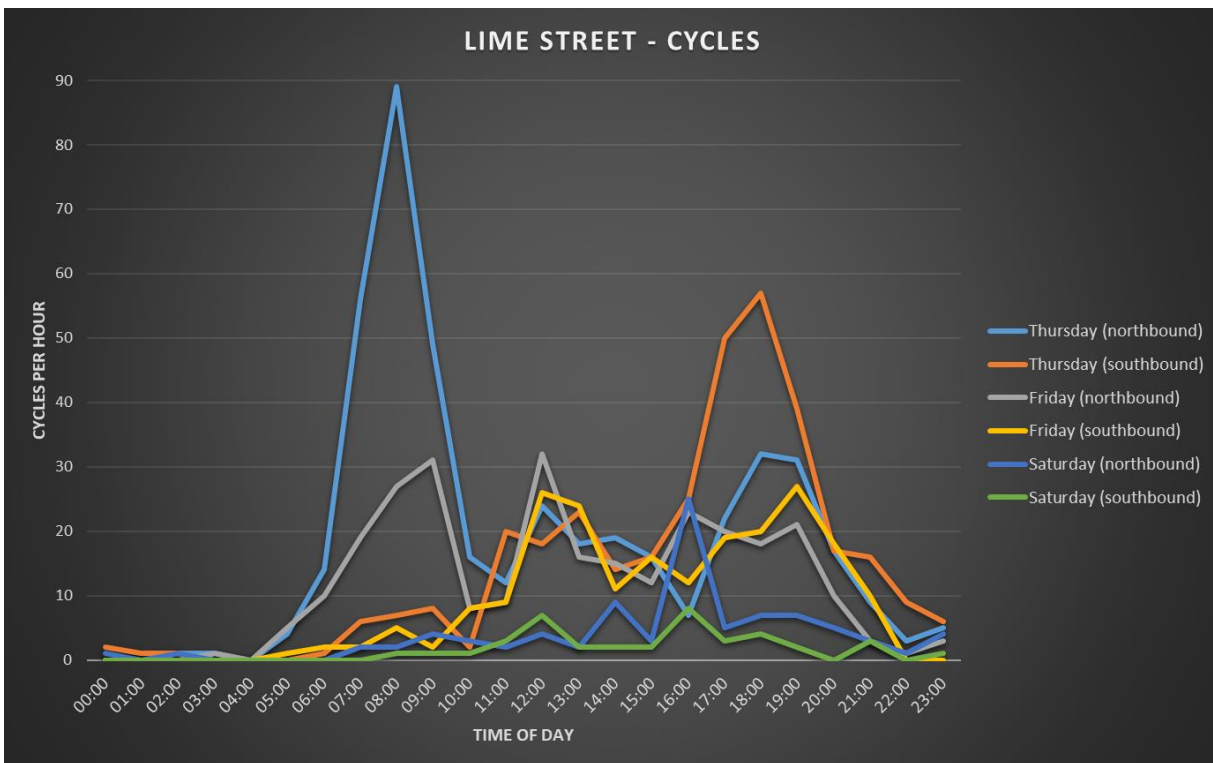


Figure 2-45: Lime Street – Cycle flow profile



Kerbside activity

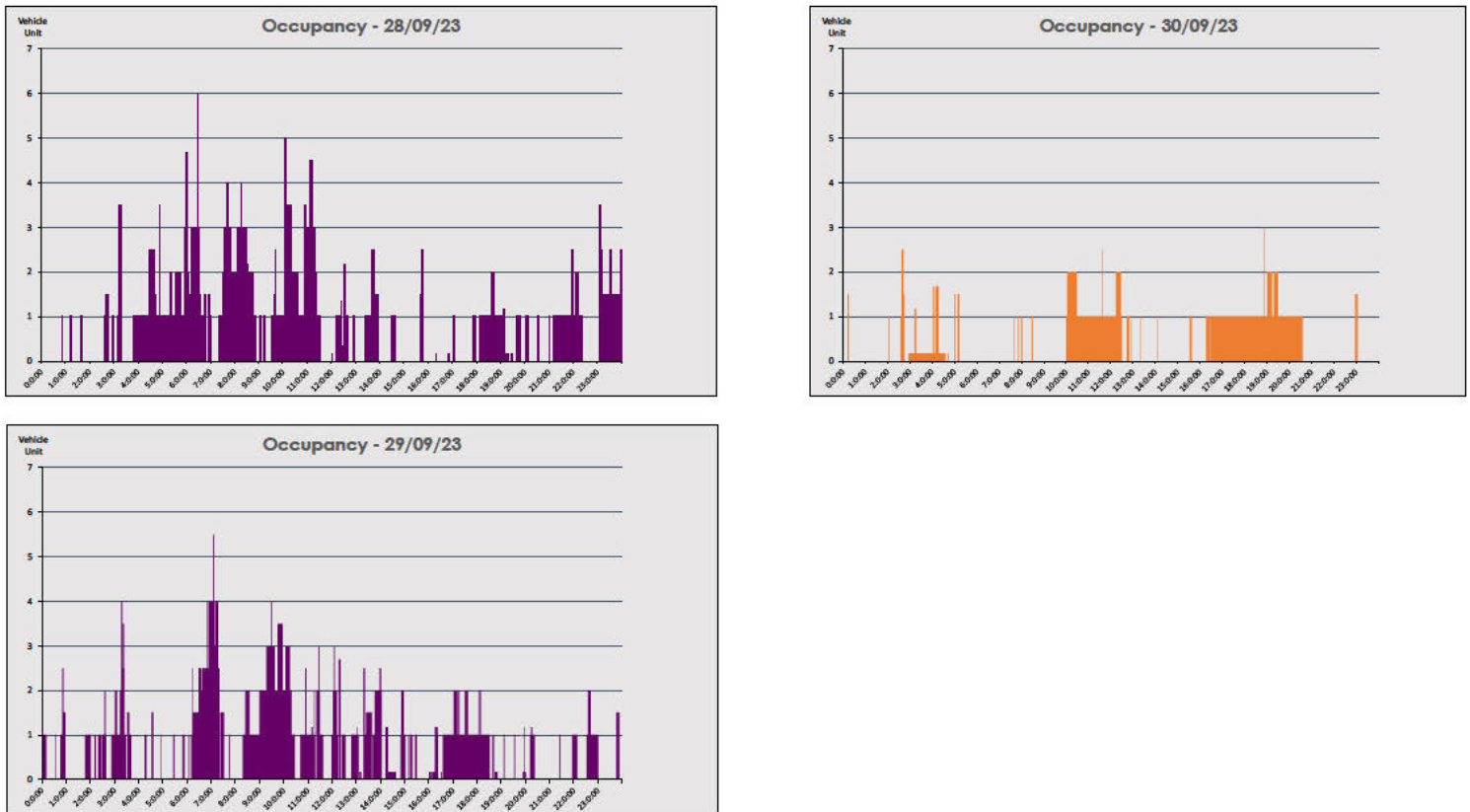
2.7.11 A summary of motor vehicle kerbside activity for each survey day is provided in Table 2.10.

Table 2.10: Lime Street – Kerbside activity summary (motor vehicles)

24-hour period	Loading / Unloading	Parcel Pickup/ Delivery	Pick-Up / Drop-Off	Waiting	Parked	Servicing	Grand Total
Thursday	14	31	19	15	30	0	109
Friday	31	26	25	19	17	0	118
Saturday	7	2	9	8	13	0	39

2.7.12 The profile by time of day for kerbside activity of motor vehicles on Lime Street is shown in Figure 2-6 for Thursday 28th, Friday 29th and Saturday 30th September.

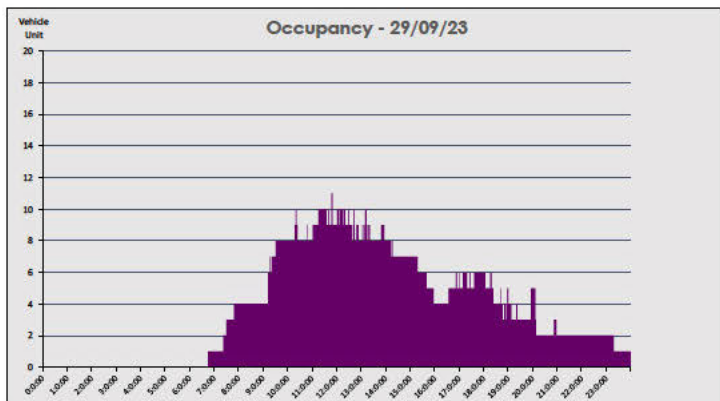
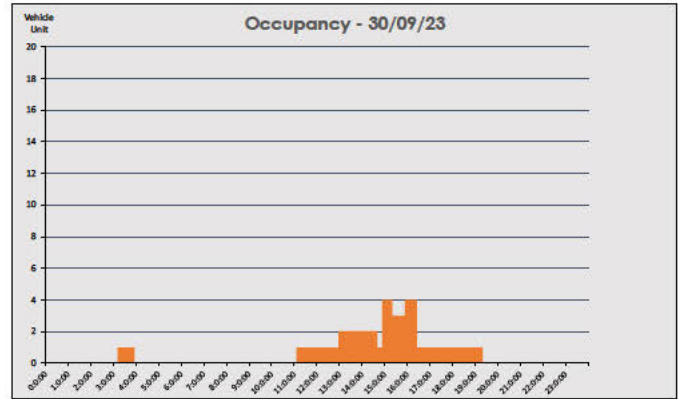
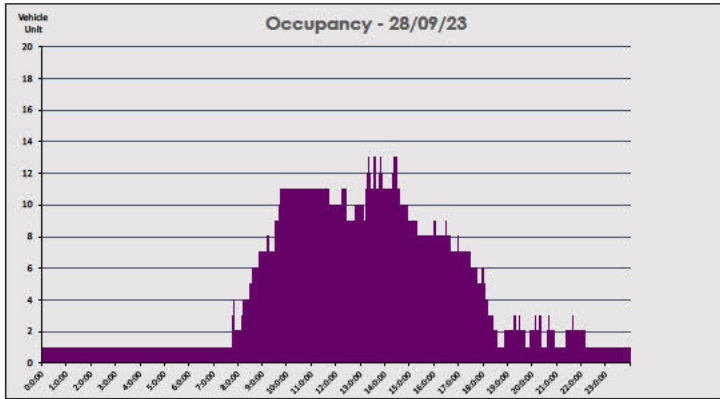
Figure 2-46: Lime Street – Kerbside occupancy profile (motor vehicles)



2.7.13 The survey results show kerbside activity throughout the day that contravene the TMO restrictions. It also shows a reasonable level of kerbside activity after 6pm on a weekday.

2.7.14 Figure 2-7 provides the profile by time of day for kerbside activity of cycles on Lime Street for Thursday 28th, Friday 29th and Saturday 30th September.

Figure 2-47: Lime Street – Kerbside occupancy profile (cycles)



2.7.15 The data shows that people are using cycles to access Lime Street throughout the day.

Pedestrian activity

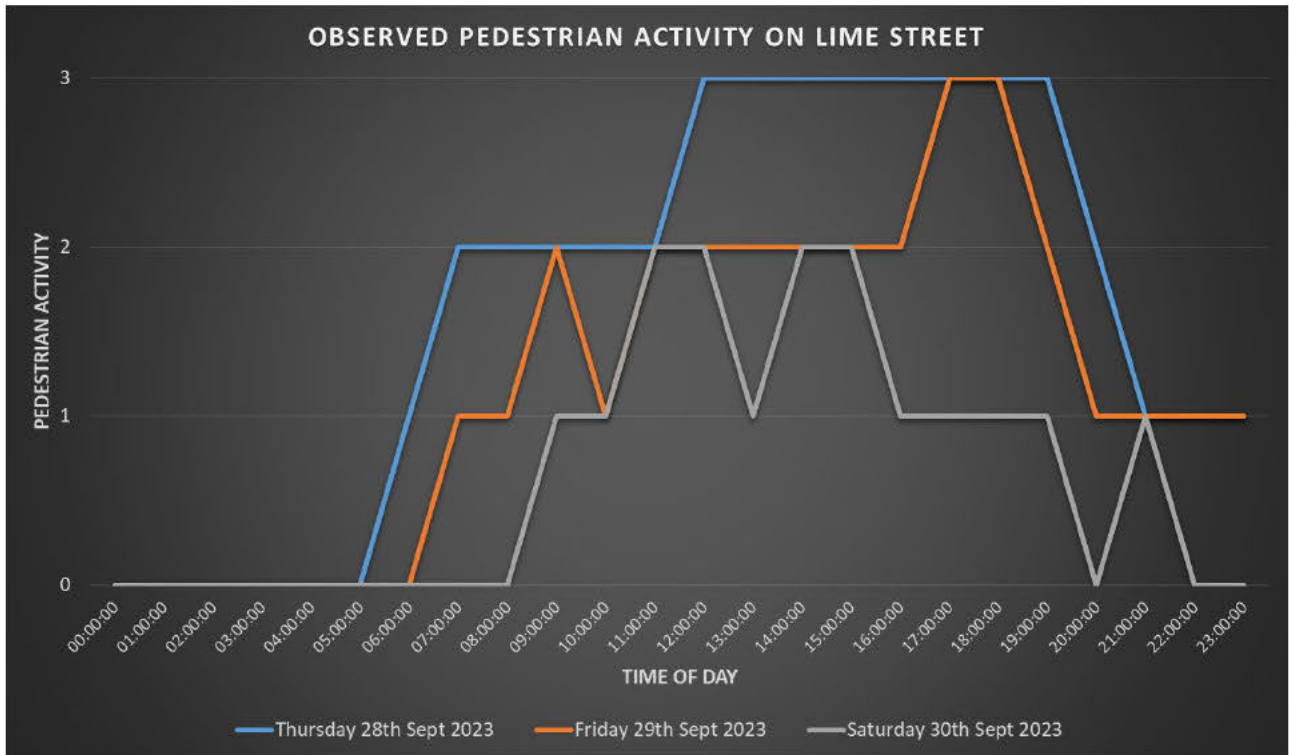
2.7.16 The survey video footage has been reviewed. Based on observations, a graph of pedestrian activity by time of day for each of the 3 survey days is shown in Figure 2-48.

2.7.17 Thursday was observed to be the busiest day, with high pedestrian activity between midday and 7pm and then from 5pm to 9pm. There was crowding outside The Grapes in the evening.

2.7.18 Friday was generally less busy than Thursday, with shorter periods of crowding, that were also less extensive.

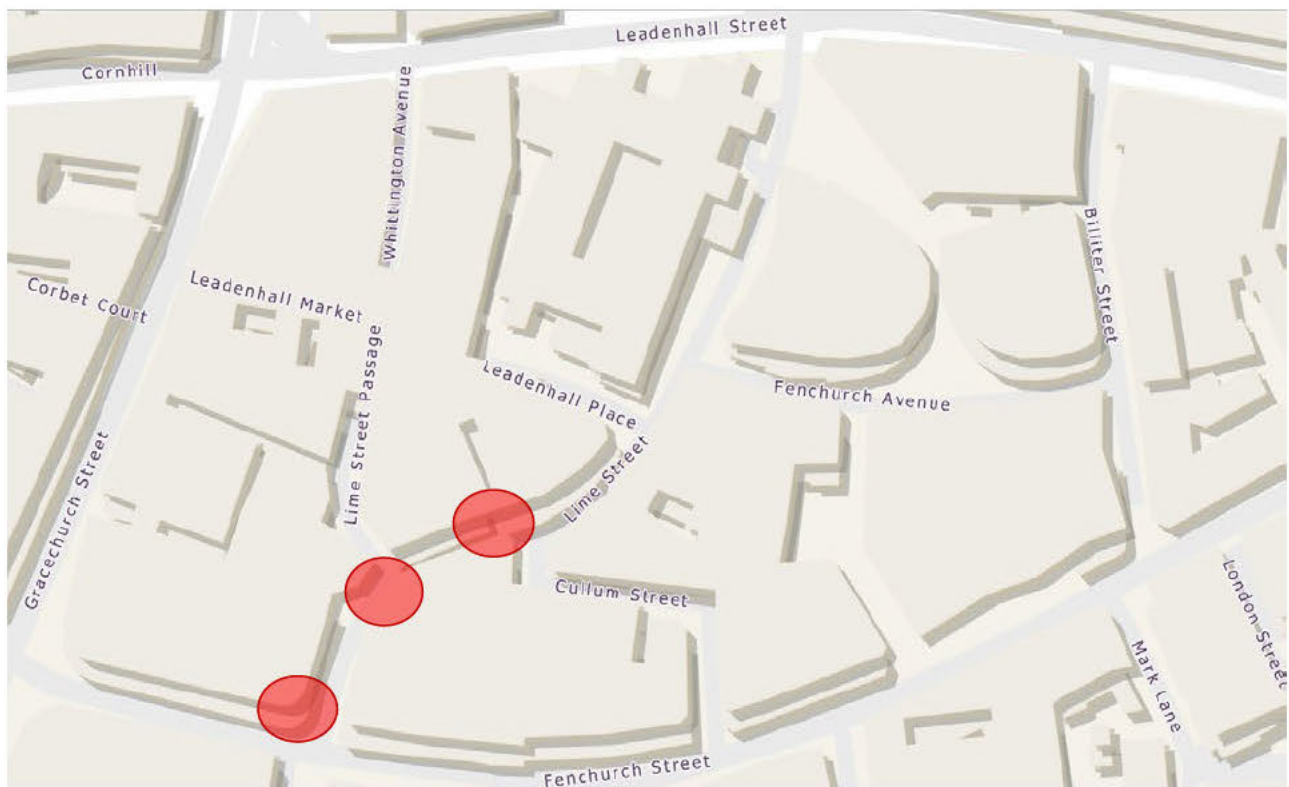
2.7.19 Saturday had generally low volumes of pedestrians, with occasional groups of people moving through.

Figure 2-48: Lime Street – Pedestrian activity summary



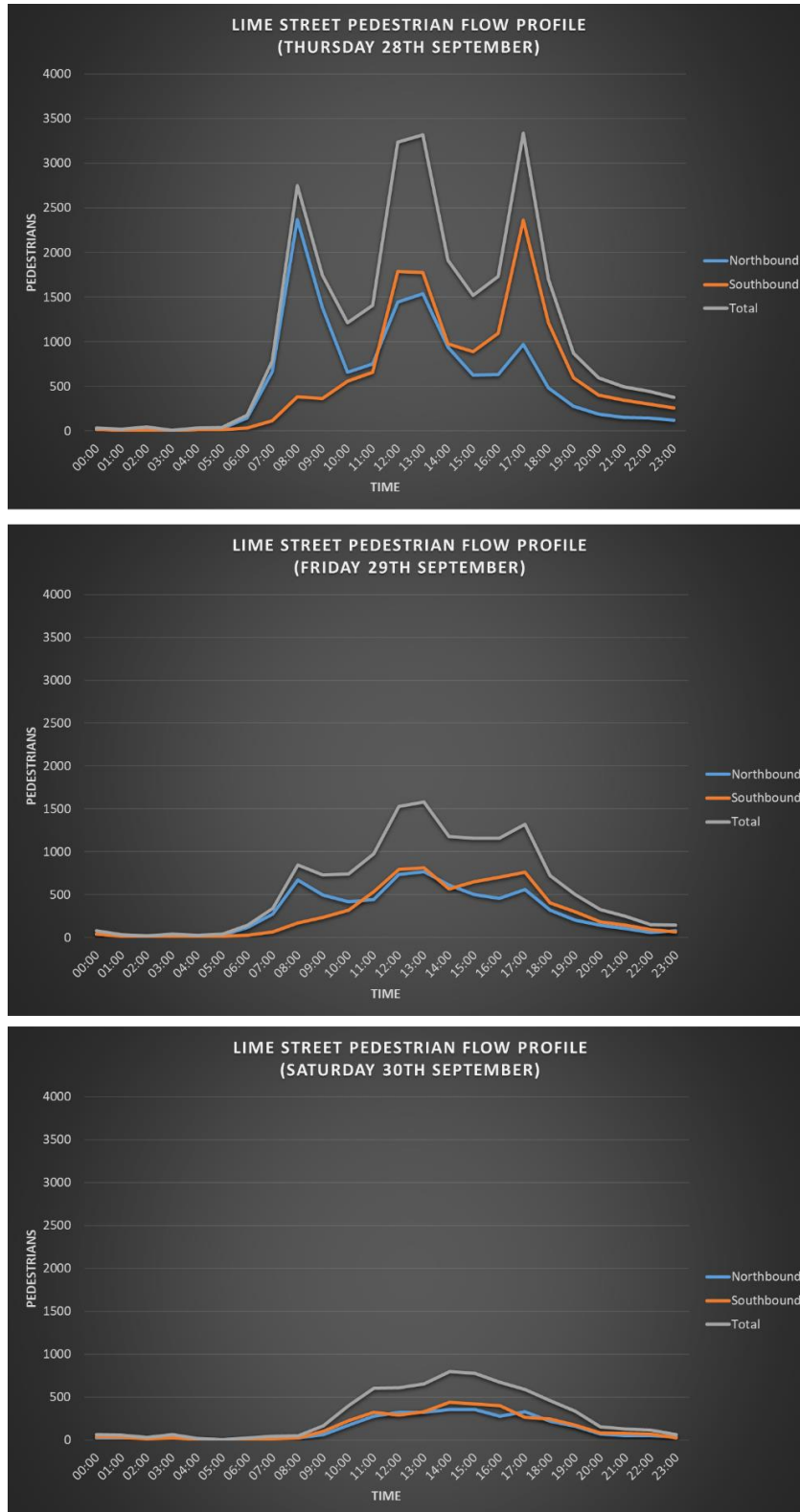
2.7.20 Figure 2-49 denotes the hotspots of pedestrian activity on Lime Street. These correspond with pubs and bars where people congregate.

Figure 2-49: Lime Street – Pedestrian activity hotspots



2.7.21 The pedestrian flow profiles for each of the survey days for Lime Street is shown in Figure 2-50.

Figure 2-50: Pedestrian flow profile for Lime Street



2.8 Devonshire Row

Layout

- 2.8.1 Devonshire Row, between the junction with Bishopsgate to the west and Devonshire Square to the east, is a Pedestrian Zone (motor vehicle restriction) from Monday to Friday, 8am-6pm. The current signage at the junction with Bishopsgate is shown in Figure 2-51 and at the junction with Ludgate Broadway in Figure 2-52.
- 2.8.2 Devonshire Row is a narrow one-way street (eastbound), with carriageway and footway at the same level. Street furniture (A-frame advertising boards and outdoor dining areas) was observed to be used along the length of the footway on both sides of the street.
- 2.8.3 Cycling is permitted in the eastbound direction only.
- 2.8.4 There are double yellow lines on both sides of the carriageway for the full length of Devonshire Row. This means parking is prohibited at all times, with loading permitted for a maximum of 40 minutes.

Traffic Management Order (TMO)

- 2.8.5 The TMO for Devonshire Row is in line with the signage provided on-street. The TMO states that no motor vehicles can enter this section of Devonshire Row between 8am and 6pm on Mondays to Fridays, with the exception of:
- Ambulance, fire brigade or police vehicles in an emergency.
 - Any vehicle being used in the service of a local authority in pursuance of statutory powers or duties.

