



City of London Transport Strategy Phase 2 engagement report

Strategic Transportation
Department of the Built Environment

October 2018

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Introduction

1.1 Introduction

Engagement phases and activities

The City of London Corporation is currently drafting its first long-term Transport Strategy. This will set the 25-year framework for future investment in and management of the Square Mile's streets.

The development of the Transport Strategy will be informed by three phases of public and stakeholder engagement. The first phase took place in February and March 2018 and identified key transport issues and challenges. The second phase, to consult on the draft vision, aims and outcomes of the Strategy, took place in June and July 2018. The third phase of engagement, to consult on the draft Strategy, will take place from November 2018 to January 2019.

This report outlines the findings from the second phase of engagement which involved:

- A public survey which asking people to indicate their level of support for the draft vision, aims, outcomes
- Stakeholder briefing sessions which presented the vision, aims, and outcomes, and provided an opportunity for stakeholders to ask questions and give feedback
- A Citizens Panel where City residents and workers took part in voting and discussion tasks that provided feedback on the vision, aims and outcomes (independently facilitated by Populous)
- Drop-in sessions where members of the Strategic Transportation team were available to answer questions and discuss the vision, aims and outcomes

1.2 Phase 1 results summary

Phase 1 engagement - key findings

The first phase of engagement – to identify key issues and challenges – took place in February and March 2018. The engagement activities undertaken during this phase included a public survey, stakeholder workshops, a meeting of the Citizens Panel, drop-in sessions, and the City Streets exhibition held at the City Centre, Guildhall. The results of this engagement have informed the development of the development of the Transport Strategy.

Eight key themes were identified from the over 2000 survey responses and in-person comments across all of the Phase 1 consultation activities. These themes were:

1. *Traffic levels on City streets are too high* – over 1400 survey respondents felt that motor traffic levels on City streets are too high
2. *Prioritise people walking* – a significant majority (over 60%) of survey respondents and nearly all workshop participants felt that not enough street space was allocated to people walking
3. *Improve cycling infrastructure and make cycling safer* – a majority of survey respondents felt that people cycling were underprioritised and given too little space on City streets
4. *Greenery, seating, and improving the public realm* – greening the City was the largest non-transport related request made by respondents and ranked sixth overall for most mentioned comment type
5. *City air pollution needs immediate improvement* – Citizen Panel members highlighted the need for cleaner local air and survey respondents scored the quality of the City's air the lowest out of 10 indicators of healthy, vibrant streets
6. *Support for using streets more flexibly* – the opportunity to use our streets more flexibly to accommodate the various demands on them at different times of the day was highlighted at most of our engagement workshops
7. *Improve accessibility on City streets* – approximately 7% of survey respondents reported having an activity-limiting health problem or disability, with more than 100 of these individuals leaving comments on how to make the City a more accessible place, especially through reducing both air pollution and motor vehicle volumes. The need to improve accessibility was also raised at workshops and by the Citizens Panel
8. *The need to improve the management of freight* – reducing freight traffic volumes and impacts was perceived by nearly all workshop participants, as well as the Citizens Panel, as both a significant challenge and a great opportunity for improving our streets

Phase 1 survey - key topics

We asked how survey participants would improve the City's streets and over 800 people responded with their ideas and concerns. Their comments were sorted and analysed and a list of the top 10 individual topics were developed to help inform the Transport Strategy. Those topics were:

1. Reduce motor traffic
2. More protected cycle lanes
3. A ban on all motor vehicles
4. Wider pavements
5. Enforcing cyclists to follow the Highway Code
6. More greenery
7. Reduce air pollution
8. Prioritise walking and cycling
9. More pedestrian priority
10. A ban on private cars

Overall the first phase of engagement period highlighted the need to think differently and be radical when attempting to improve our streets. The full report is available on the [Transport Strategy](#) webpage.

1.3 Data protection and use

A significant amount of data was collected from the Phase 2 engagement respondents in order to inform the development of the Transport Strategy. The following paragraphs detail our data protection and usage policy and how it relates to the survey and consultation.

The City of London Corporation is a registered data controller in respect of processing personal data under the relevant data protection legislation. This includes the Data Protection Act 1998, Data protection Act 2018 and the General Data Protection Regulation (GDPR). Further relevant details are presented below.

Any personal data provided by respondents, for the purposes of this survey, has been done so in accordance with the requirements of the EU-U.S. Privacy Shield. The personal data processed by the City, and by the processor, for the purposes of this Survey, has been done so on the legal basis of respondents' consent.

Any respondent who took part in this survey has the right to request a copy of their data, ask us to make changes to ensure that their data is up to date, ask that the City deletes their information or object to the way we use their data. To do this please write to Data Protection Officer, City of London, PO Box 270, Guildhall, London, EC2P 2EJ or email information.officer@cityoflondon.gov.uk.