Figure 2-51: Devonshire Row at junction with Bishopsgate (looking east)



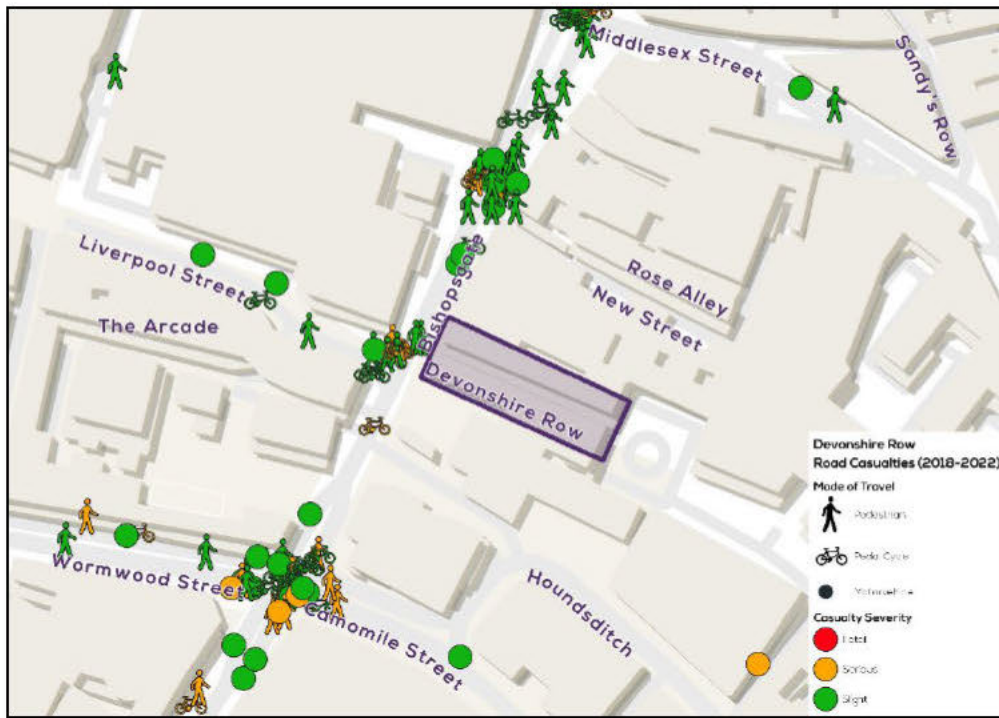
Figure 2-52: Devonshire Row at junction with Devonshire Square (looking east)



Collision data

- 2.8.6 Collision data has been analysed for 2018-2022 (inclusive). There were no collisions recorded by the police during the period Devonshire Row. The collision plot for 2018-2022 is shown in Figure 2-53.
- 2.8.7 The nearest casualties were located on Bishopsgate.
- 2.8.8 It should be noted that 2018 and 2019 are pre-Covid, 2020 and 2021 during Covid, and 2022 is post Covid.

Figure 2-53: Devonshire Row – casualty plot 2018-2022



Traffic Flows

- 2.8.9 Table 2.11 provides a summary for each survey day for motor vehicles and cycles. The values in red bold and brackets are the number of vehicles contravening the Pedestrian Zone TMO restrictions.

Table 2.11: Devonshire Row – Traffic flow summary

24-hour period	Motor vehicles eastbound	Cyclists eastbound	Motor vehicles westbound	Cyclists westbound
Thursday	6 (1)	242	1 (0)	322
Friday	6 (1)	264	1 (1)	305
Saturday	7	235	2	256

- 2.8.10 Figure 2-54 and Figure 2-55 show the motor vehicle and cycle flow profiles respectively for each of the survey days. The motor vehicle flows are consistently low throughout each survey day. The cycle flows peak reflects the typical morning, lunchtime and evening peak hour periods, with highest volumes between 5pm-7pm.

Figure 2-54: Devonshire Row – Motor vehicle flow profile

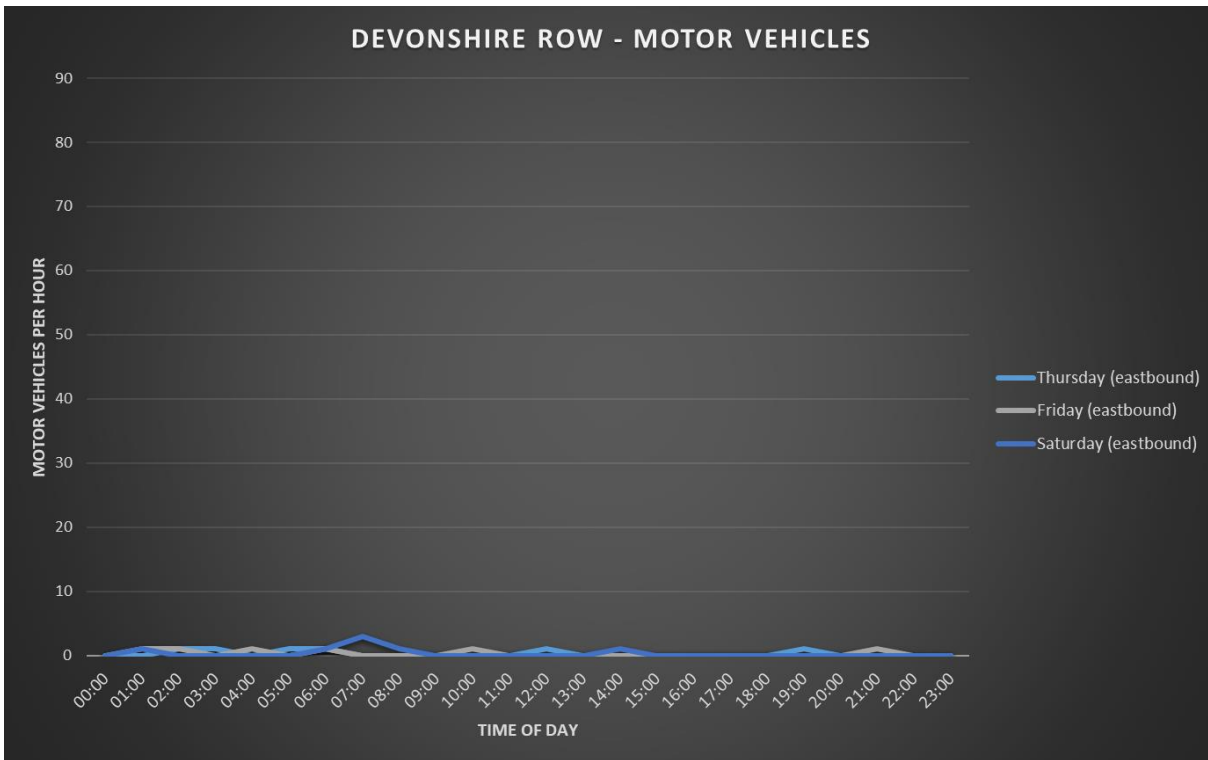
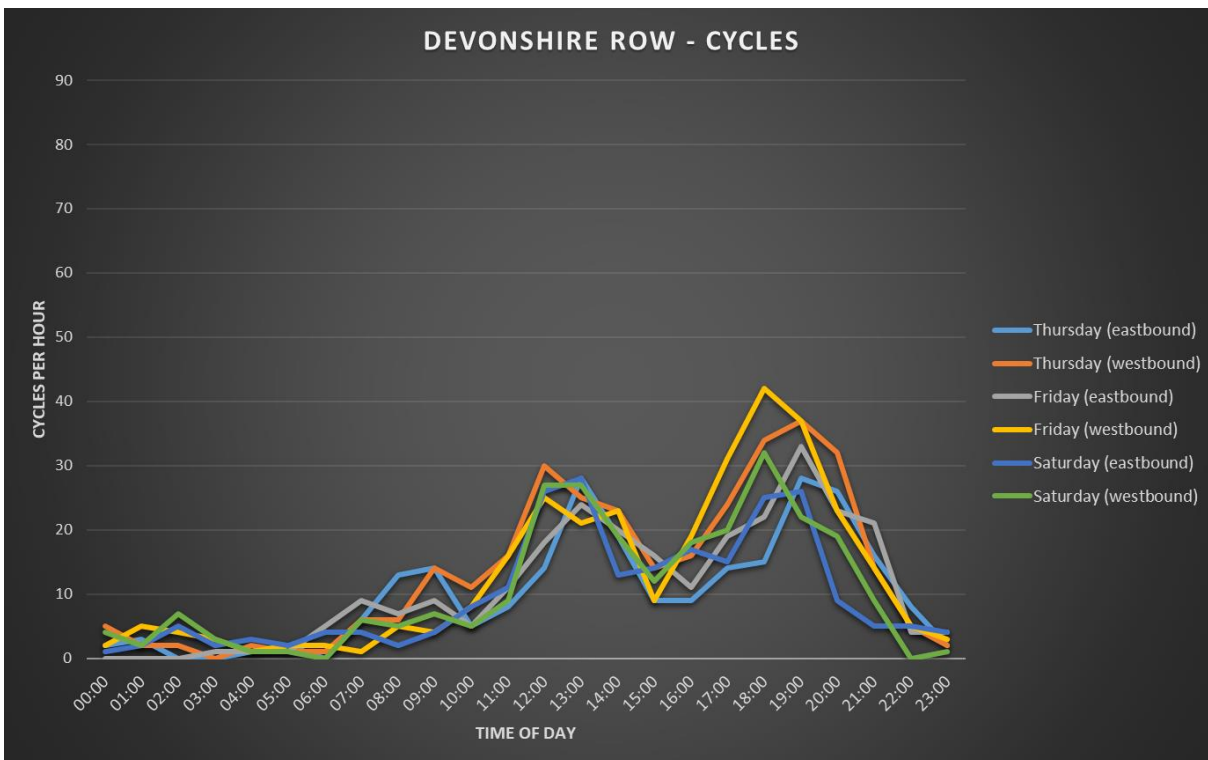


Figure 2-55: Devonshire Row – Cycle flow profile



Kerbside activity

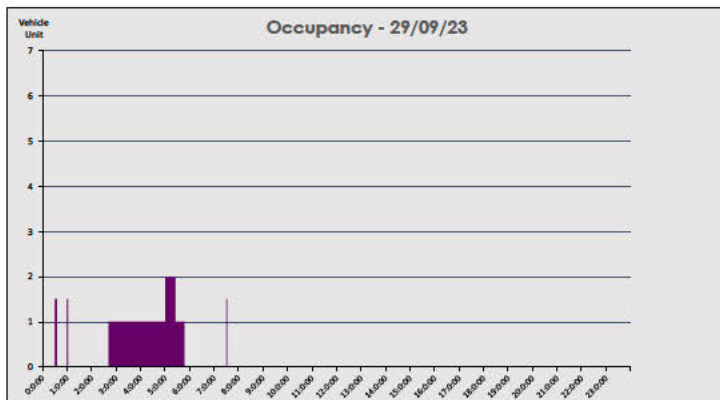
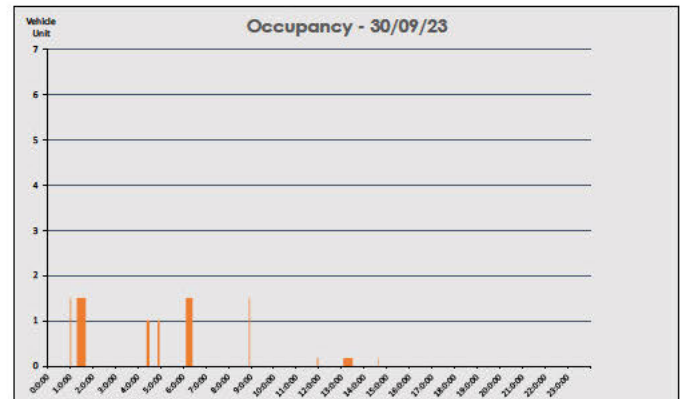
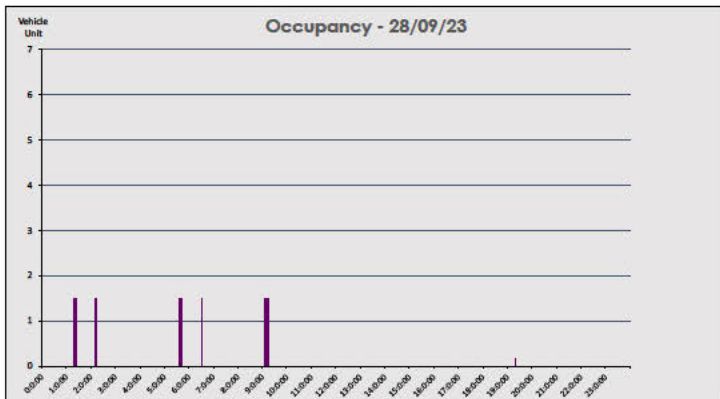
2.8.11 A summary of kerbside activity for each survey day is provided in Table 2.12.

Table 2.12: Devonshire Row – Kerbside activity summary

24-hour period	Loading / Unloading	Parcel Pickup/ Delivery	Pick-Up / Drop-Off	Waiting	Parked	Servicing	Grand Total
Thursday	5	0	0	0	1	0	6
Friday	4	1	0	0	0	0	5
Saturday	6	1	0	2	2	0	11

2.8.12 The profile by time of day for kerbside activity of motor vehicles on Devonshire Row is shown in Figure 2-56 for Thursday 28th, Friday 29th and Saturday 30th September.

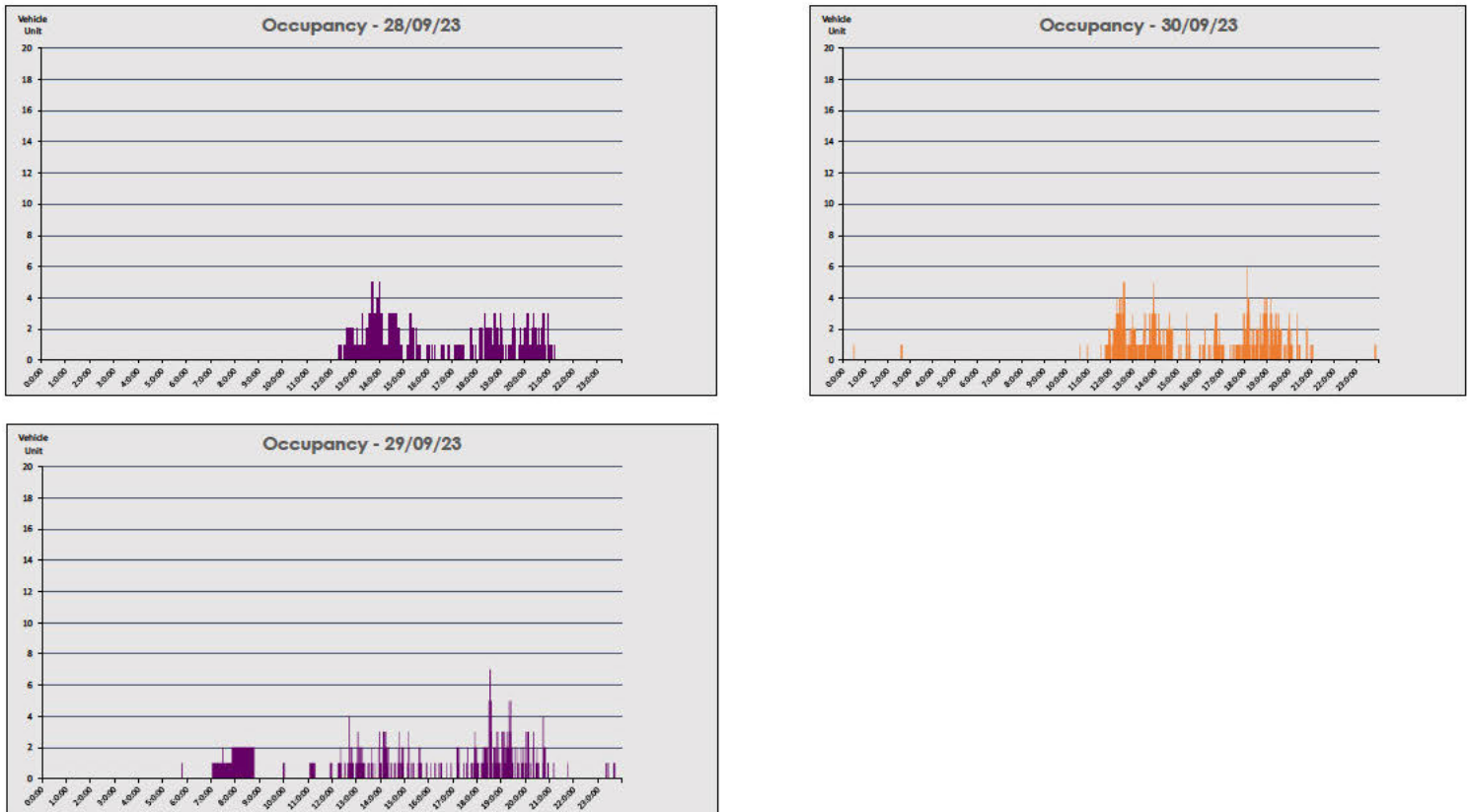
Figure 2-56: Devonshire Row – Kerbside occupancy profile (motor vehicles)



2.8.13 The survey results show there is generally good compliance with the Pedestrian Zone restrictions. It also suggests there is no demand for kerbside provision after 6pm on a weekday.

2.8.14 Figure 2-57 provides the profile by time of day for kerbside activity of cycles on Devonshire Row for Thursday 28th, Friday 29th and Saturday 30th September.

Figure 2-57: Devonshire Row – Kerbside occupancy profile (cycles)



2.8.15 The data shows that people are using cycles to access Devonshire Row throughout the day, but primarily in the afternoon and evening. There is a high proportion of delivery cycles using Devonshire Row.

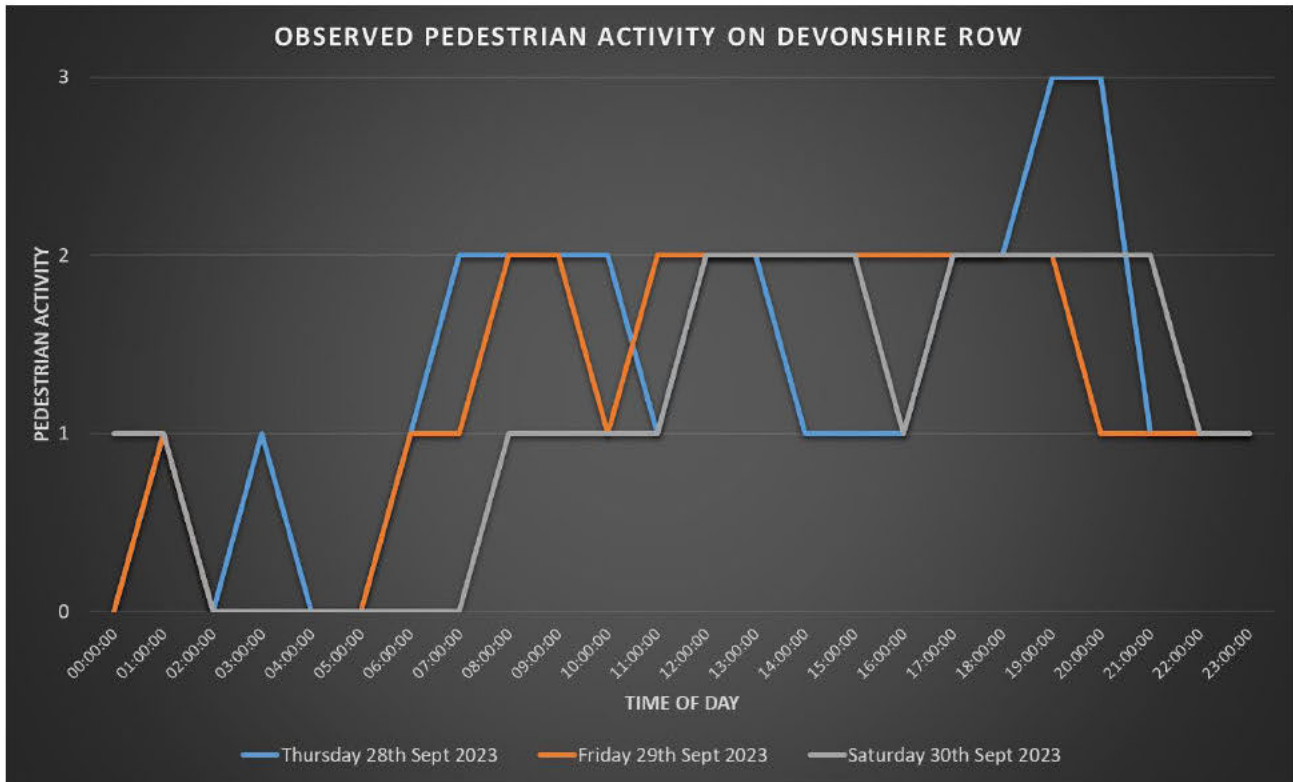
Pedestrian activity

2.8.16 The survey video footage has been reviewed. Based on observations, a graph of pedestrian activity by time of day for each of the 3 survey days is shown in Figure 2-58.

2.8.17 Devonshire Road has a more consistent level of activity across each of the days, including Saturday. This is different to the other pedestrian spaces, which tended to have much lower activity on Saturday compared to Thursday and Friday. This is likely to be due to the proximity to Liverpool Street Station, and that Devonshire Row provides a connection to two Travelodge hotels, an Ibis hotel, as well as other destinations.

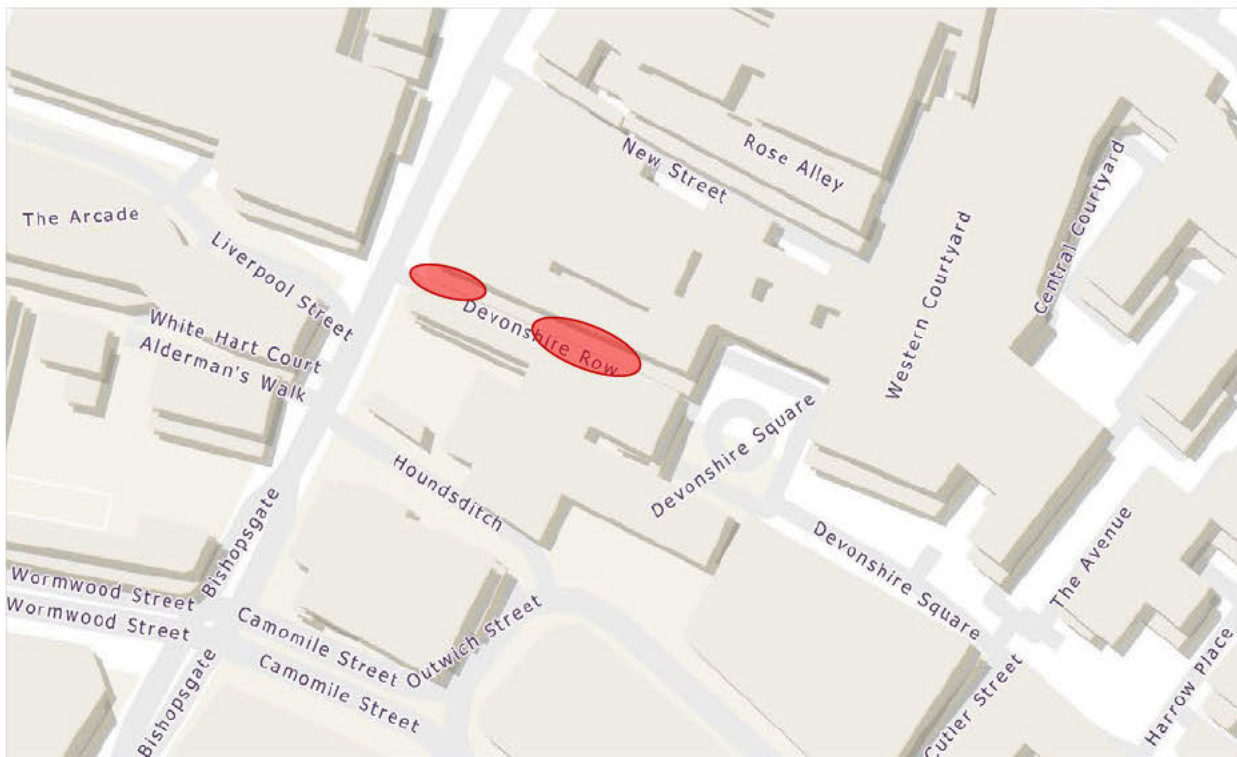
2.8.18 There is some static activity outside The Bull and the Humble Grape.

Figure 2-58: Devonshire Row – Pedestrian activity summary



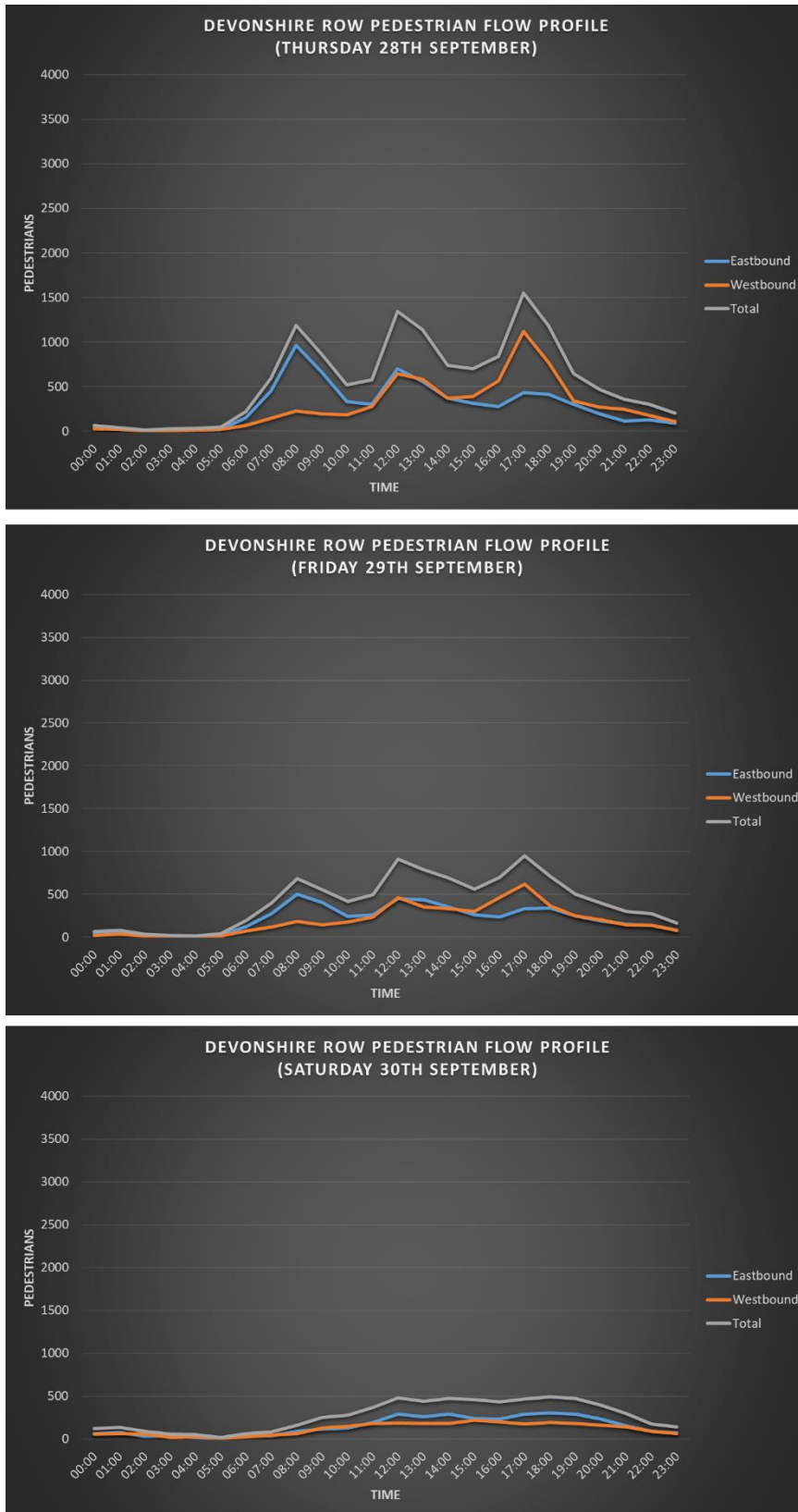
2.8.19 Figure 2-59 denotes the hotspots of pedestrian activity on Devonshire Row. These correspond with pubs and bars where people congregate.

Figure 2-59: Devonshire Row – Pedestrian activity hotspots



2.8.20 The pedestrian flow profiles for each of the survey days for Devonshire Row is shown in Figure 2-60.

Figure 2-60: Pedestrian flow profile for Devonshire Row



2.9 Additional analysis

2.9.1 Further analysis of kerbside activity and pedestrian activity is provided as follows.

2.10 Kerbside activity

2.10.1 Table 2.13, Table 2.14 and Table 2.15 show the proportion of kerbside activity being undertaken by cycles for each survey day.

Table 2.13: Kerbside activity summary – proportion by cycles (Thursday 28th September)

Location	Loading / Unloading	Parcel Pickup/ Delivery	Pick-Up / Drop-Off	Waiting	Parked	Servicing	Grand Total
Austin Friars	0%	43%	0%	50%	70%	100%	32%
Bow Lane	13%	90%	0%	94%	90%	0%	88%
Carter Lane	0%	55%	0%	43%	80%	0%	42%
Devonshire Row	0%	100%	0%	100%	88%	0%	96%
Lime Street	0%	28%	0%	32%	62%	0%	38%
Watling Street	0%	57%	0%	25%	82%	0%	42%
Grand Total	1%	81%	0%	68%	75%	50%	63%

Table 2.14: Kerbside activity summary – proportion by cycles (Friday 29th September)

Location	Loading / Unloading	Parcel Pickup/ Delivery	Pick-Up / Drop-Off	Waiting	Parked	Servicing	Grand Total
Austin Friars	0%	40%	0%	24%	61%	0%	31%
Bow Lane	14%	93%	0%	88%	95%	0%	87%
Carter Lane	0%	61%	0%	60%	63%	0%	52%
Devonshire Row	0%	99%	0%	100%	100%	0%	98%
Lime Street	0%	35%	0%	32%	71%	0%	35%
Watling Street	6%	67%	0%	35%	60%	0%	37%
Grand Total	4%	85%	0%	64%	78%	0%	64%

Table 2.15: Kerbside activity summary – proportion by cycles (Saturday 30th September)

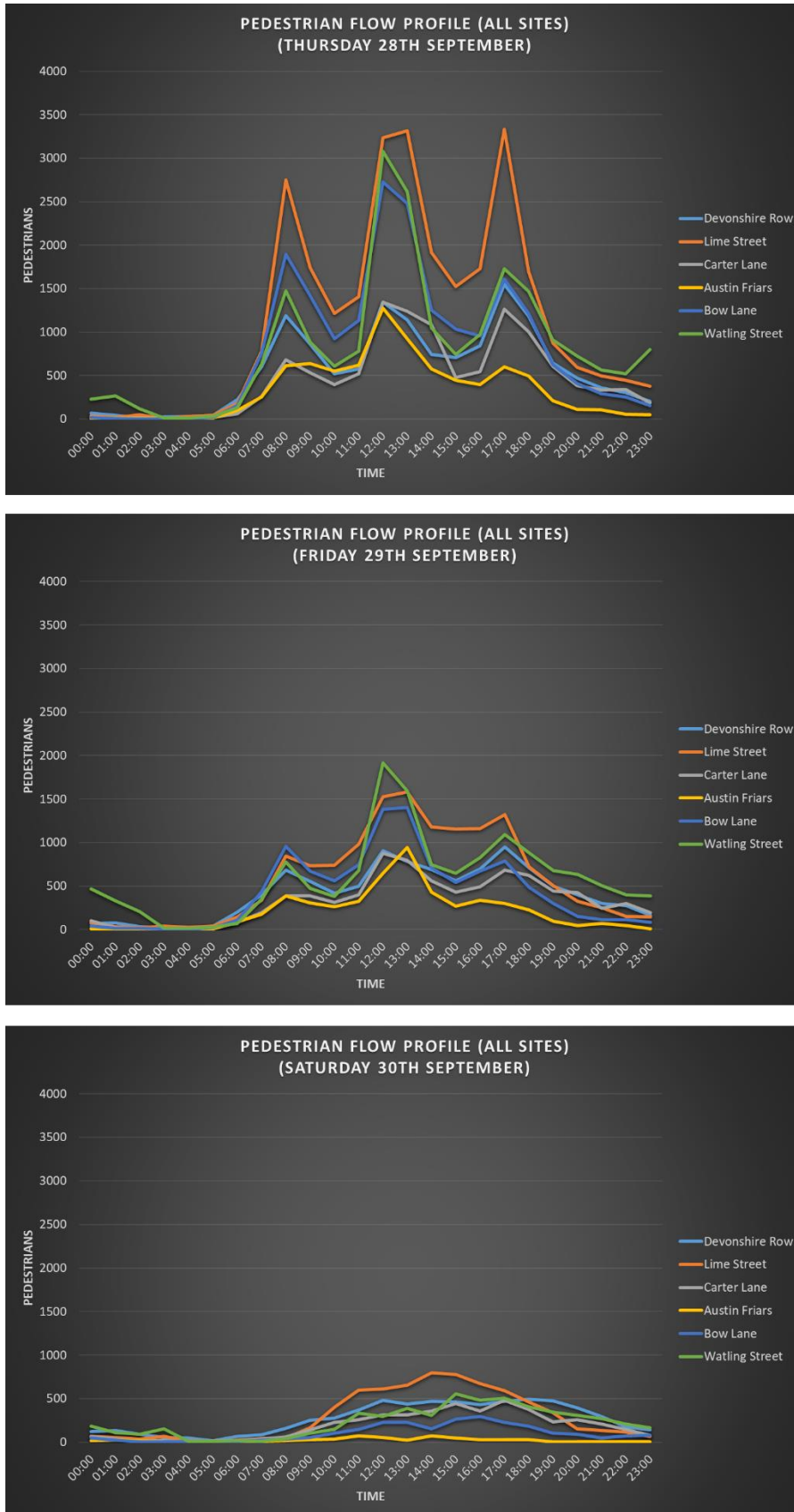
Location	Loading / Unloading	Parcel Pickup/ Delivery	Pick-Up / Drop-Off	Waiting	Parked	Servicing	Grand Total
Austin Friars	0%	0%	0%	25%	45%	0%	16%
Bow Lane	0%	96%	0%	84%	50%	0%	88%
Carter Lane	0%	40%	0%	0%	75%	0%	29%
Devonshire Row	0%	99%	0%	95%	60%	0%	94%
Lime Street	0%	0%	0%	11%	32%	0%	15%
Watling Street	0%	100%	0%	31%	55%	0%	17%
Grand Total	0%	95%	0%	60%	49%	0%	60%

2.10.2 The survey data shows that the majority of kerbside activity in each of the study areas is undertaken by cycles, except for loading, pick-up/drop-off and servicing.

2.11 Pedestrian activity

2.11.1 In addition to the pedestrian survey data provided for each street, Figure 2-61 shows the pedestrian flow profile for each street for each survey day.

Figure 2-61: Pedestrian activity summary



2.12 Issues and opportunities

2.12.1 Issues and opportunities for each pedestrian space are summarised in Table 2.16.

Table 2.16: Issues and opportunities

Location	Issue	Opportunity
Carter Lane (Pedestrian Zone Monday to Friday, 8am-6pm)	Crowding outside The Rising Sun and Patch St Paul's.	Extend Pedestrian Zone time to 11pm.
	Low level, but fairly constant flow of pedestrian on activity on Saturday.	Extend Pedestrian Zone to include all days of the week.
Watling Street (no motor vehicles Monday to Friday, 8am-6pm)	Carter Lane signed as Pedestrian Zone. The signage prohibits motor vehicles only but may cause confusion as to whether cycling is permitted.	Pedestrian Zone sign to be changed to Pedestrian and Cycle Zone to clarify that cycles are permitted on Carter Lane.
	Crowding outside numerous venues with people using footway and carriageway.	Extend no motor vehicles restriction time to 11pm.
	Low level, but fairly constant flow of pedestrian activity on Saturday.	Extend no motor vehicles restriction to include all days of the week.
	Watling Street is signed as No Motor Vehicles.	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clear legibility for all road users.
	Watling Street signed as Restricted Parking Zone and double yellow lines provided on street.	Review to ascertain what signs and lines are required to restrict parking and loading activity.
Bow Lane (no motor vehicles Monday to Friday, 8am-6pm)	Contra-flow cycling not permitted on Watling Street.	Change TMO and signage to allow contra-flow cycling on Watling Street.
	Grade separation between footway and carriageway.	Raise carriageway to same height as footway.
	Crowding outside Ye Old Watling, south of Watling Street with people using footway and carriageway	Extend no motor vehicles restriction time to 11pm.
	Low level, but fairly constant flow of pedestrian activity on Saturday.	Extend no motor vehicles restriction to include all days of the week.
Austin Friars (no motor vehicles Monday to Friday, 11am-4pm)	Bow Lane is signed as No Motor Vehicles.	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clearly legibility for all road users.
	There is not a No Left-Turn sign denoting the prohibition of this movement from Watling Street to Bow Lane.	Add No Left-Turn sign from Watling Street to Bow Lane.
	Contra-flow cycling not permitted on Bow Lane.	Change TMO and signage to allow contra-flow cycling on Bow Lane.
Lime Street (no motor vehicles Monday to Friday, 8am-6pm)	Crowding outside The Phoenix with people using footway and carriageway.	Extend no motor vehicles restriction time to 11pm.
	Austin Friars is signed as No Motor Vehicles.	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clearly legibility for all road users.
Devonshire Row (Pedestrian Zone Monday to Friday, 8am-6pm)	Lime Street is signed as No Motor Vehicles.	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clearly legibility for all road users.
	Southbound No Entry sign facing wrong direction.	Ensure southbound No Entry sign faces the correct direction.
	Crowding across footway and carriageway after 6pm.	Extend Pedestrian Zone time to 11pm.
Devonshire Row (Pedestrian Zone Monday to Friday, 8am-6pm)	Low level, but fairly constant flow of pedestrian on activity on Saturday.	Extend Pedestrian Zone to include all days of the week.
	Devonshire Row signed as Pedestrian Zone. The signage prohibits motor vehicles only but may cause confusion as to whether cycling is permitted.	Pedestrian Zone sign to be changed to Pedestrian and Cycle Zone to clarify that cycles are permitted on Devonshire Row.
	Contra-flow cycling not permitted on Devonshire Row.	Change TMO and signage to allow contra-flow cycling on Devonshire Row.

3 OCCUPIER ENGAGEMENT

3.1 Methodology

3.1.1 A survey questionnaire was created with the aim of obtaining a detailed understanding of existing access needs of building occupiers in each of the pedestrian spaces within this study. The survey questions are shown in Table 3.1. The version of the survey completed by occupiers can be found at **Appendix A**.

Table 3.1: Survey questions

Question	Multiple choice answer
Q1. What is the name of the organisation?	N/A
Q2. What is the address of the organisation?	N/A
Q3. What type of organisation operates from the premises?	Q3.1. Retail
	Q3.2. Food and Beverage
	Q3.3. Office
	Q3.4. Hotel/Residential
	Q3.5. Bank
	Q3.6. School
	Q3.7. Government
	Q3.8. Other (please specify):
Q4. What are your operating hours? i.e. when are staff present to receive deliveries / servicing?	N/A
Q5. How many delivery / servicing activities typically take place Monday - Friday?	Q5.1. Midnight - 7:00am
	Q5.2. 7:00am - 8:00am
	Q5.3. 8:00am - 6:00pm
	Q5.4. 6:00pm - 7:00pm
	Q5.5. 7:00pm - 11:00pm
	Q5.6. 11:00pm - Midnight
	Q5.7. Comment:
Q6. Is there delivery / servicing activity on a Saturday?	N/A
Q7. How many delivery / servicing activities typically take place on Saturday?	Q7.1. Midnight - 7:00am
	Q7.2. 7:00am - 8:00am
	Q7.3. 8:00am - 10:00am
	Q7.4. 10:00am - 4:00pm
	Q7.5. 4:00pm - 6:00pm
	Q7.6. 6:00pm - Midnight
	Q7.7. Comment:
Q8. Is there delivery / servicing activity on a Sunday?	N/A
Q9. How many delivery / servicing activities typically take place on Sunday?	Q9.1. Midnight - 7:00am
	Q9.2. 7:00am - 8:00am
	Q9.3. 8:00am - 10:00am
	Q9.4. 10:00am - 4:00pm
	Q9.5. 4:00pm - 6:00pm
	Q9.6. 6:00pm - Midnight
	Q9.7. Comment:
Q10. What transport modes are used for deliveries / servicing?	Q10.1. Walking
	Q10.2. Cycling
	Q10.3. Public Transport
	Q10.4. Car / small van
	Q10.5. Large van
	Q10.6. Small HGV (3.5t-7.5t box truck)
	Q10.7. Large HGV (rigid or articulated above 7.5t)
	Q10.8. Comment:

Q11. What is the duration of delivery / servicing activities?	Q11.1. 0 - 20 minutes
	Q11.2. 20 - 60 minutes
	Q11.3. More than 1 hour
	Q11.4. More than 4 hours
	Q11.5. Comment:
Q12. Where does delivery / servicing activity take place? Please select all that apply	Q12.1. On-street directly outside the property
	Q12.2. On-street close to the property (within 50 meters)
	Q12.3. On-street away from the property (more than 50 meters away)
	Q12.4. Off-street parking
	Q12.5. Other (please specify):
Q13. Do you have any special delivery / servicing requirements that means activity must take place directly outside the property? Please select all that apply	Q13.1. No
	Q13.2. Yes, for security reasons (e.g. cash in transit)
	Q13.3. Yes, for health and safety reasons (e.g. heavy loads, accessibility)
	Q13.4. Other (please specify):
Q14. Do you allow staff to receive private deliveries?	N/A
Q15. How many non-business deliveries are received (e.g. Amazon deliveries to staff)?	Q15.1. About 1 - 2 per week
	Q15.2. About 1 - 2 per day
	Q15.3. More than 2 per day
	Q15.4. Other (please specify):
Q16. Do the current hours of motor vehicle restrictions cause any issue for you? If so, how and why would you like the hours to be changed?	N/A
Q17. Who collects your waste and at what time?	Q17.1. Who?
	Q17.2. What time?
Q18. Do you have plans to modernise/consolidate your delivery strategy, to try and reduce the amount of activity? If yes, please provide details	N/A
Q19. Do you have any further motor vehicle access needs not covered in this survey? (e.g. taxi required for staff member with mobility issues). If yes, please provide details	N/A

- 3.1.2 The survey was either completed on site or at a later date via the online facility.
- 3.1.3 Table 3.2 summarises the type and number of methods of survey distribution, as well as the number of responses received. Full details of this can be found at **Appendix B**.
- 3.1.4 The overall response rate was just under 50%, which is in line with other occupier engagement surveys undertaken by NRP and therefore considered an acceptable and representative outcome.

Table 3.2: Survey distribution method and response summary

Survey distribution method	Number
Handout to target person	21
Handout with name/email of target person	11
Handout with no name of target person	13
Form to be emailed to target person	0
Interview undertaken on site	51
Refused	13
Cannot access building	6
TOTAL BUILDINGS ENGAGED WITH	115
RESPONSES	56
RESPONSE RATE	49%

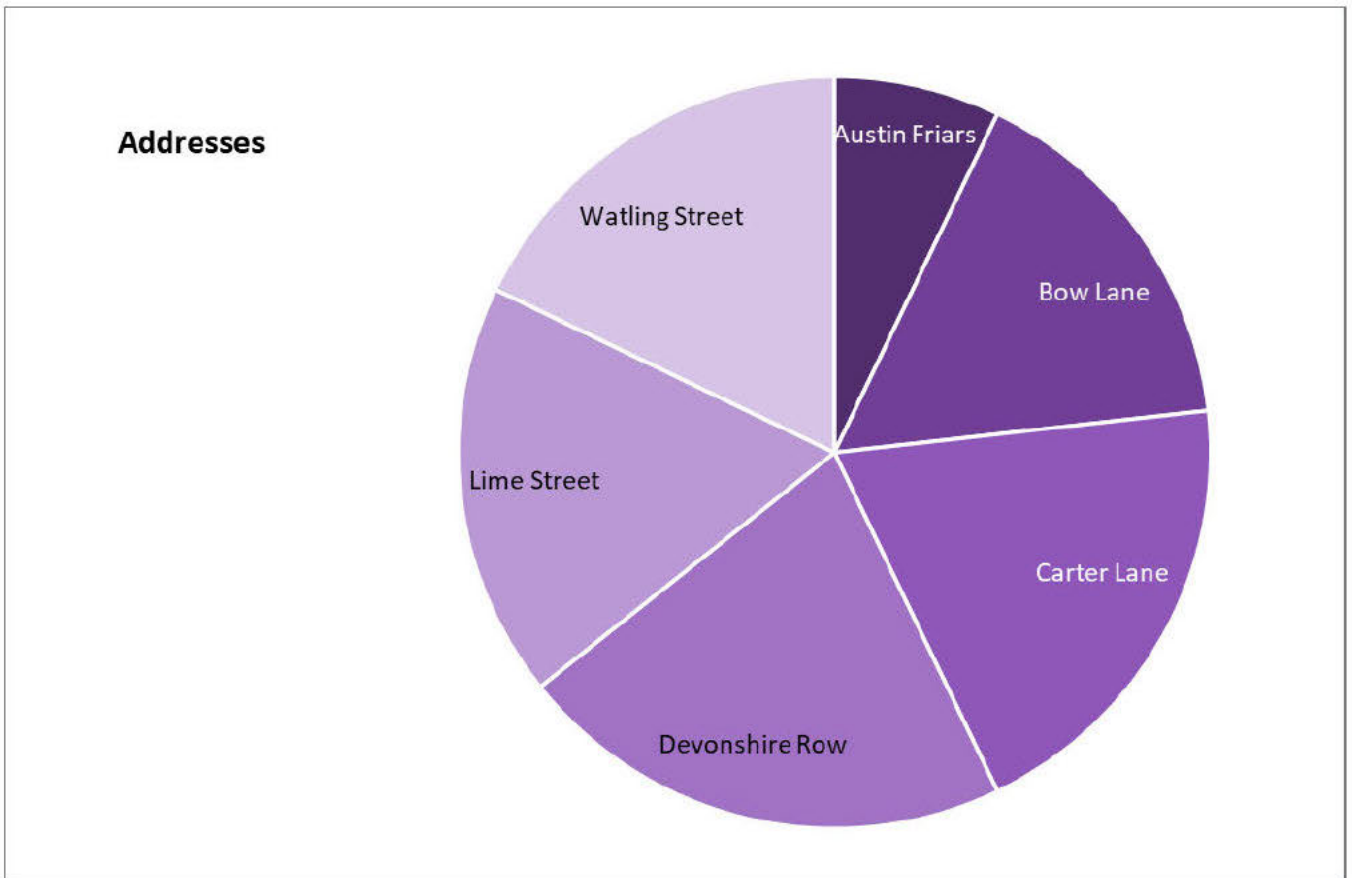
3.2 Results

- 3.2.1 The section provides the survey results for all of the pedestrian zones combined, as well as for each of the zones separately.
- 3.2.2 The survey results for each question are summarised as follows:
- Q1. What is the name of the organisation?**
- 3.2.3 Details of this can be found at **Appendix C** with the raw survey data results.
- Q2. What is the address of the organisation?**
- 3.2.4 The location of respondents is shown in Table 3.3 and Figure 3-1. The results show that each pedestrian area is fairly equally represented, with the fewest respondents from Austin Friars.