Readers may reproduce any figure in this report with reference to the Strategic Transportation Team, Department of the Build Environment, City of London Corporation. If you have any questions regarding the contents of this report, please contact strategic.transportation@cityoflondon.gov.uk.

2

Phase 2 survey results

2.1 Survey introduction

Survey contents

This chapter provides a summary of analysis of the responses from the City of London Corporation's *Transport Strategy Phase 2 Consultation Survey* (the survey). This survey was hosted on Typeform.com and gathered public feedback on the Transport Strategy's proposed vision, aims, and outcomes, alongside demographic and travel behaviour information.

The vision we consulted on was:

The Square Mile enjoys world-class connections and streets that inspire and delight

The aims we consulted on were:

- *Ensure the Square Mile is accessible to all and an easy, attractive and healthy place to work, live, learn and visit*
- *Support the development of the Square Mile as a vibrant global commercial centre and cultural destination*

The outcomes we consulted on were:

1. *The Square Mile is a great place to walk and spend time*
2. *Our streets are accessible to all*
3. *People using our streets and public spaces are safe and feel safe*
4. *People enjoy a relaxed cycling experience in the Square Mile*
5. *The Square Mile is cleaner and quieter*
6. *Delivery and servicing needs are met in ways that benefit the Square Mile*
7. *Street space is used more fairly and effectively*
8. *Our street network is resilient to changing circumstances*
9. *The Square Mile benefits from better transport connections*
10. *Emerging transport technologies benefit the Square Mile*

The survey was open to any individual that had recently travelled to or through the City and asked whether respondents supported the draft vision and aims, and each draft outcome. Respondents that didn't fully support any element of the draft consultation were then asked for additional comments. The survey was launched on 4 June 2018 and was open for nine weeks. Respondents could fill in the survey online, in person at any *Phase 2* drop-in event, or by mail-in paper copy.

Chapter structure

This chapter is structured as follows:

- Section 2.2 provides an overview of the survey respondent demographic profile and their travel behaviours
- Section 2.3 presents the overall levels of support for the draft vision, aims, and outcomes and breaks these support levels down by respondent groupings and by outcome
- Section 2.4 summarises the analysis and findings from all open text responses to the survey
- Section 2.5 details specific comments on requests for changes related to the wording of the draft vision, aims, and outcomes
- Section 2.6 summarises the various institutional and organisational responses to the survey alongside written responses we received during the consultation period

2.2 Demographic profile and travel behaviours

Respondent profile

Just over 500 individuals and organisations responded to the Phase 2 engagement survey. The gender split of these individuals was around 70 per cent men and 30 per cent women (with less than 1 per cent self-describing their gender) and the average respondent age was 45. Prior to feeding back on the draft vision, aims, and outcomes we asked every respondent for their reasons for travelling to the City and the modes they use to both travel to/from and travel around the Square Mile. Figures 2.2.1 and 2.2.2 show the responses to these two questions for all respondents.

Figure 2.2.1 (right) shows the reasons people said they travel to or through the City for both the Phase 1 respondent group (in orange) and Phase 2 respondent group (in green). There was no statistically significant change between the two groups in the surveys regarding their journey purposes.

Figure 2.2.2 (below) shows the modes people said they use to commute or travel to the City (in red) and how they travel around the City (in blue). The lighter colours represent the Phase 1 survey results for comparison. All modes except vans, motorcycles and mopeds, and cars saw a significant increase in the number of people who said they were using them to travel both to and through the City (this could potentially be a result of the Typeform survey in being easier to use than the Phase 1 SurveyMonkey survey).

Figure 2.2.1 Comparison of reasons respondents travelled to/through the City in Phase 1 and 2 surveys*