Table 3.3: Summary – Question 2

Street	Number	Percentage
Austin Friars	4	7%
Bow Lane	9	16%
Carter Lane	11	20%
Devonshire Row	12	21%
Lime Street	10	18%
Watling Street	10	18%
TOTAL	56	100%

Figure 3-1: Summary – Question 2



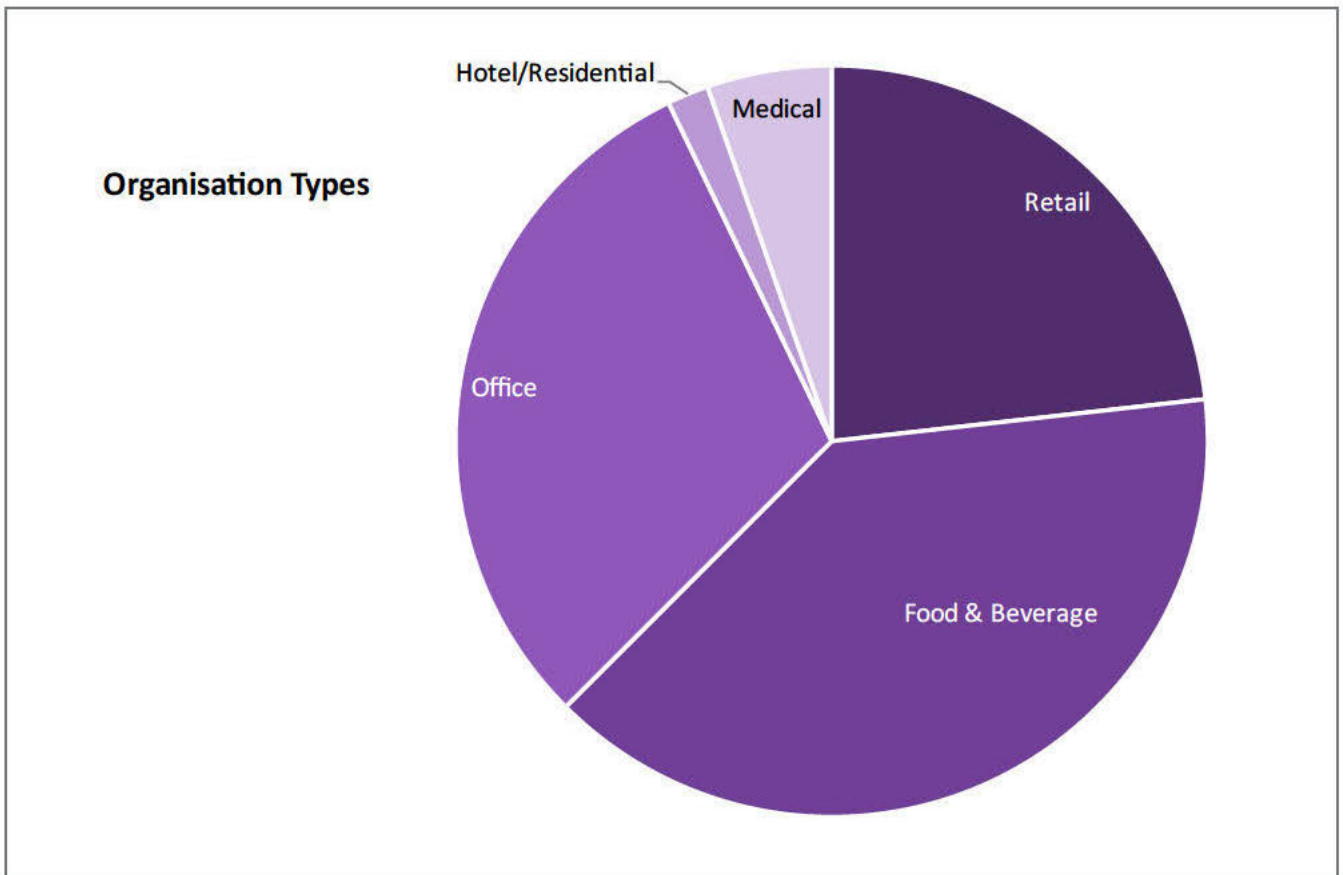
Q3. What type of organisation operates from the premises?

3.2.5 The type of organisation of the respondents is shown in Table 3.4 and Figure 3-2. The results show that food and beverage was the main building use, with office and retail being the next highest uses.

Table 3.4: Summary – Question 3

Type	Number	Percentage
Retail		21%
Food & Beverage		38%
Office		32%
Hotel/Residential		2%
Bank		0%
School		0%
Government		0%
Church		2%
Medical		5%
TOTAL		100%

Figure 3-2: Summary – Question 3



3.2.6 The results for each zone are shown as follows.

Table 3.5: Zone detail – Question 3

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
Retail	21%	0%	33%	18%	17%	40%	10%
Food & Beverage	38%	25%	56%	18%	42%	0%	80%
Office	32%	50%	11%	45%	25%	60%	10%
Hotel/Residential	2%	0%	0%	9%	0%	0%	0%
Bank	0%	0%	0%	0%	0%	0%	0%
School	0%	0%	0%	0%	0%	0%	0%
Government	0%	0%	0%	0%	0%	0%	0%
Church	2%	25%	0%	0%	0%	0%	0%
Medical	5%	0%	0%	9%	17%	0%	0%
TOTAL	100%	100%	100%	100%	100%	100%	100%

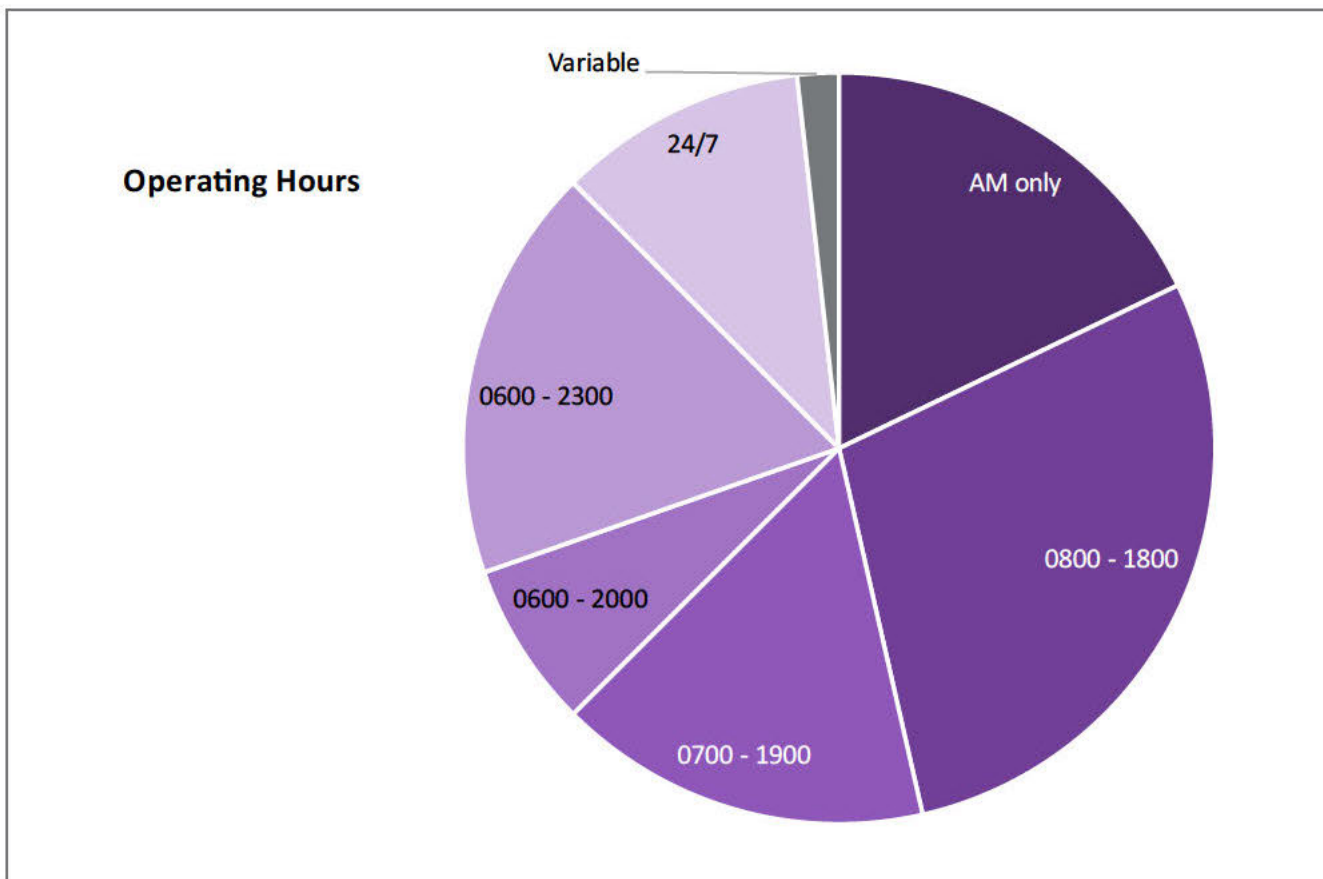
Q4. What are your operating hours? i.e. when are staff present to receive deliveries / servicing?

3.2.7 The operating hours of the respondents is shown in Table 3.6 and Figure 3-3. The results show that only 11% have 24/7 operation. The other organisations mostly operate between 0800-1800, with some operating earlier or later.

Table 3.6: Summary – Question 4

Categories	Number	Percentage
AM only		18%
0800 - 1800		29%
0700 - 1900		16%
0600 - 2000		7%
0600 - 2300		18%
24/7		11%
Variable		2%
TOTAL		100%

Figure 3-3: Summary – Question 4



3.2.8 The results for each zone are shown as follows.

Table 3.7: Zone detail – Question 4

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
AM only	18%	0%	33%	0%	8%	10%	50%
0800 - 1800	29%	25%	33%	45%	17%	50%	0%
0700 - 1900	16%	0%	0%	18%	17%	30%	20%
0600 - 2000	7%	0%	0%	0%	25%	0%	10%
0600 - 2300	18%	75%	22%	0%	25%	0%	20%
24/7	11%	0%	0%	36%	8%	10%	0%
Variable	2%	0%	11%	0%	0%	0%	0%
TOTAL	100%	100%	100%	100%	100%	100%	100%

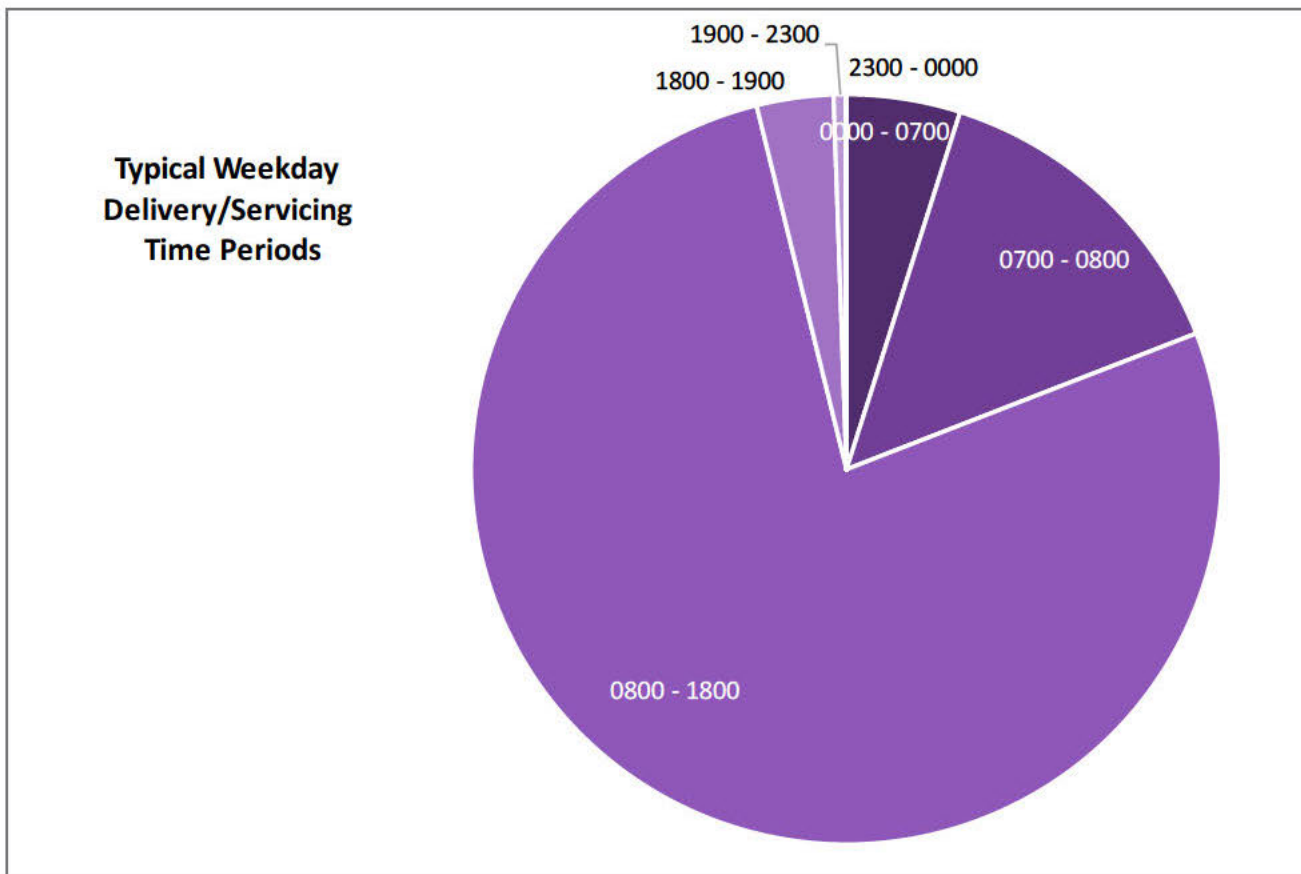
Q5. How many delivery / servicing activities typically take place Monday - Friday?

3.2.9 The Monday to Friday delivery activities of the respondents is shown in Table 3.8 and Figure 3-4. 72% of deliveries/ servicing take place between 0800-1800. 20% occur between midnight and 0700.

Table 3.8: Summary – Question 5

Type	Estimated Total Per Week	Estimated Total Per Day	Percentage
0000 - 0700	40	8	5%
0700 - 0800	116	23	14%
0800 - 1800	630	126	77%
1800 - 1900	27	5	3%
1900 - 2300	5	1	1%
2300 - 0000	0	0	0%
TOTAL	817	163	100%

Figure 3-4: Summary – Question 5



3.2.11 The results for each zone are shown as follows.

Table 3.9: Zone detail – Question 5

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
0000 - 0700	6%	0%	0%	8%	4%	6%	7%
0700 - 0800	14%	0%	29%	11%	7%	3%	19%
0800 - 1800	72%	100%	67%	71%	77%	90%	75%
1800 - 1900	3%	0%	3%	11%	8%	1%	0%
1900 - 2300	3%	0%	1%	0%	4%	0%	0%
2300 - 0000	2%	0%	0%	0%	0%	0%	0%
TOTAL	100%	100%	100%	100%	100%	100%	100%

3.2.12 The majority of deliveries/ servicing take place during the times when motor vehicles are restricted in all of the pedestrian streets.

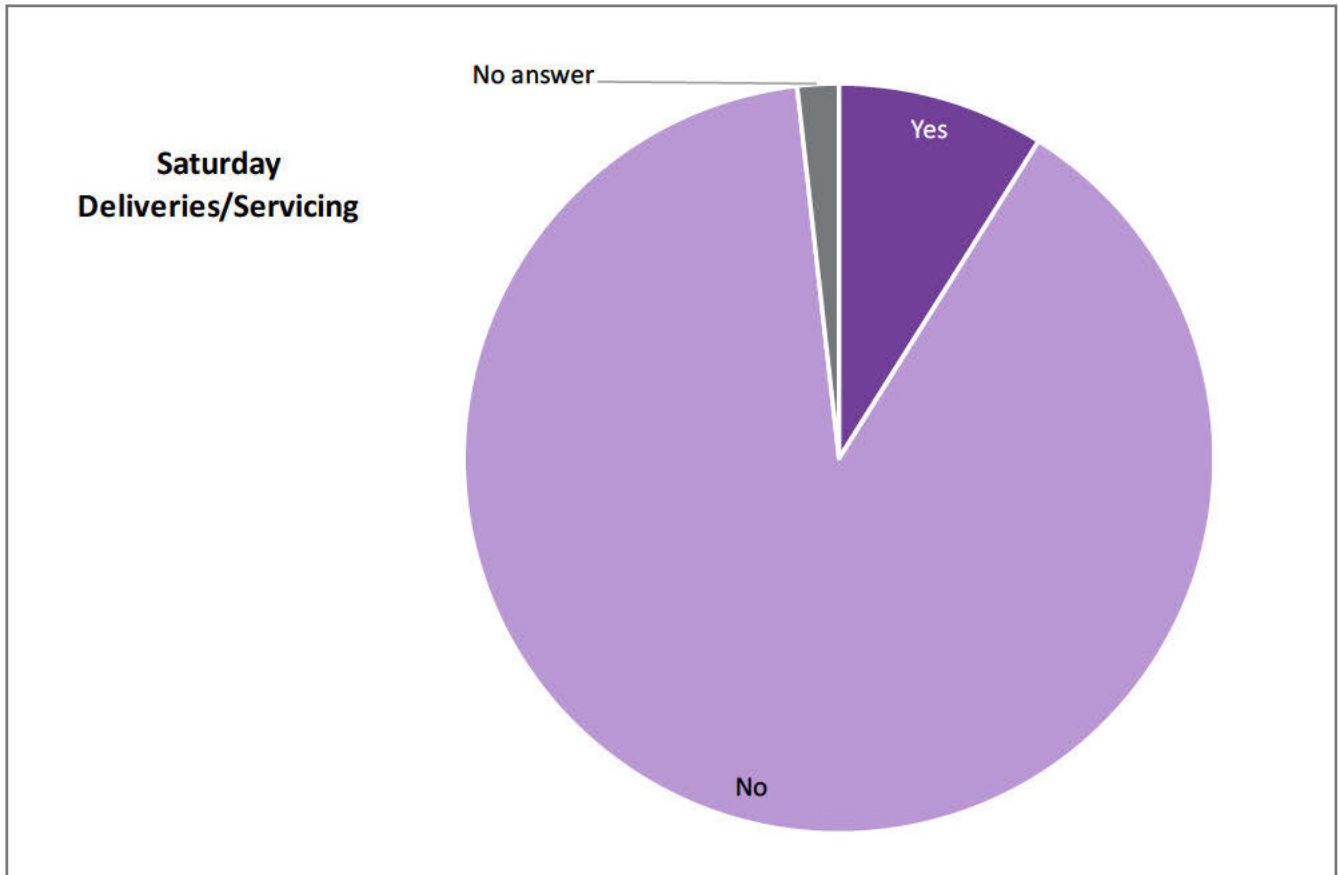
Q6. Is there delivery / servicing activity on a Saturday?

3.2.13 Table 3.10 and Figure 3-5 show that the vast majority (89%) of deliveries/ servicing take place on a weekday.

Table 3.10: Summary – Question 6

Type	Number	Percentage
Yes	5	9%
No	50	89%
No answer	1	2%
TOTAL	56	100%

Figure 3-5: Summary – Question 6



3.2.14 The results for each zone are shown as follows.

Table 3.11: Zone detail – Question 6

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
Yes	9%	0%	11%	9%	8%	0%	20%
No	89%	100%	89%	91%	92%	100%	70%
No answer	2%	0%	0%	0%	0%	0%	10%
TOTAL	100%	100%	100%	100%	100%	100%	100%

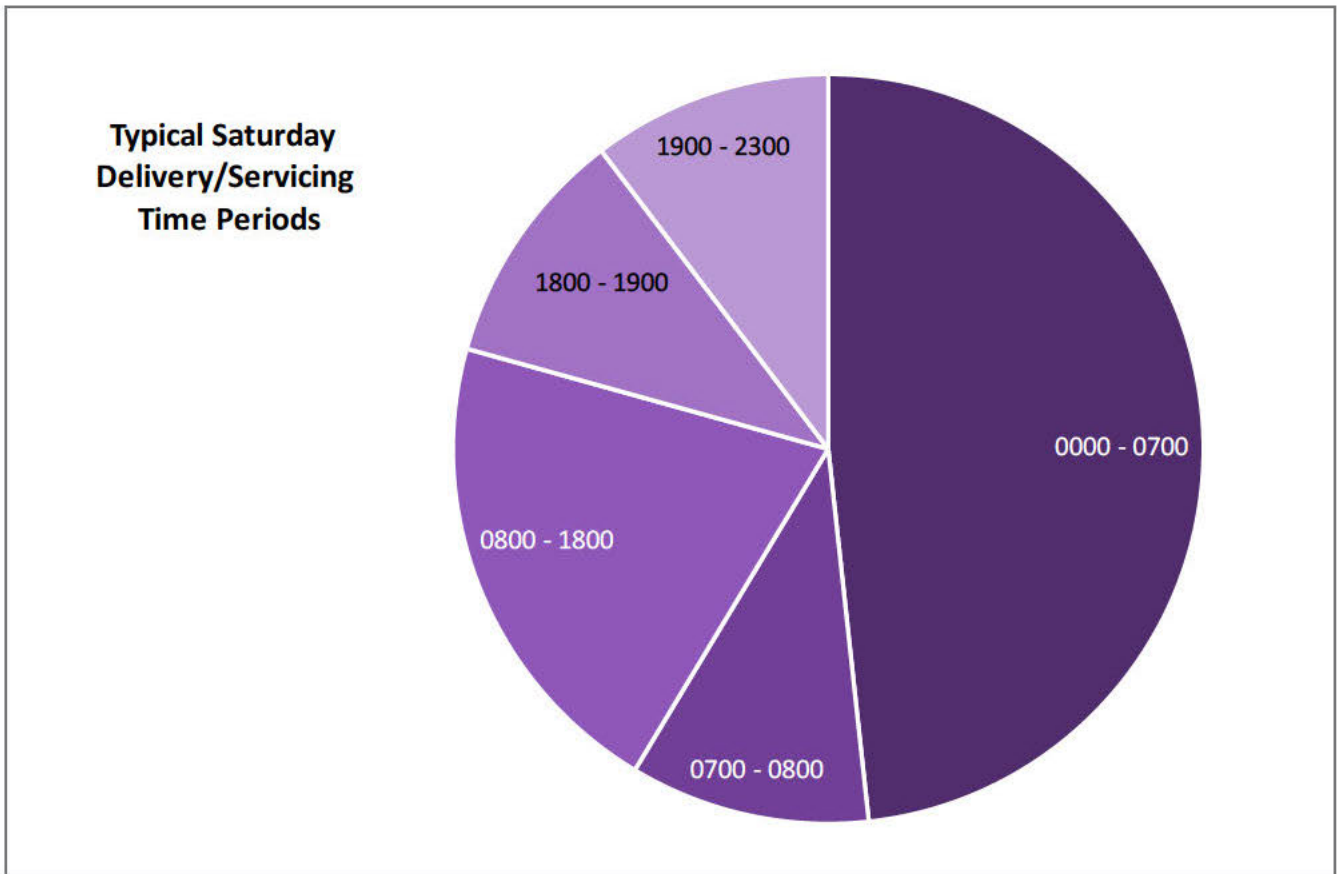
Q7. How many delivery / servicing activities typically take place on a Saturday?

3.2.15 The Saturday delivery activities of the respondents is shown in Table 3.12 and Figure 3-6.

Table 3.12: Summary – Question 7

Type	Estimated Total on Saturday	Percentage
0000 - 0700	7	48%
0700 - 0800	2	10%
0800 - 1800	3	21%
1800 - 1900	2	10%
1900 - 2300	2	10%
2300 - 0000	0	0%
TOTAL	15	100%

Figure 3-6: Summary – Question 7



3.2.16 The results for each zone are shown as follows.

Table 3.13: Zone detail – Question 7

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
0000 - 0700	0%	0%	100%	100%	25%	0%	0%
0700 - 0800	0%	0%	0%	0%	0%	0%	50%
0800 - 1800	0%	0%	0%	0%	25%	0%	50%
1800 - 1900	0%	0%	0%	0%	25%	0%	0%
1900 - 2300	0%	0%	0%	0%	25%	0%	0%
2300 - 0000	0%	0%	0%	0%	0%	0%	0%
TOTAL	0%	0%	100%	100%	100%	0%	100%

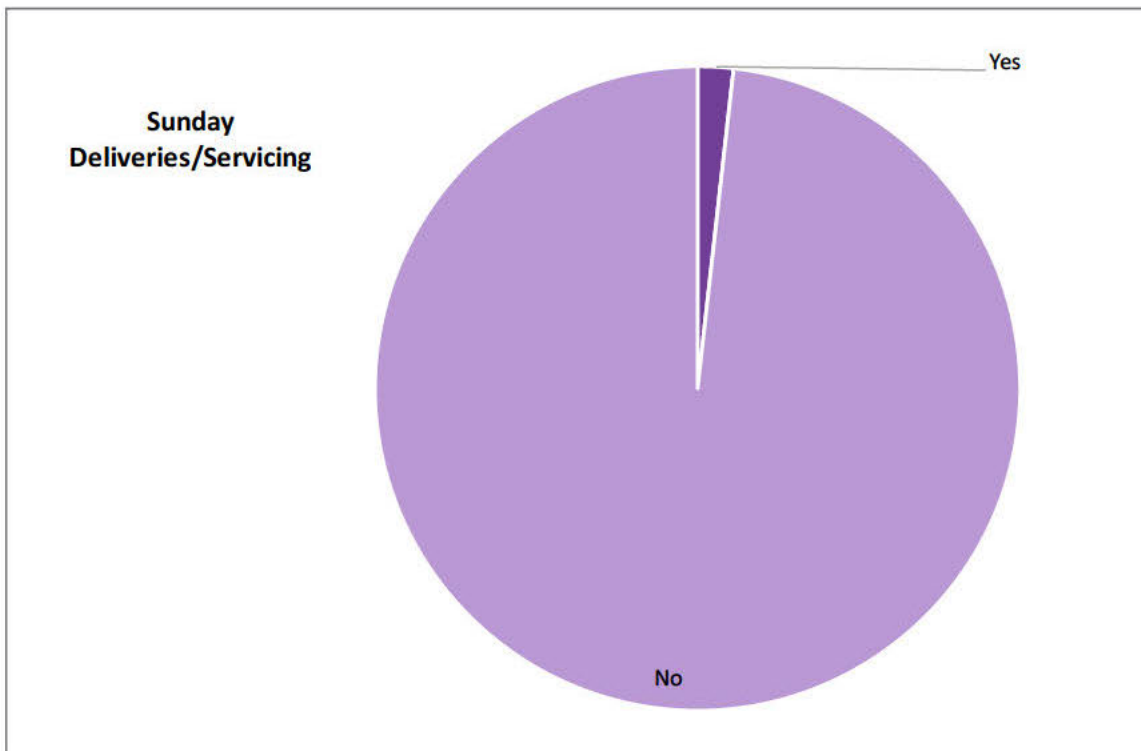
Q8. Is there delivery / servicing activity on a Sunday?

3.2.17 Table 3.14 and Figure 3-7 show that only 1 organisation has deliveries/ servicing take place on a Sunday.

Table 3.14: Summary – Question 8

Type	Number	Percentage
Yes	1	2%
No	55	98%
TOTAL	56	100%

Figure 3-7: Summary – Question 8



3.2.18 The results for each zone are shown as follows.

Table 3.15: Zone detail – Question 8

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
Yes	2%	0%	0%	9%	0%	0%	0%
No	98%	100%	100%	91%	100%	100%	100%
TOTAL	100%	100%	100%	100%	100%	100%	100%

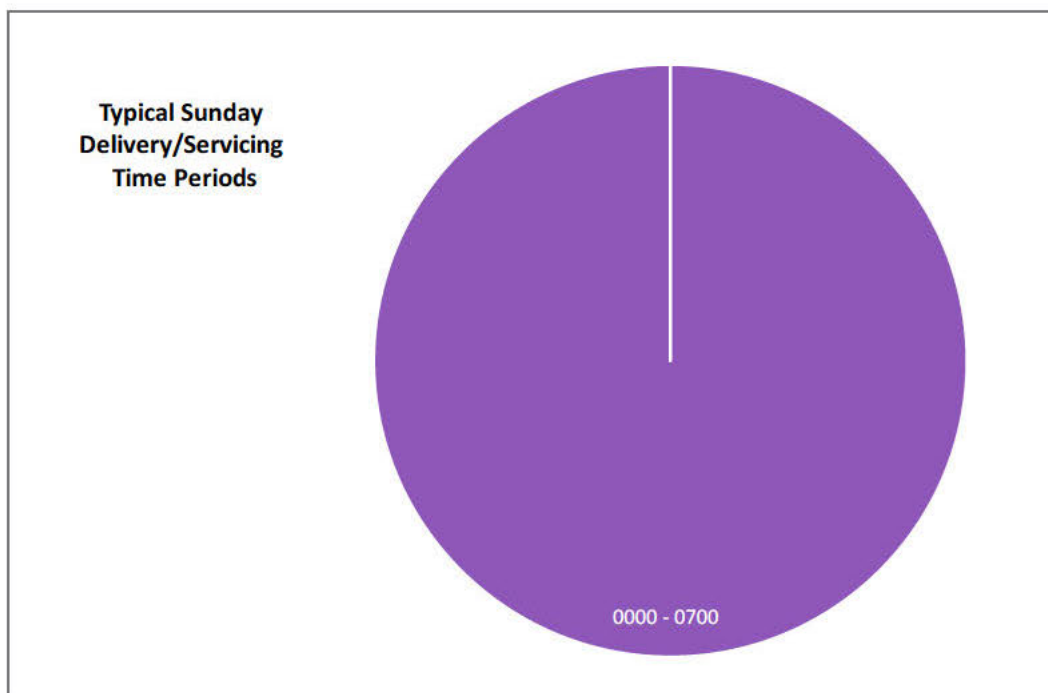
Q9. How many delivery / servicing activities typically take place on Sunday?

3.2.19 The Sunday delivery activities of the respondents is shown in Table 3.16 and Figure 3-8.

Table 3.16: Summary – Question 9

Type	Estimated Total on Sunday	Percentage
0000 - 0700	2	100%
0700 - 0800	0	0%
0800 - 1800	0	0%
1800 - 1900	0	0%
1900 - 2300	0	0%
2300 - 0000	0	0%
TOTAL	2	100%

Figure 3-8: Summary – Question 9



3.2.20 The results for each zone are shown as follows.

Table 3.17: Zone detail – Question 9

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
0000 - 0700	0%	0%	0%	100%	0%	0%	0%
0700 - 0800	0%	0%	0%	0%	0%	0%	0%
0800 - 1800	0%	0%	0%	0%	0%	0%	0%
1800 - 1900	0%	0%	0%	0%	0%	0%	0%
1900 - 2300	0%	0%	0%	0%	0%	0%	0%
2300 - 0000	0%	0%	0%	0%	0%	0%	0%
TOTAL	0%	0%	0%	100%	0%	0%	0%

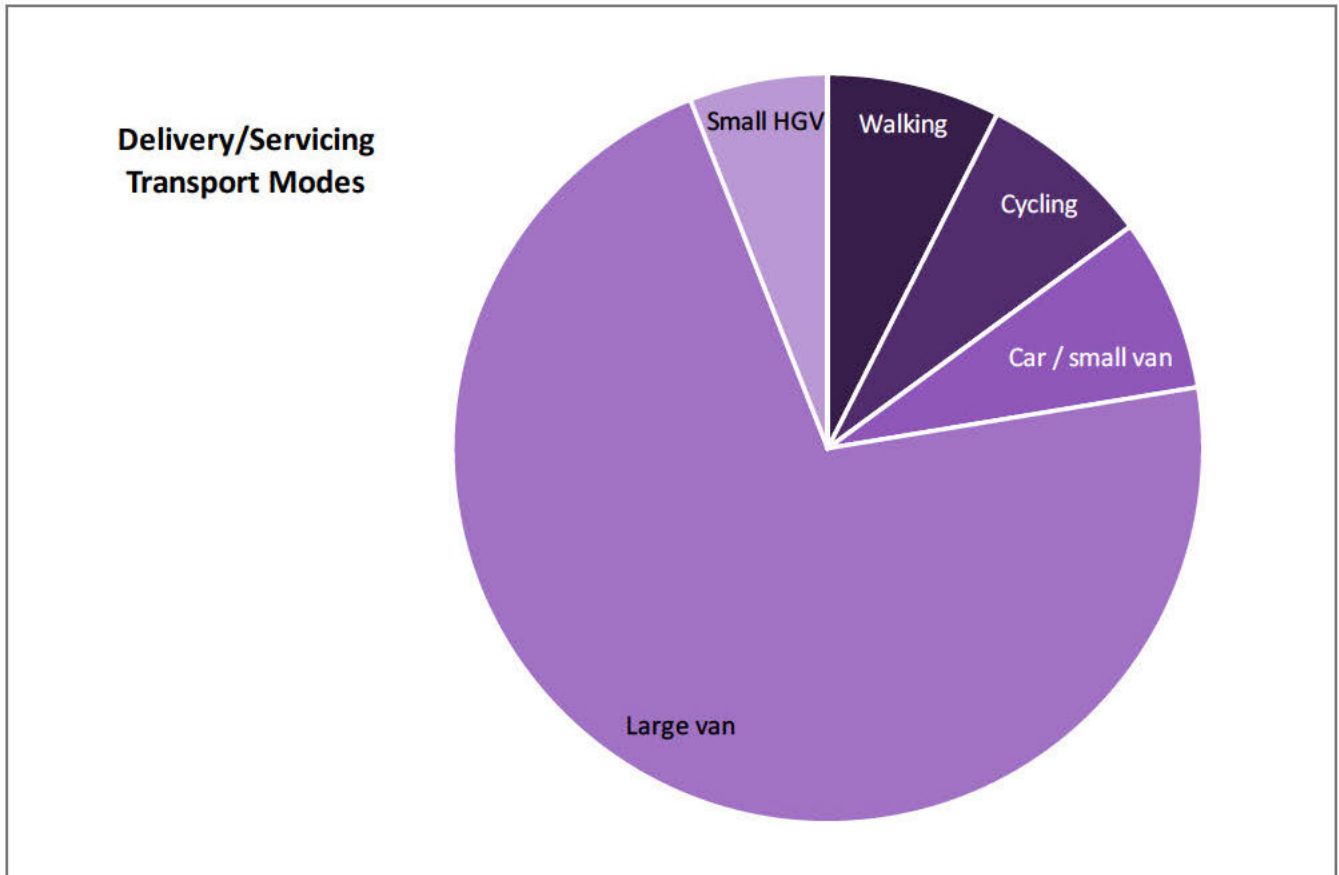
Q10. What transport modes are used for deliveries / servicing?

3.2.21 The transport modes used for deliveries / servicing by the respondents is shown in Table 3.18 and Figure 3-9. 72% of deliveries/ servicing use a large van. Walking, cycling, car/small van and small HGV are used for a small proportion of deliveries/ servicing. All 'Walking' deliveries are delivery drivers walking from having parked nearby.

Table 3.18: Summary – Question 10

Type	Never	Occasionally	Typical	Always	Total	Percentage
Walking	51	1	4	0	5	7%
Cycling	51	3	2	0	5	7%
Public transport	56	0	0	0	0	0%
Car / small van	51	2	1	2	5	7%
Large van	8	1	45	2	48	72%
Small HGV	52	2	2	0	4	6%
Large HGV	56	0	0	0	0	0%
TOTAL	325	9	54	4	67	100%

Figure 3-9: Summary – Question 10



3.2.22 The results for each zone are shown as follows.

Table 3.19: Zone detail – Question 10

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
Walking	7%	0%	20%	15%	7%	0%	0%
Cycling	7%	17%	10%	8%	0%	17%	0%
Public transport	0%	0%	0%	0%	0%	0%	0%
Car / small van	7%	17%	10%	8%	13%	0%	0%
Large van	72%	67%	60%	62%	67%	83%	91%
Small HGV	6%	0%	0%	8%	13%	0%	9%
Large HGV	0%	0%	0%	0%	0%	0%	0%
TOTAL	100%	100%	100%	100%	100%	100%	100%

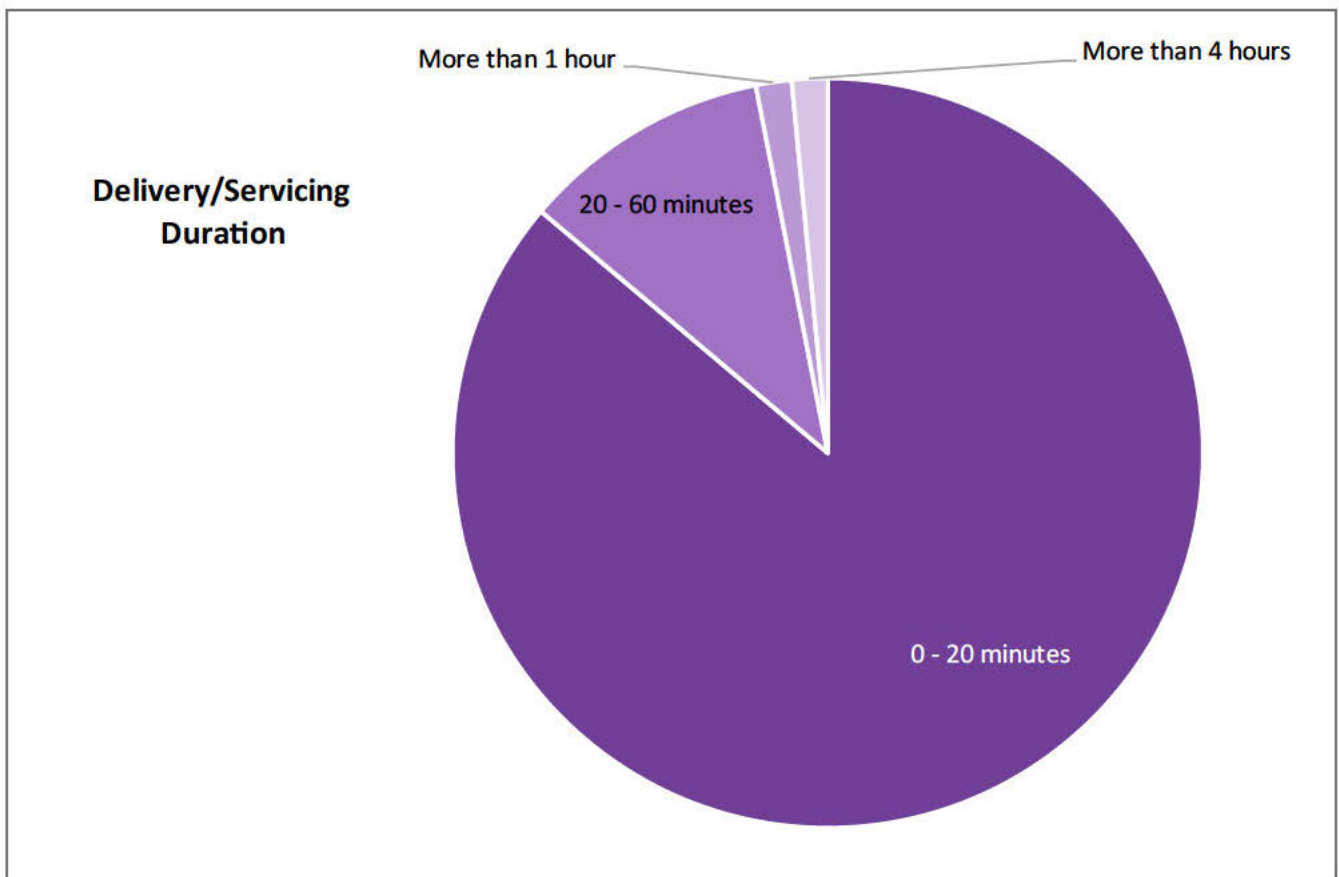
Q11. What is the duration of delivery / servicing activities?

3.2.23 Table 3.20 and Figure 3-10 show that the vast majority (86%) of deliveries/ servicing last for less than 20 minutes.

Table 3.20: Summary – Question 11

Type	Never	Occasionally	Typical	Always	Total	Percentage
0 - 20 minutes	0	0	55	1	56	86%
20 - 60 minutes	49	4	3	0	7	11%
More than 1 hour	55	1	0	0	1	2%
More than 4 hours	55	1	0	0	1	2%
TOTAL	159	6	58	1	65	100%

Figure 3-10: Summary – Question 11



3.2.24 The results for each zone are shown as follows.

Table 3.21: Zone detail – Question 11

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
0 - 20 minutes	86%	80%	100%	100%	75%	83%	83%
20 - 60 minutes	11%	20%	0%	0%	13%	17%	17%
More than 1 hour	2%	0%	0%	0%	6%	0%	0%
More than 4 hours	2%	0%	0%	0%	6%	0%	0%
TOTAL	100%	100%	100%	100%	100%	100%	100%

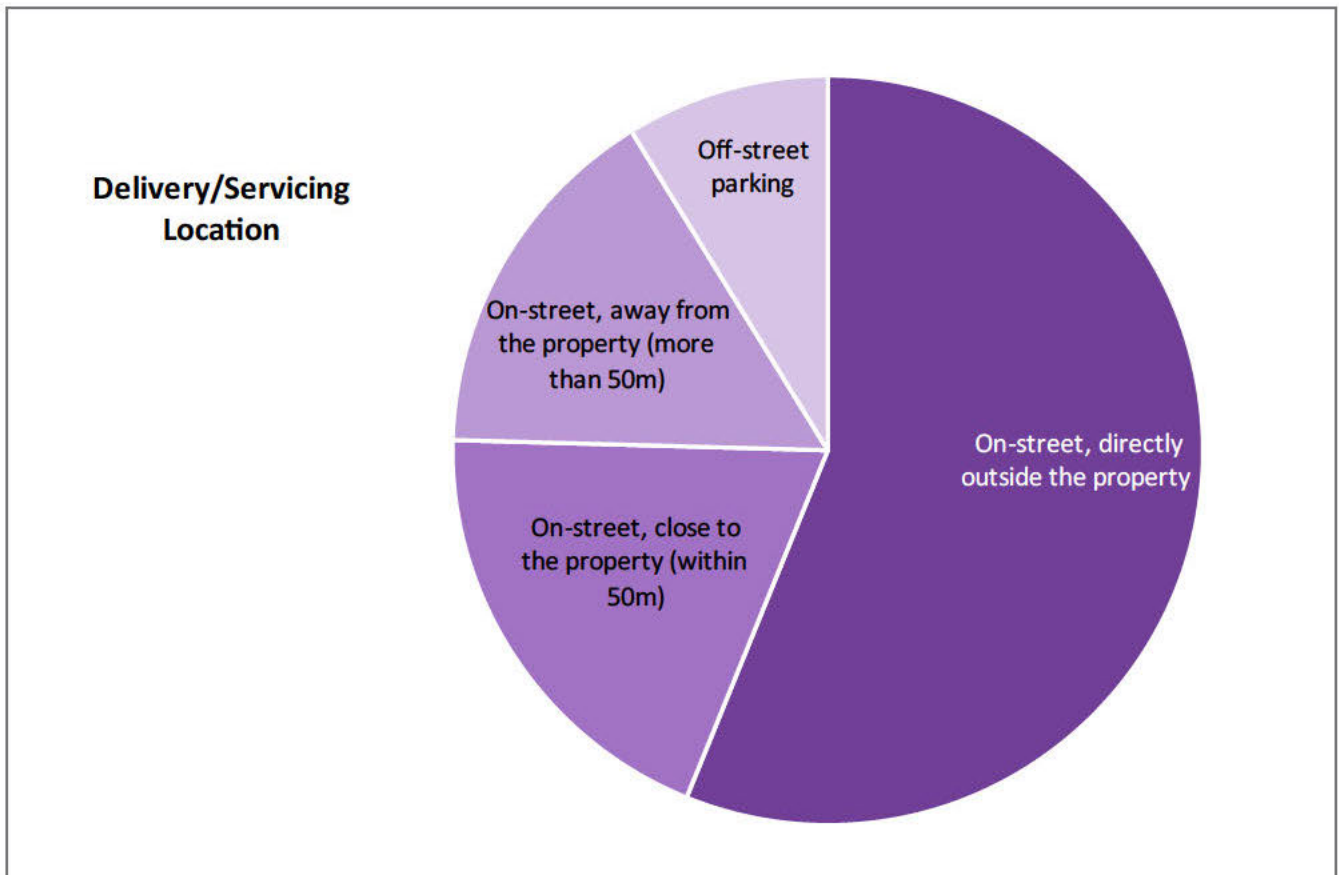
Q12. Where does delivery/ servicing activity take place?

3.2.25 The location of delivery/ servicing activities of the respondents is shown in Table 3.22 and Figure 3-11. It can be seen that 75% occurs either directly outside the property or within 50m of the property.

Table 3.22: Summary – Question 12

Type	Number	Percentage
On-street, directly outside the property	32	56%
On-street, close to the property (within 50m)	11	19%
On-street, away from the property (more than 50m)	9	16%
Off-street parking	5	9%
TOTAL	57	100%

Figure 3-11: Summary – Question 12



3.2.26 The results for each zone are shown as follows.

Table 3.23: Zone detail – Question 12

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
On-street, directly outside the property	56%	75%	38%	67%	33%	70%	64%
On-street, close to the property (within 50m)	19%	0%	0%	17%	42%	20%	18%
On-street, away from the property (more than 50m)	16%	25%	13%	17%	25%	10%	9%
Off-street parking	9%	0%	50%	0%	0%	0%	9%
TOTAL	100%	100%	100%	100%	100%	100%	100%

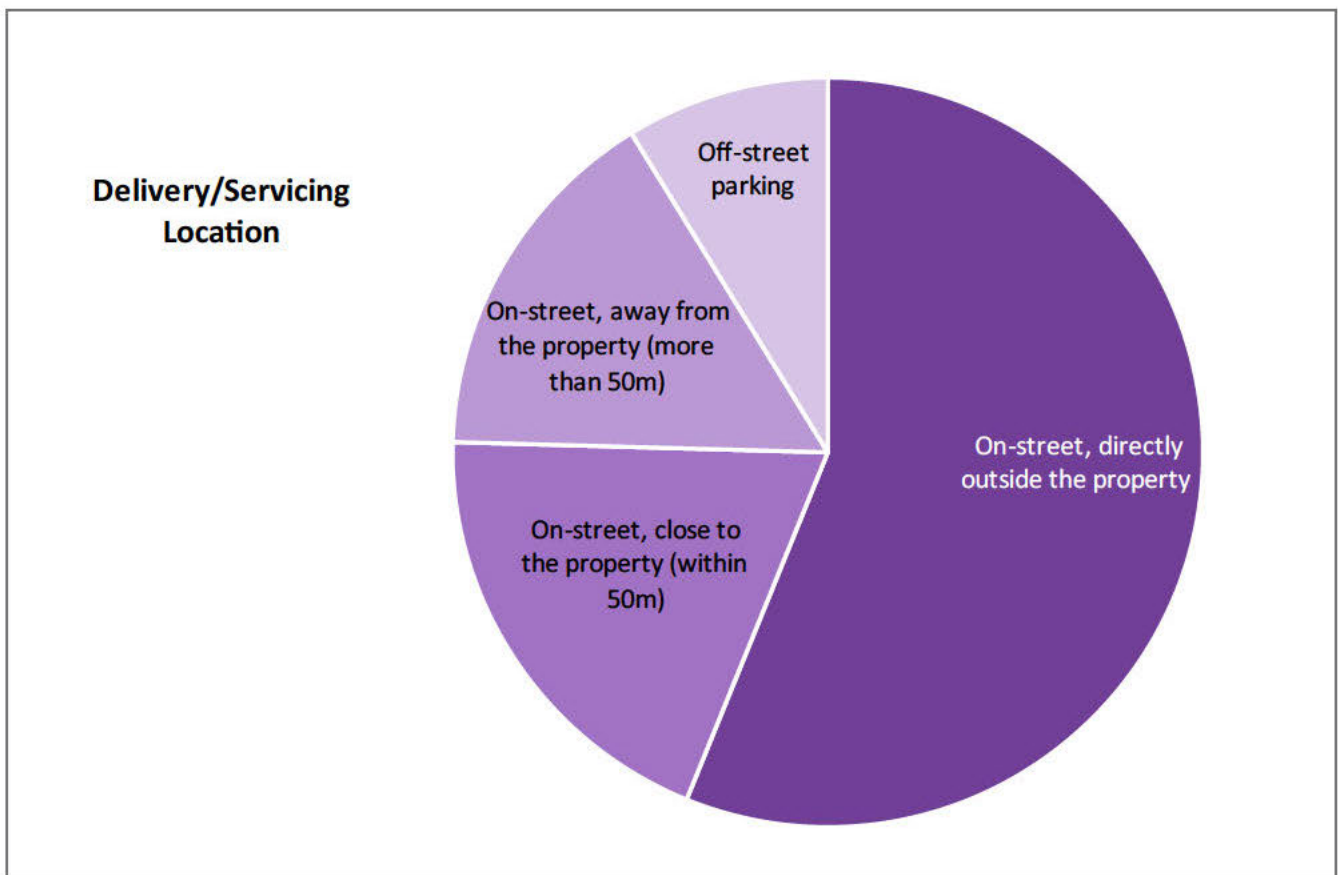
Q13. Do you have any special delivery / servicing requirements that means activity must take place directly outside the property?

3.2.27 Table 3.24 and Figure 3-12 show that most deliveries/ servicing does not have any special requirements. However, 20% do have requirements relating to heavy loads and/or accessibility.

Table 3.24: Summary – Question 13

Type	Number	Percentage
No	44	79%
Yes, for security reasons (e.g. cash in transit)	0	0%
Yes, for health and safety reasons (e.g. heavy loads, accessibility)	12	21%
TOTAL	56	100%

Figure 3-12: Summary – Question 13



3.2.28 The results for each zone are shown as follows.

Table 3.25: Zone detail – Question 13

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
No	79%	25%	78%	100%	83%	80%	70%
Yes, for security reasons	0%	0%	0%	0%	0%	0%	0%
Yes, for health and safety reasons	21%	75%	22%	0%	17%	20%	30%
TOTAL	100%	100%	100%	100%	100%	100%	100%

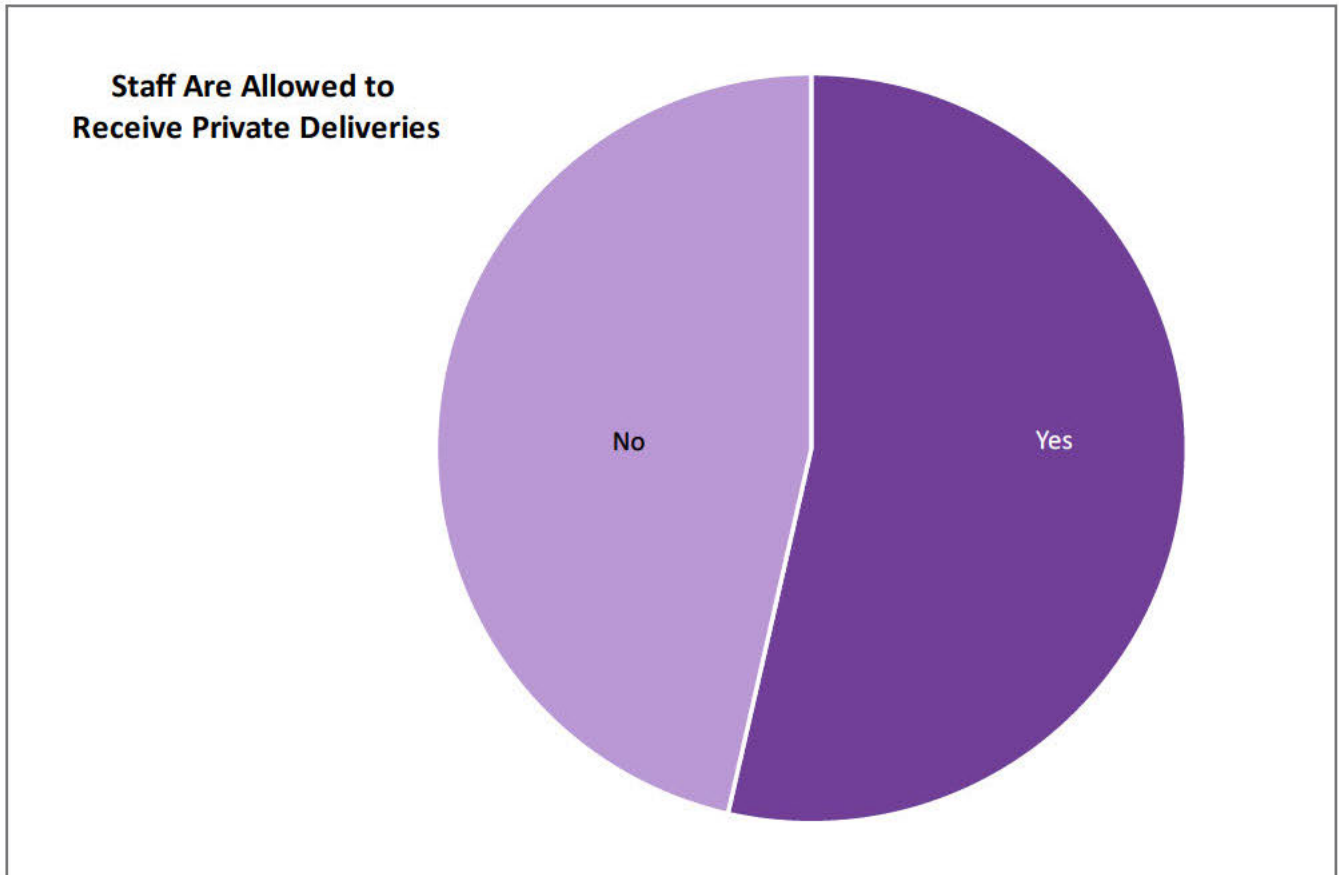
Q14. Do you allow staff to receive private deliveries?

3.2.29 Table 3.26 and Figure 3-13 show that there is a fairly even split between those occupiers that permit private deliveries.

Table 3.26: Summary – Question 14

Type	Number	Percentage
Yes	30	54%
No	26	46%
TOTAL	56	100%

Figure 3-13: Summary – Question 14



3.2.30 The results for each zone are shown as follows.

Table 3.27: Zone detail – Question 14

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
Yes	54%	100%	22%	73%	42%	80%	30%
No	46%	0%	78%	27%	58%	20%	70%
TOTAL	100%	100%	100%	100%	100%	100%	100%

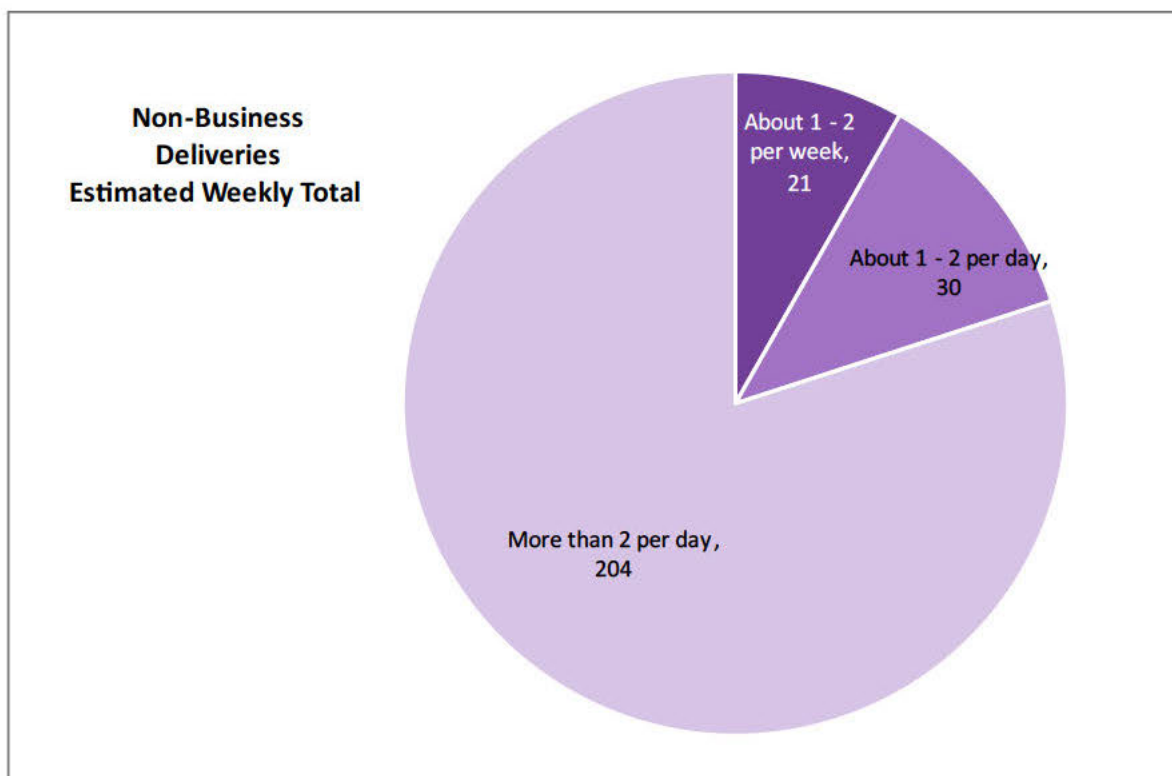
Q15. How many non-business deliveries are received (e.g. Amazon deliveries to staff)?

3.2.31 Of the 54% of occupiers that allow private deliveries, 31% receive more than 2 per day. Table 3.28 and Figure 3-14 show the estimated number of weekly private deliveries. One occupier alone estimates it receives 100 non-business deliveries a week.

Table 3.28: Summary – Question 15

Type	Estimated Weekly Total	Percentage
About 1 - 2 per week	21	8%
About 1 - 2 per day	30	12%
More than 2 per day	204	80%
TOTAL	255	100%

Figure 3-14: Summary – Question 15



3.2.32 The results for each zone are shown as follows.

Table 3.29: Zone detail – Question 15

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
About 1 - 2 per week	7%	7%	0%	15%	38%	11%	1%
About 1 - 2 per day	11%	70%	0%	0%	63%	13%	0%
More than 2 per day	82%	23%	100%	85%	0%	76%	99%
TOTAL	100%	100%	100%	100%	100%	100%	100%

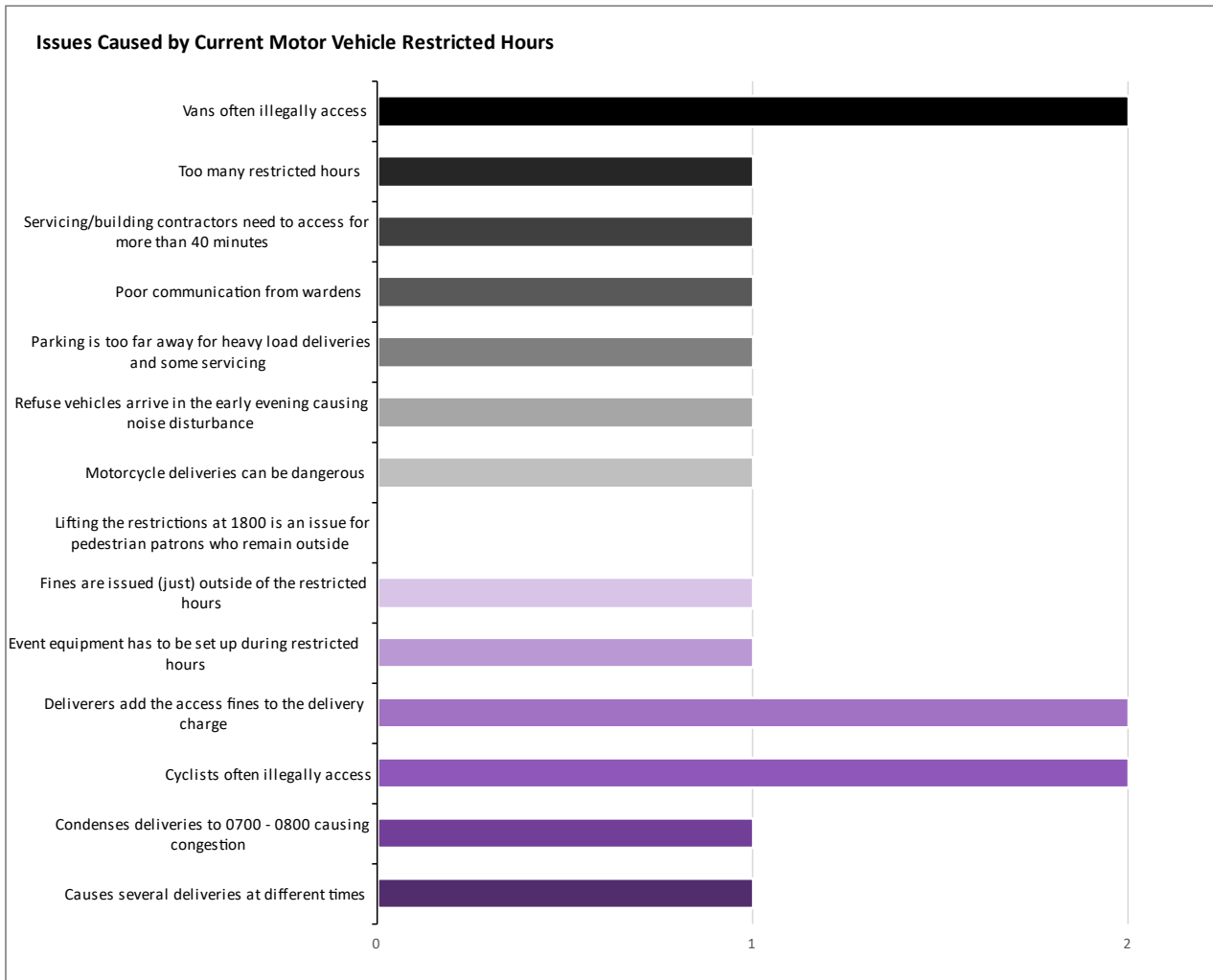
Q16.1 How do the current hours of motor vehicle restrictions cause issues for you?

3.2.33 There were only 16 responses (29% of all respondents) who answered the question asking how the current motor vehicle restrictions cause issues. The answers provided are presented in Table 3.30 and Figure 3-15.

Table 3.30: Summary – Question 16.1

Type	Number	Percentage
Causes several deliveries at different times	1	6%
Condenses deliveries to 0700 - 0800 causing congestion	1	6%
Cyclists often illegally access	2	13%
Deliverers add the access fines to the delivery charge	2	13%
Event equipment has to be set up during restricted hours	1	6%
Fines are issued (just) outside of the restricted hours	1	6%
Lifting the restrictions at 1800 is an issue for pedestrian patrons who remain outside	0	0%
Motorcycle deliveries can be dangerous	1	6%
Refuse vehicles arrive in the early evening causing noise disturbance	1	6%
Parking is too far away for heavy load deliveries and some servicing	1	6%
Poor communication from wardens	1	6%
Servicing/building contractors need to access for more than 40 minutes	1	6%
Too many restricted hours	1	6%
Vans often illegally access	2	13%
TOTAL	16	100%

Figure 3-15: Summary – Question 16.1



3.2.34 The results for each zone are shown as follows.

Table 3.31: Zone detail – Question 16.1

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
Causes several deliveries at different times	6%	0%	0%	0%	17%	0%	0%
Condenses deliveries to 0700 - 0800 causing congestion	6%	0%	50%	0%	0%	0%	0%
Cyclists often illegally access	13%	0%	0%	0%	33%	0%	0%
Deliverers add the access fines to the delivery charge	13%	33%	0%	0%	0%	25%	0%
Event equipment has to be set up during restricted hours	6%	33%	0%	0%	0%	0%	0%
Fines are issued (just) outside of the restricted hours	6%	0%	0%	0%	0%	25%	0%
Lifting the restrictions at 1800 is an issue for pedestrian patrons who remain outside	0%	0%	0%	0%	0%	0%	0%
Motorcycle deliveries can be dangerous	6%	0%	0%	0%	17%	0%	0%
Refuse vehicles arrive in the early evening causing noise disturbance	6%	33%	0%	0%	0%	0%	0%
Parking is too far away for heavy load deliveries and some servicing	6%	0%	0%	0%	0%	25%	0%
Poor communication from wardens	6%	0%	0%	0%	0%	25%	0%
Servicing/building contractors need to access for more than 40 minutes	6%	0%	50%	0%	0%	0%	0%
Too many restricted hours	6%	0%	0%	0%	17%	0%	0%
Vans often illegally access	13%	0%	0%	100%	17%	0%	0%
TOTAL	100%	100%	100%	100%	100%	100%	0%

Q16.2 Why would you like the current hours of motor vehicle restrictions to be changed?

- 3.2.35 There were only 13 responses (23% of all respondents) who answered the question asking why you would like the current motor vehicle restrictions changed. The answers provided are presented in Table 3.32 and Figure 3-16.

Table 3.32: Summary – Question 16.2

Type	Number	Percentage
Distaff Lane should remain unrestricted	1	8%
To 0800 - 2300 to restrict vehicle/pedestrian conflict in the evenings	1	8%
To 0900 - 1700 or 1200 - 1700	1	8%
To end at 1200	1	8%
To start at 1200	2	15%
To relax AM restrictions to reduce early congestion	1	8%
To allow heavy load deliveries to unload closer to the premises	1	8%
To avoid access fines being passed on by deliverers	2	15%
To avoid times when event equipment is being set up	1	8%
To be lifted for church goers during religious events/dates	1	8%
To increase the duration from 40 minutes to account for servicing/building contractor work	1	8%
TOTAL	13	100%

Figure 3-16: Summary – Question 16.2

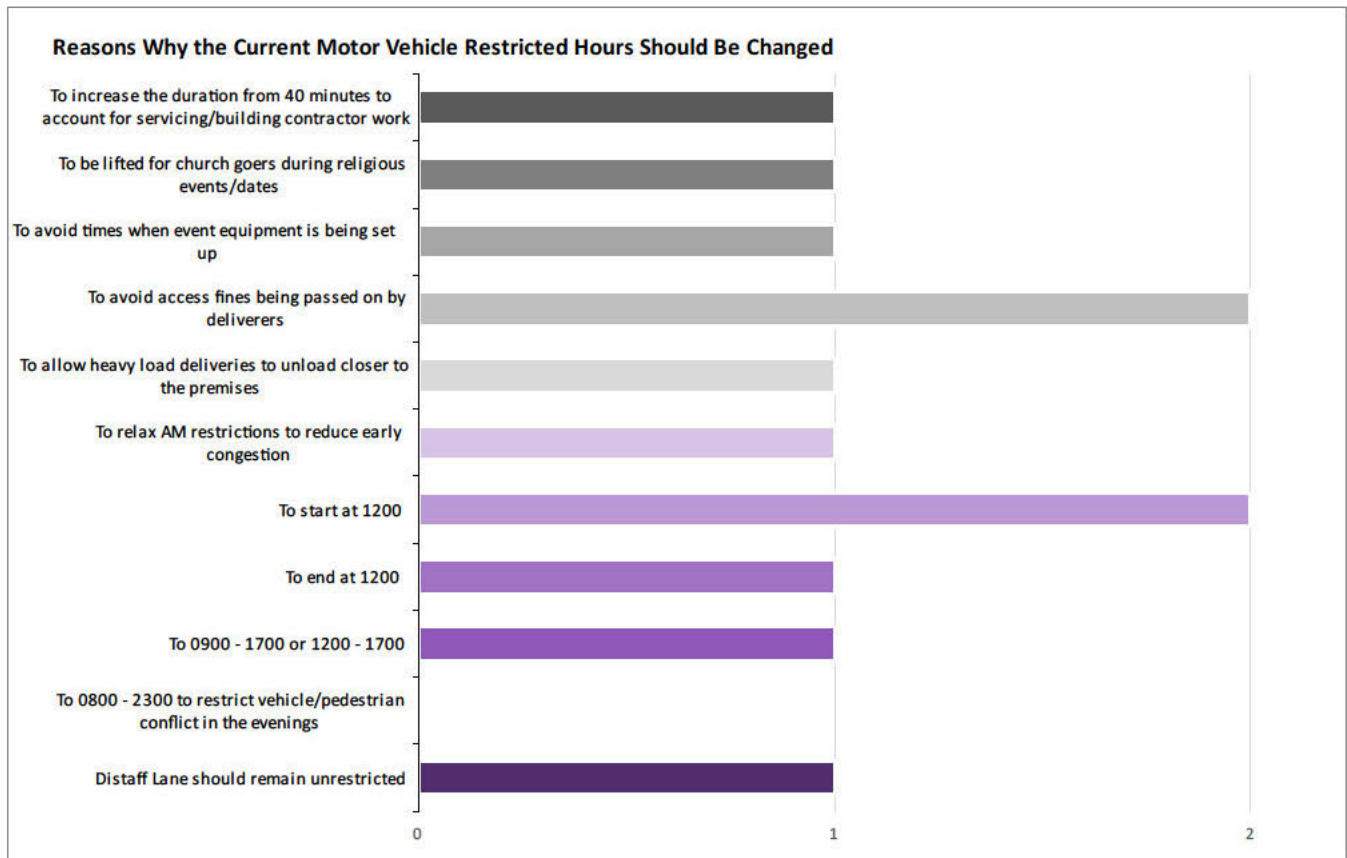


Table 3.33: Zone detail – Question 16.2

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
Distaff Lane should remain unrestricted	8%	0%	0%	100%	0%	0%	0%
To 0800 - 2300 to restrict vehicle/pedestrian conflict in the evenings	0%	0%	0%	0%	0%	0%	0%
To 0900 - 1700 or 1200 - 1700	8%	0%	0%	0%	0%	0%	33%
To end at 1200	8%	0%	0%	0%	100%	0%	0%
To start at 1200	17%	0%	0%	0%	0%	0%	67%
To relax AM restrictions to reduce early congestion	8%	0%	50%	0%	0%	0%	0%
To allow heavy load deliveries to unload closer to the premises	8%	0%	0%	0%	0%	50%	0%
To avoid access fines being passed on by deliverers	17%	33%	0%	0%	0%	50%	0%
To avoid times when event equipment is being set up	8%	33%	0%	0%	0%	0%	0%
To be lifted for church goers during religious events/dates	8%	33%	0%	0%	0%	0%	0%
To increase the duration from 40 minutes to account for servicing/building contractor work	8%	0%	50%	0%	0%	0%	0%
TOTAL	100%	100%	100%	100%	100%	100%	100%

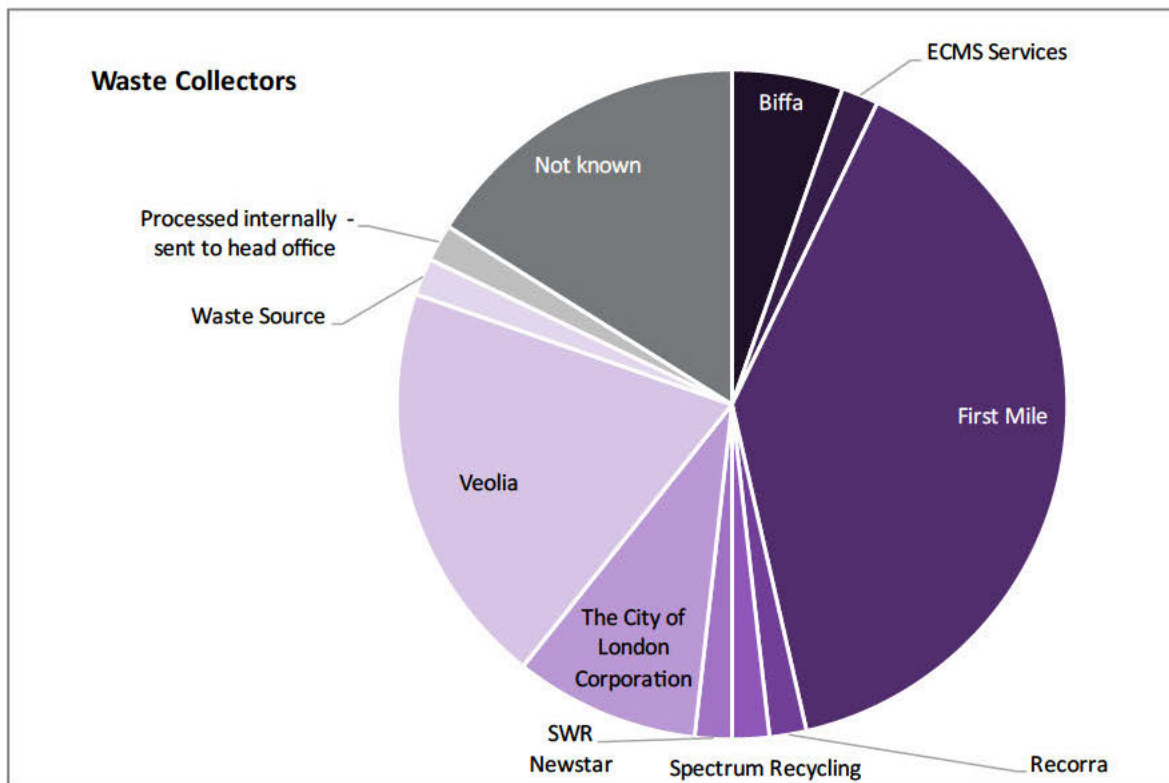
Q17.1. Who collects your waste?

3.2.36 Table 3.34 and Figure 3-17 show that First Mile is used by 39% of respondents. Veolia is the next most popular with 20% of respondents.

Table 3.34: Summary – Question 17.1

Type	Number	Percentage
Biffa	3	5%
ECMS Services	1	2%
First Mile	22	39%
Recorra	1	2%
Spectrum Recycling	1	2%
SWR Newstar	1	2%
The City of London Corporation	5	9%
Veolia	11	20%
Waste Source	1	2%
Processed internally - sent to head office	1	2%
Not known	9	16%
TOTAL	56	100%

Figure 3-17: Summary – Question 17.1



3.2.37 The results for each zone are shown as follows.

Table 3.35: Zone detail – Question 17.1

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
Biffa	5%	0%	0%	9%	17%	0%	0%
ECMS Services	2%	0%	0%	0%	0%	0%	10%
First Mile	39%	50%	44%	36%	50%	50%	10%
Recorra	2%	0%	11%	0%	0%	0%	0%
Spectrum Recycling	2%	0%	0%	9%	0%	0%	0%
SWR Newstar	2%	0%	0%	9%	0%	0%	0%
The City of London Corporation	9%	0%	11%	0%	17%	20%	0%
Veolia	20%	25%	0%	18%	17%	10%	50%
Waste Source	2%	25%	0%	0%	0%	0%	0%
Processed internally - sent to head office	2%	0%	11%	0%	0%	0%	0%
Not known	16%	0%	22%	18%	0%	20%	30%
TOTAL	100%	100%	100%	100%	100%	100%	100%

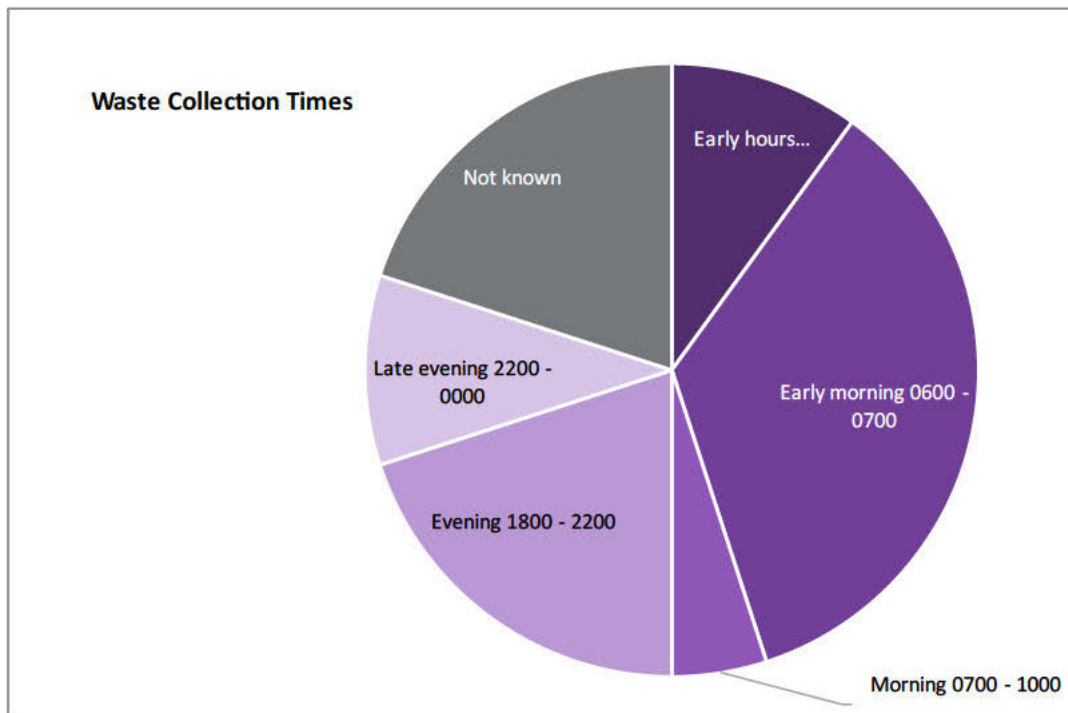
Q17.2. What time is your waste collected?

3.2.38 Table 3.36 and Figure 3-18 show that most waste collection is undertaken in the morning, most likely before 8am.

Table 3.36: Summary – Question 17.2

What time	Number	Percentage
Early hours	6	11%
0600 - 0700	4	7%
Early morning	13	23%
Early morning & 1800	2	4%
Early morning & 2200	1	2%
Early morning & midnight	1	2%
0730 - 0930	1	2%
0800 - 0830	1	2%
0800 - 1000	1	2%
Evening	10	18%
Late evening 2200 - 0000	3	5%
Midnight	1	2%
Not known	12	21%
TOTAL	56	100%

Figure 3-18: Summary – Question 17.2



3.2.39 The results for each zone are shown as follows.

Table 3.37: Zone detail – Question 17.2

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
Early hours	11%	25%	0%	0%	8%	30%	10%
0600 - 0700	7%	0%	22%	0%	0%	10%	10%
Early morning	23%	25%	22%	36%	17%	10%	30%
Early morning & 1800	4%	25%	11%	0%	0%	0%	0%
Early morning & 2200	2%	0%	0%	0%	0%	0%	10%
Early morning & midnight	2%	0%	0%	0%	8%	0%	0%
0730 - 0930	2%	0%	0%	9%	0%	0%	0%
0800 - 0830	2%	0%	11%	0%	0%	0%	0%
0800 - 1000	2%	0%	0%	9%	0%	0%	0%
Evening	18%	25%	11%	27%	17%	30%	0%
Late evening 2200 - 0000	5%	0%	0%	0%	25%	0%	0%
Midnight	2%	0%	0%	0%	8%	0%	0%
Not known	21%	0%	22%	18%	17%	20%	40%
TOTAL	100%	100%	100%	100%	100%	100%	100%

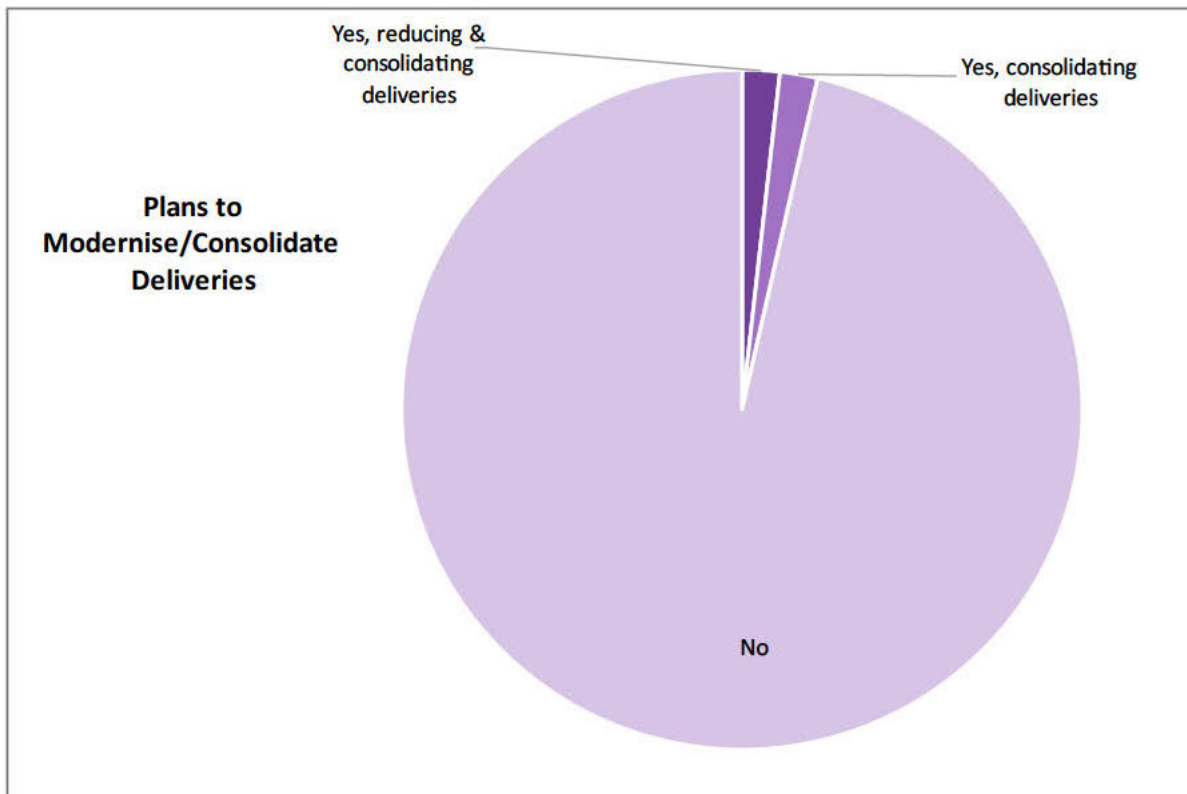
Q18. Do you have plans to modernise/consolidate your delivery strategy, to try and reduce the amount of activity?

3.2.40 As shown in Table 3.38 and Figure 3-19 only 2 respondents said they had plans to consolidate their deliveries/ servicing.

Table 3.38: Summary – Question 18

Type	Number	Percentage
Yes, reducing & consolidating deliveries	1	2%
Yes, consolidating deliveries	1	2%
No	54	96%
TOTAL	56	100%

Figure 3-19: Summary – Question 18



3.2.41 The results for each zone are shown as follows.

Table 3.39: Zone detail – Question 18

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
Yes, reducing & consolidating deliveries	2%	0%	0%	0%	8%	0%	10%
Yes, consolidating deliveries	2%	0%	0%	0%	17%	0%	10%
No	96%	100%	100%	100%	75%	100%	80%
TOTAL	100%	100%	100%	100%	100%	100%	100%

Q19. Do you have any further motor vehicle access needs not covered in this survey? (e.g. taxi required for staff member with mobility issues)

3.2.42 Table 3.40 and Figure 3-20 show that the majority of access requirements relate to vulnerable users and/or those with mobility needs.

Table 3.40: Summary – Question 19

Type	Number	Percentage
60 Cheapside office building has users with mobility issues including wheelchair users	1	14%
Dutch Church elderly visitors need to be dropped off within restricted hours	1	14%
Keith Burns Dental Practice clients with mobility issues have to be dropped at the door	1	14%
London Gynaecology post-op patients have to be picked up at the door	1	14%
London Health & Wellbeing clients have experienced difficulties	1	14%
Park Medical clients with mobility issues are potentially deterred	1	14%
Ye Olde Watling PH has experienced poor communication with wardens & parking difficulties for staff	1	14%
TOTAL	7	100%

Figure 3-20: Summary – Question 19



3.2.43 The results for each zone are shown as follows.

Table 3.41: Zone detail – Question 19

Type	Overall	Austin Friars	Bow Lane	Carter Lane	Devonshire Row	Lime Street	Watling Street
60 Cheapside office building has users with mobility issues including wheelchair users	14%	0%	100%	0%	0%	0%	0%
Dutch Church elderly visitors need to be dropped off within restricted hours	14%	50%	0%	0%	0%	0%	0%
Keith Burns Dental Practice clients with mobility issues have to be dropped at the door	14%	0%	0%	100%	0%	0%	0%
London Gynaecology post-op patients have to be picked up at the door	14%	50%	0%	0%	0%	0%	0%
London Health & Wellbeing clients have experienced difficulties	14%	0%	0%	0%	50%	0%	0%
Park Medical clients with mobility issues are potentially deterred	14%	0%	0%	0%	50%	0%	0%
Ye Olde Watling PH has experienced poor communication with wardens & parking difficulties for staff	14%	0%	0%	0%	0%	0%	100%
TOTAL	100%	100%	100%	100%	100%	0%	100%

3.2.44

4 CONCLUSIONS AND RECOMMENDATIONS

4.1 Conclusions

- 4.1.1 The 6 streets listed below have been analysed to ascertain levels of pedestrian, motor vehicle, cycle and kerbside activity. In addition, an occupier engagement survey was undertaken to understand the access needs of buildings within each area.
- Carter Lane.
 - Watling Street.
 - Bow Lane.
 - Austin Friars.
 - Lime Street.
 - Devonshire Row.
- 4.1.2 Overall, it was found that all of the streets had pedestrian activity after the end of the motor vehicle restriction (6pm for all streets except for Austin Friars, which is 4pm). This was predominantly due to food and beverage sites with people standing out in the street.
- 4.1.3 There was 50% response rate to the occupier engagement. From this it was determined that only 8% of typical servicing/ deliveries occur after 6pm, with 2% on a Saturday and 0.2% on a Sunday.
- 4.1.4 This baseline data suggests that extending the hours of the motor vehicle restrictions would improve pedestrian amenity by reducing the risk of conflict with motor vehicles. Extending the restricted hours would not appear to significantly impact the operation of occupiers on these streets. However, there may be special cases that need to be accommodated.

4.2 Summary and recommendations for each zone

Carter Lane (Pedestrian Zone Monday to Friday, 8am-6pm)

- 4.2.1 Carter Lane has very low motor vehicle flows throughout the day. The survey data showed that are less than 5 motor vehicles per hour on Carter Lane before 8am and after 6pm on a weekday.
- 4.2.2 Cycle flows peak at approximately 50 cyclists between 11am-2pm on weekdays and the weekend. There were around 20 cyclists between 5pm-6pm. Outside of these times flows are less than 5 cyclists per hour.
- 4.2.3 The kerbside data shows vehicles stopping throughout the day, with 10am-midday most popular on weekdays. 27% of activity was designated as servicing or loading, with 38% as parcel pick up/drop off.
- 4.2.4 The pedestrian count surveyed 263 people from 7am-8am. Between 6pm-7pm there were 1,002 people, with 609 from 7pm-8pm and 385 people from 8pm-9pm. The observations of pedestrian activity showed a static group of people outside the 3 main bars on the street in the evenings. These groups occupied the whole of the carriageway and footway space. These groups dissipated at 9.30pm on the Thursday, which coincided with the rainy weather.
- 4.2.5 The engagement survey found that 71% of Freight, Servicing and Deliveries (FSD) was stated to occur between 8am-6pm, in contravention of the vehicle restrictions. 11% occurs from 7am-8am, with another 11% from 6pm-7pm. The kerbside survey found that 38% of FSD happened between 8am-6pm, with 4% 7am-8am and 4% at 6pm-7pm. 45% of occupiers operate between 8am-6pm, meaning FSD outside of the times could potentially not be dealt with.
- 4.2.6 Table 4.1 sets out the proposals for Carter Lane and a RAG assessment against key parameters.

Table 4.1: Proposed changes to Carter Lane – RAG assessment

Location	Proposal	Pedestrian amenity	Cycle amenity	Motor vehicle access	Occupier impact
Carter Lane (Pedestrian Zone Monday to Friday, 8am-6pm)	Extend Pedestrian Zone time from 7am to 9pm.	Remove conflict between pedestrians and motor vehicles at the start of the morning peak and at evening peak time for bars and pubs.	Improved signage for cyclists and reduced times of conflict with motor vehicles.	Motor vehicle restriction extended from 7am to 9pm. However, flow very low between 7am-8am and 6pm-9pm.	11% of typical FSD stated to occur 6pm-11pm. 11% at 7am-8am.
	Pedestrian Zone sign to be changed to Pedestrian and Cycle Zone to clarify that cycles are permitted on Carter Lane.	No change from existing for pedestrians.			

- 4.2.7 Extending the motor vehicle restrictions from 7am-9pm is considered to be a significant benefit due to the restricted space and high volume of pedestrians and static activity at the bars. There is low observed FSD activity at 7am-8am and 6pm-9pm.
- 4.2.8 Extending the Pedestrian Zone to include all days of the week was not considered necessary due to the very low motor vehicle flows at weekends combined with generally low pedestrian and cycle flows.
- 4.2.9 There were no casualties from collisions on Carter Lane between 2018-2022.
- Watling Street (no motor vehicles Monday to Friday, 8am-6pm)**
- 4.2.10 Watling Street has, on average, 10 motor vehicles per hour outside the restricted times. There is good compliance with the restrictions, although some FSD does occur during this time. Due to the location of the traffic count point, there is some discrepancy between the kerbside data and traffic count data. Some vehicles can access Carter Lane and exit via Bow Lane (or reverse back on Watling Street), which would not be counted by the traffic survey.
- 4.2.11 On average there are 15-20 cyclists per hour (two-way) on Watling Street between 8am-6pm. Cycle flows peak at approximately 40 cyclists at 8am-9am on weekdays. Between 6pm and 11pm there are typically less than 5 cyclists per hour, but on Friday this increased to nearly 20 per hour. Despite the existing restrictions, there is a fairly constant eastbound flow of cyclists throughout the day.
- 4.2.12 The kerbside data shows vehicles stopping throughout the day, with 5am-6am the most popular on weekdays. 45% of activity was designated as servicing or loading, with 14% as parcel pick up/drop off. 5-6 vehicles stopped between 7am-8am on a weekday (7%), with 1-3 vehicles between 6pm-7pm (1%).
- 4.2.13 The pedestrian count surveyed 631 people from 7am-8am. Between 6pm-7pm there were 1,466 people, with 910 from 7pm-8pm and 728 people from 8pm-9pm. The observations of pedestrian activity showed a static group of people outside the main bars on the street (and overspilling from Bow Lane) in the evenings. These groups occupied the whole of the carriageway and footway space. These groups dissipated at 9.30pm on the Thursday, which coincided with the rainy weather.
- 4.2.14 The engagement survey found that 75% of FSD was stated to occur between 8am-6pm, in contravention of the vehicle restrictions. The surveyed value of this was 28%. 19% (surveyed 7%) occurred from 7am-8am, with nothing after 6pm. 50% of occupiers operate in the morning only, meaning FSD outside of the times could potentially not be dealt with.
- 4.2.15 Table 4.2 sets out the proposals for Watling Street and a RAG assessment against key parameters.

Table 4.2: Proposed changes to Watling Street – RAG assessment

Location	Proposal	Pedestrian amenity	Cycle amenity	Motor vehicle access	Occupier impact
Watling Street (no motor vehicles Monday to Friday, 8am-6pm)	Extend no motor vehicles time from 7am to 9pm.	Remove conflict between pedestrians and motor vehicles at the start of the morning peak and at evening peak time for bars and pubs.	Improved signage for cyclists and reduced times of conflict with motor vehicles. Permit contra-flow cycling.	Remove conflict between pedestrians and motor vehicles at the start of the morning peak and at evenings to match peak times of bars and pubs. No change from existing for pedestrians.	0% of typical FSD stated to occur 6pm-9pm. 19% at 7am-8am.
	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clear legibility for all road users.	No significant change from existing			
	Change TMO and signage to allow contra-flow cycling on Watling Street.	No significant change from existing as contraflow cycling already happening.			
	Raise carriageway to same height as footway.	Improved pedestrian accessibility.			

- 4.2.16 Extending the motor vehicle restrictions from 7am-9pm is considered to be a significant benefit due to the high volume of pedestrians and static activity outside bars. However, with 19% occupiers (equating to 5-6 vehicles) stating the need for FSD from 7am-8am, further consultation is required to understand if this is viable for local businesses.
- 4.2.17 Extending the Pedestrian Zone to include all days of the week is not considered necessary due to the very low motor vehicle flows at weekends combined with generally low pedestrian and cycle flows. In addition, there is a demarcated footway on Watling Street that provides space for pedestrians to stand if a vehicle is moving through the area.
- 4.2.18 There were no casualties from collisions on Watling Street between 2018-2022.
Bow Lane (no motor vehicles Monday to Friday, 8am-6pm)
- 4.2.19 Bow Lane has, on average, less than 10 motor vehicles per hour outside the restricted times. The flow is higher before 8am than it is after 6pm, which is in line with the observed kerbside activity. There is good compliance with the restrictions, although some FSD does occur during this time.
- 4.2.20 On average there are 10-15 cyclists per hour (two-way) on Bow Lane between 8am-6pm. Cycle flows peak at approximately 20 cyclists in the middle of the day and 6pm-8pm on weekdays. Despite the existing restrictions, there is a fairly constant southbound flow of cyclists throughout the day.
- 4.2.21 The kerbside data shows vehicles stopping mostly before 8am, with some activity at 8pm-9pm. Activity was primarily servicing or loading, or parcel pick up/drop off. 4-5 vehicles stopped between 7am-8am on a weekday, with 1-2 vehicles between 6pm-7pm.
- 4.2.22 The pedestrian count surveyed 755 people from 7am-8am. Between 6pm-7pm there were 1,215 people, with 623 from 7pm-8pm and 412 people from 8pm-9pm. The observations of pedestrian activity showed a static group of people outside the bars on Bow Lane (and overflowing from Watling Street) in the evenings. These groups occupied the whole of the carriageway and footway space. These groups dissipated at 9.30pm on the Thursday, which coincided with the rainy weather.
- 4.2.23 The engagement survey found that 67% of FSD was stated to occur between 8am-6pm, in contravention of the vehicle restrictions. 29% occurred from 7am-8am, with 4% after 6pm. The kerbside survey found that 10% of FSD happened between 8am-6pm, with 14% 7am-8am and 0% at 6pm-7pm. Two thirds of occupiers operate in the morning only or between 8am-6pm, meaning FSD outside of the times could potentially not be dealt with.
- 4.2.24 Table 4.3 sets out the proposals for Bow Lane and a RAG assessment against key parameters.

Table 4.3: Proposed changes to Bow Lane – RAG assessment

Location	Proposal	Pedestrian amenity	Cycle amenity	Motor vehicle access	Occupier impact
Bow Lane (no motor vehicles Monday to Friday, 8am-6pm)	Extend no motor vehicles restriction time from 7am to 9pm.	Remove conflict between pedestrians and motor vehicles at the start of the morning peak and at evenings to match peak times of bars and pubs.	Improved signage for cyclists and reduced times of conflict with motor vehicles. Permit contra-flow cycling.	Motor vehicle restriction extended to 11pm and at weekends.	4% of typical FSD stated to occur after 6pm. 29% of FSD 7am-8am.
	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clearly legibility for all road users.	No change from existing for pedestrians.			
	Change TMO and signage to allow contra-flow cycling on Bow Lane.	No significant change from existing as contraflow cycling already happening.			
	Change TMO and signage to allow contra-flow cycling on Devonshire Row.	No significant change from existing as contraflow cycling already happening.			

4.2.25 Extending the motor vehicle restrictions from 7am-9pm is considered to be a significant benefit due to the high volume of pedestrians and static activity outside bars. However, with 19% occupiers (14% surveyed, equating to 4 vehicles) stating the need for FSD from 7am-8am, further consultation is required to understand if this is viable for local businesses.

4.2.26 Extending the Pedestrian Zone to include all days of the week is not considered necessary due to the very low motor vehicle flows at weekends combined with generally low pedestrian and cycle flows.

4.2.27 The restrictions on Watling Street and Bow Lane are the same because that they are linked and motor vehicles may have to use both streets for access/ egress.

4.2.28 There were no casualties from collisions on Bow Lane between 2018-2022.

Austin Friars (no motor vehicles Monday to Friday, 11am-4pm except disabled badge holders)

4.2.29 Austin Friars has, on average, less than 5 motor vehicles per hour outside the restricted times. The flow is higher before 11am than it is after 4pm, which is in line with the observed kerbside activity. Motor vehicle flow does not drop significantly during the timed restriction, although access to the disabled parking bay is permitted.

4.2.30 On average there are less than 10 cyclists per hour (two-way) on Austin Friars between 8am-6pm. Cycle flows peak at 15 cyclists at 8am-9pm on weekdays.

4.2.31 The kerbside data shows vehicles stopping mostly before 11am, but low levels of activity are observed throughout the day. Activity was primarily servicing or loading, or pick up/drop off.

4.2.32 The pedestrian count surveyed 253 people from 7am-8am. Between 6pm-7pm there were 494 people, with 213 from 7pm-8pm and 111 people from 8pm-9pm. The observations of pedestrian activity showed a static group of people outside The Phoenix bar in the evenings. This group did not typically occupy the whole of the carriageway and footway space. The group dissipated at 9.30pm on the Thursday, which coincided with the rainy weather.

4.2.33 The engagement survey found that 100% of FSD was stated to occur between 8am-6pm. The kerbside activity showed 16% between 11am-4pm. 25% of occupiers operate between 8am-6pm, meaning FSD outside of the times could potentially not be dealt with.

4.2.34 Table 4.4 sets out the proposals for Austin Friars and a RAG assessment against key parameters.

Table 4.4: Proposed changes to Austin Friars – RAG assessment

Location	Proposal	Pedestrian amenity	Cycle amenity	Motor vehicle access	Occupier impact
Austin Friars (no motor vehicles Monday to Friday, 11am-4pm)	Extend no motor vehicles restriction time from 11am to 7pm.	Remove conflict between pedestrians and motor vehicles to cover peak times of The Phoenix.	Improved signage for cyclists and reduced times of conflict with motor vehicles.	Motor vehicle restriction extended to 7pm.	9% FSD surveyed between 4pm-7pm.
	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clearly legibility for all road users.	No change from existing for pedestrians.			

- 4.2.35 Starting the motor vehicle restriction earlier than 11am is not considered to be a required due to the low motor vehicle volumes. There is a small area of footway (protected by bollards) for pedestrians to stand if there is a vehicle. Ending the motor vehicle restriction at 7pm would reduce conflict with pedestrians outside the Phoenix Bar, with minimal impact on FSD activity by occupiers. The exemption for the disabled parking bay would remain.
 - 4.2.36 Extending the Pedestrian Zone to include all days of the week is not considered necessary due to the very low motor vehicle flows at weekends combined with generally low pedestrian and cycle flows.
 - 4.2.37 There were no casualties from collisions on Austin Friars between 2018-2022.
- Lime Street (no motor vehicles Monday to Friday, 8am-6pm)**
- 4.2.38 Lime Street has, on average, 20-30 motor vehicles per hour outside the restricted times. Around 5 motor vehicles per hour use Lime Street during the restricted time. This is reflected in the kerbside survey, which shows FSD activity throughout the day.
 - 4.2.39 On average there are 50 cyclists per hour (two-way) on Lime Street between 8am-6pm. Cycle flows peak at nearly 100 cyclists at 8am-9am on weekdays. Between 6pm and 9pm there are over 50 cyclists per hour.
 - 4.2.40 The kerbside data shows vehicles stopping throughout the day, with 6am-7am the most popular on weekdays.
 - 4.2.41 The pedestrian count surveyed 781 people from 7am-8am. Between 6pm-7pm there were 1,699 people, with 871 from 7pm-8pm and 597 people from 8pm-9pm. The observations of pedestrian activity showed a static group of people outside the Bunch of Grapes bar in the evenings. This group occupied most of the carriageway and footway space. These groups dissipated at 9.30pm on the Thursday, which coincided with the rainy weather.
 - 4.2.42 The engagement survey found that 90% of FSD was stated to occur between 8am-6pm, in contravention of the vehicle restrictions. 3% occurred from 7am-8am, with nothing after 6pm. The kerbside survey found that 41% of FSD happened between 8am-6pm, with 5% 7am-8am and 3% at 6pm-7pm. 60% of occupiers operate from 8am-6pm, meaning FSD outside of the times could potentially not be dealt with.
 - 4.2.43 Table 4.5 sets out the proposals for Lime Street and a RAG assessment against key parameters.

Table 4.5: Proposed changes to Lime Street – RAG assessment

Location	Proposal	Pedestrian amenity	Cycle amenity	Motor vehicle access	Occupier impact
Lime Street (no motor vehicles Monday to Friday, 8am-6pm)	Extend no motor vehicles restriction time from 7am to 9pm.	Remove conflict between pedestrians and motor vehicles at the start of the morning peak and at evening peak time for bars and pubs.	Improved signage for cyclists and reduced times of conflict with motor vehicles.	Motor vehicle restriction extended to 9pm.	1% of typical FSD stated to occur after 6pm. 3% of FSD 7am-8am.
	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clearly legibility for all road users.	No change from existing for pedestrians.			

- 4.2.44 Extending the motor vehicle restriction from 7am-9pm is considered to be a significant benefit due to the high volume of pedestrians and cyclists, as well as the static activity at the bars. There is low stated and observed FSD activity at 7am-8am and 6pm-9pm.
- 4.2.45 Extending the Pedestrian Zone to include all days of the week is not considered necessary due to the low motor vehicle flows at weekends combined with generally low pedestrian and cycle flows. In addition, there is a demarcated footway on Lime Street that provides space for pedestrians to stand if a vehicle is moving through the area.
- 4.2.46 There were no casualties from collisions on Lime Street between 2018-2022.
- 4.2.47 Devonshire Row has, on average, less than 1 motor vehicles per hour outside the restricted times. There is good compliance with the motor vehicle restrictions.
- 4.2.48 On average there are 30 cyclists per hour (two-way) on Devonshire Row between 8am-6pm. During the day, cycle flows peak at just over 50 cyclists at 1pm-2pm on weekdays. Between 6pm and 9pm there are 50-60 cyclists per hour.
- 4.2.49 The survey shows a low level of kerbside activity, with vehicle typically stopping before 9am.
- 4.2.50 The pedestrian count survey shows 599 people from 7am-8am. Between 6pm-7pm there were 1,185 people, with 643 from 7pm-8pm and 468 people from 8pm-9pm. The observations of pedestrian activity showed static groups of people outside the bars in the evenings. These groups occupied all of the carriageway and footway space. These groups dissipated at 9.30pm on the Thursday, which coincided with the rainy weather.
- 4.2.51 The engagement survey found that 77% of Freight, Servicing and Deliveries (FSD) occur between 8am-6pm, in contravention of the vehicle restrictions. 7% occurred from 7am-8am, with 12% after 6pm. The kerbside survey found that 17% of FSD happened between 8am-6pm, with 0% 7am-8am and 0% at 6pm-7pm. Only 25% of occupiers operate from in the morning only or from 8am-6pm.
- 4.2.52 Table 4.6 sets out the proposals for Devonshire Row and a RAG assessment against key parameters.

Table 4.6: Proposed changes to Devonshire Row – RAG assessment

Location	Proposal	Pedestrian amenity	Cycle amenity	Motor vehicle access	Occupier impact
Devonshire Row (Pedestrian Zone Monday to Friday, 8am-6pm)	Extend Pedestrian Zone time from 7am to 9pm.	Remove conflict between pedestrians and motor vehicles at the start of the morning peak and at evening peak time for bars and pubs.	Improved signage for cyclists and reduced times of conflict with motor vehicles. Permit contra-flow cycling.	Motor vehicle restriction extended to 9pm.	12% of typical FSD stated to occur after 6pm, with 7% between 7am-8am.
	Pedestrian Zone sign to be changed to Pedestrian and Cycle Zone to clarify that cycles are permitted on Devonshire Row.	No change from existing for pedestrians.			
	Change TMO and signage to allow contra-flow cycling on Devonshire Row.	No significant change from existing as contraflow cycling already happening.			

- 4.2.53 Starting the motor vehicle restriction at 7am and ending at 9pm is considered to be a significant benefit due to the high volume of pedestrians and constrained carriageway and footway space.
- 4.2.54 Pedestrian flows on a Saturday are around a third of the levels on a Thursday. This, together with the low traffic levels, suggests that extending the restrictions the weekend does not appear to be necessary.
- 4.2.55 The proposed extensions to the motor vehicle restrictions are not considered to have a significant impact on FSD on Devonshire Row given the low volume of observed activity from 7am-9pm.
- 4.2.56 Cycling is already occurring in both directions on Devonshire Row. Therefore, changing the TMO to officially permit contra-flow cycling is a benefit to cyclists. Signage could be installed that helped inform pedestrians that 2-way cycling is allowed (as has been done on Carter Lane).
- 4.2.57 There were no casualties from collisions on Devonshire Row between 2018-2022.
- 4.2.58 The recommended changes for all streets are summarised in Table 4.7. This would require TMO consultation for each of the streets.
- 4.2.59 Further assessment regarding enforcement is required. Although the number of motor vehicles contravening the times of restriction are generally low, the engagement survey found that the majority of servicing and deliveries was stated to occur during the restricted times.

Table 4.7: Recommended proposals

Location	Proposal
Carter Lane (Pedestrian Zone Monday to Friday, 8am-6pm)	Extend Pedestrian Zone time from 7am to 9pm.
	Pedestrian Zone sign to be changed to Pedestrian and Cycle Zone to clarify that cycles are permitted on Carter Lane.
Watling Street (no motor vehicles Monday to Friday, 8am-6pm)	Extend no motor vehicles restriction time from 7am to 9pm.
	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clear legibility for all road users.
	Change TMO and signage to allow contra-flow cycling on Watling Street. <i>Raise carriageway to same height as footway.</i>
Bow Lane (no motor vehicles Monday to Friday, 8am-6pm)	Extend no motor vehicles restriction time from 7am to 9pm.
	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clearly legibility for all road users.
	Add No Left-Turn sign from Watling Street to Bow Lane. Change TMO and signage to allow contra-flow cycling on Bow Lane.
Austin Friars (no motor vehicles Monday to Friday, 11am-4pm)	Extend no motor vehicles restriction time from 11am to 7pm.
	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clearly legibility for all road users.
Lime Street (no motor vehicles Monday to Friday, 8am-6pm)	Extend no motor vehicles restriction time from 7am to 9pm.
	Change No Motor Vehicles sign to Pedestrian and Cycle Zone sign to provide clearly legibility for all road users.
	Ensure southbound No Entry sign faces the correct direction.
Devonshire Row (Pedestrian Zone Monday to Friday, 8am-6pm)	Extend Pedestrian Zone time from 7am to 9pm.
	Pedestrian Zone sign to be changed to Pedestrian and Cycle Zone to clarify that cycles are permitted on Devonshire Row.
	Change TMO and signage to allow contra-flow cycling on Devonshire Row.

APPENDIX A: OCCUPIER ENGAGEMENT SURVEY



14995 City of London Business Surveys

1. City of London Business Survey

TO THE OCCUPIER

The City of London Corporation are reviewing the operational hours of the restrictions to motor vehicles on this street. This is part of a wider review of all permanent Traffic Management Orders in operation on its streets to identify if there are opportunities to improve them for all users and to better support the City's transport and corporate policies.

This survey is being undertaken to understand your access requirements, which will be a key aspect to inform the recommendations of this review.

The survey is being carried out by a third party on behalf of the City. The City of London officer contact is Clive Whittle (clive.whittle@cityoflondon.gov.uk).

2. About the organisation

1. What is the name of the organisation?

2. What is the address of the organisation?

3. What type of organisation operates from the premises?

- Retail
- Food and Beverage
- Office
- Hotel/Residential
- Bank
- School
- Government
- Other (please specify):

4. What are your operating hours? i.e. when are staff present to receive deliveries / servicing?

3. Deliveries and Servicing

5. How many delivery / servicing activities typically take place Monday - Friday?

	None	1 to 2	3 to 5	6 to 10	11 to 20	21 to 30	More than 30
Midnight - 7:00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7:00am - 8:00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8:00am - 6:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6:00pm - 7:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7:00pm - 11:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11:00pm - Midnight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

6. Is there delivery / servicing activity on a Saturday?

- Yes
- No

4. Deliveries and Servicing

7. How many delivery / servicing activities typically take place on Saturday?

	None	1 to 2	3 to 5	6 to 10	11 to 20	21 to 30	More than 30
Midnight - 7:00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7:00am - 8:00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8:00am - 10:00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10:00am - 4:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4:00pm - 6:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6:00pm - Midnight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

5. Deliveries and Servicing

8. Is there delivery / servicing activity on a Sunday?

Yes

No

6. Deliveries and Servicing

9. How many delivery / servicing activities typically take place on Sunday?

	None	1 to 2	3 to 5	6 to 10	11 to 20	21 to 30	More than 30
Midnight - 7:00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7:00am - 8:00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8:00am - 10:00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10:00am - 4:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4:00pm - 6:00pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6:00pm - Midnight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

7. Deliveries and Servicing

10. What transport modes are used for deliveries / servicing?

	Never	Occasionally	Typical	Always
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car / small van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small HGV (3.5t-7.5t box truck)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large HGV (rigid or articulated above 7.5t)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

11. What is the duration of delivery / servicing activities?

	Never	Occasionally	Typical	Always
0 - 20 minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20 - 60 minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 1 hour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 4 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

12. Where does delivery / servicing activity take place? Please select all that apply

- On-street directly outside the property
- On-street close to the property (within 50 meters)
- On-street away from the property (more than 50 meters away)
- Off-street parking
- Other (please specify):

13. Do you have any special delivery / servicing requirements that means activity must take place directly outside the property? Please select all that apply

- No
- Yes, for security reasons (e.g. cash in transit)
- Yes, for health and safety reasons (e.g. heavy loads, accessibility)
- Other (please specify):

14. Do you allow staff to receive private deliveries?

- Yes
- No

8. Delivery and Servicing

15. How many non-business deliveries are received (e.g. Amazon deliveries to staff)?

- About 1 - 2 per week

- About 1 - 2 per day
- More than 2 per day
- Other (please specify):

9. Comments

16. Do the current hours of motor vehicle restrictions cause any issue for you? If so, how and why would you like the hours to be changed?

17. Who collects your waste and at what time?

Who?

What time?

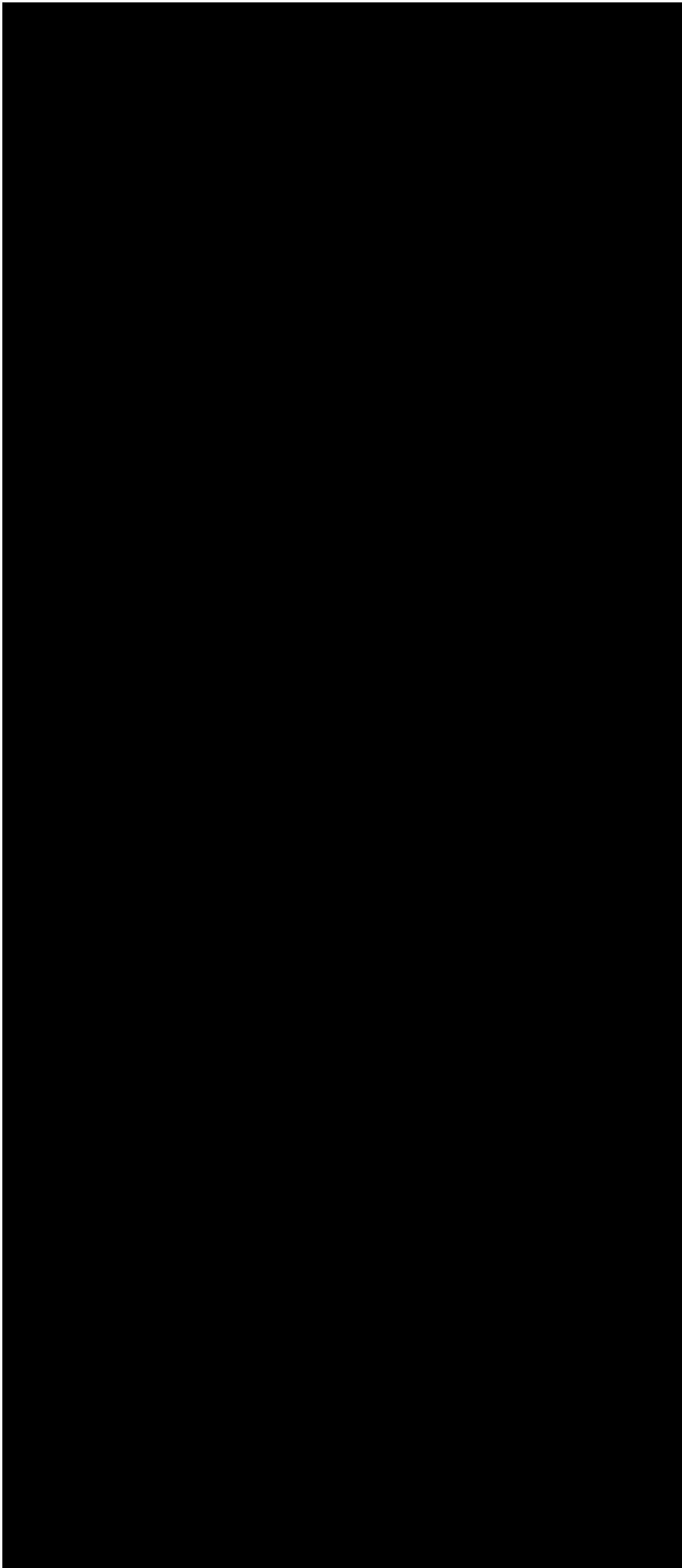
18. Do you have plans to modernise/consolidate your delivery strategy, to try and reduce the amount of activity? If yes, please provide details

19. Do you have any further motor vehicle access needs not covered in this survey? (e.g. taxi required for staff member with mobility issues). If yes, please provide details

APPENDIX B: SURVEY DISTRIBUTION SUMMARY

KEY	
Handout to target person	1
Handout with name/email of target person	2
Handout with no name of target person	3
Form to be emailed to target person	4
Interview undertaken on site	5
Refused	6
Cannot access building	7

SUMMARY	
Handout to target person	21
Handout with name/email of target person	11
Handout with no name of target person	13
Form to be emailed to target person	0
Interview undertaken on site	51
Refused	13
Cannot access building	6
TOTAL	115
RESPONSES	56
RESPONSE RATE	49%



APPENDIX C: RAW SURVEY RESULTS DATA

UserID UserNo Name Email IPAddress

Unique ID Started

Ended

Tracking Link

Q1. What is the name of the organisation?

Q2. What is the address of the organisation?

Q3. What type of organisation operates from the premises?
Q3.1. Retail

Q3.2. Food and Beverage

Q3.3. Office

Q3.4. Hotel/Residential

Q3.5. Bank

Q3.6. School

Q3.7. Government

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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