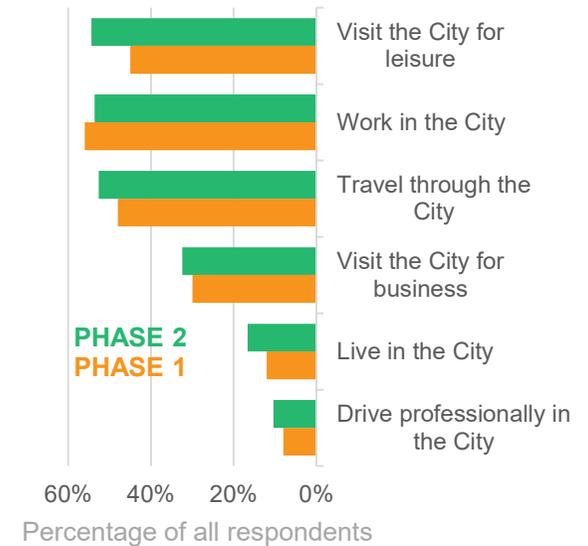
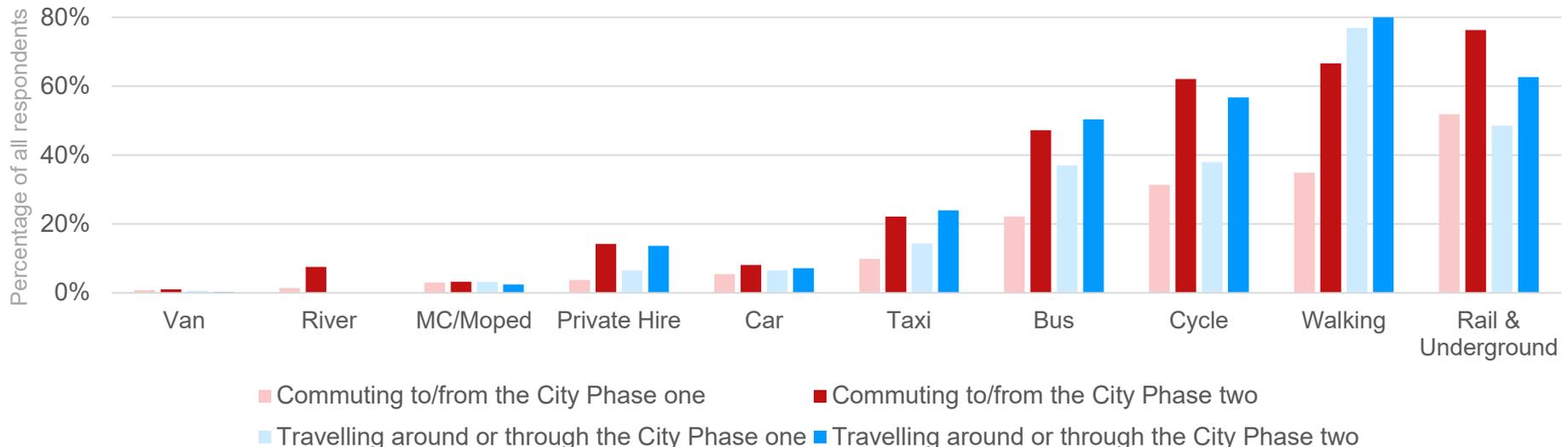


Figure 2.2.2 Comparison of modes used to commute to/from and around the City in Phase 1 and Phase 2 surveys*



2.3 Cumulative levels of support

Overall levels of support and support by grouping

We asked respondents whether they 'supported', 'supported with changes', 'did not support but could with changes', 'did not support', or 'did not have an opinion on' the draft vision, aims and each of the outcomes. The following figures use "support conditionally/do not support but could with conditions" in place of the second and third options above as many respondents did not explicitly suggest changes but indicated their support would depend on what proposals emerged from each outcome in the final Transport Strategy document.

Figure 2.3.1 (right) shows the cumulative level of support for the draft vision, aims, and outcomes for all respondents (excluding those who did not have an opinion, which was less than one per cent). The level of outright support across the entire consultation was 71 per cent. Figure 2.3.2 (below) shows the cumulative level of support for respondents grouped by reason for travelling to/through the City. All groups of respondents except for professional drivers in the City had outright support levels above 68 per cent. Professional drivers represented roughly 1 in 10 respondents to the consultation, with an overwhelming majority of these respondents indicating they travel by taxi.

Figure 2.3.1 Overall support level for the draft vision, aims and outcomes

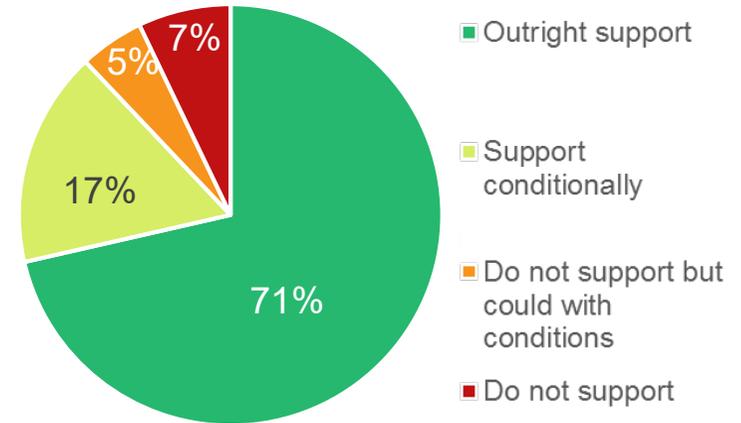
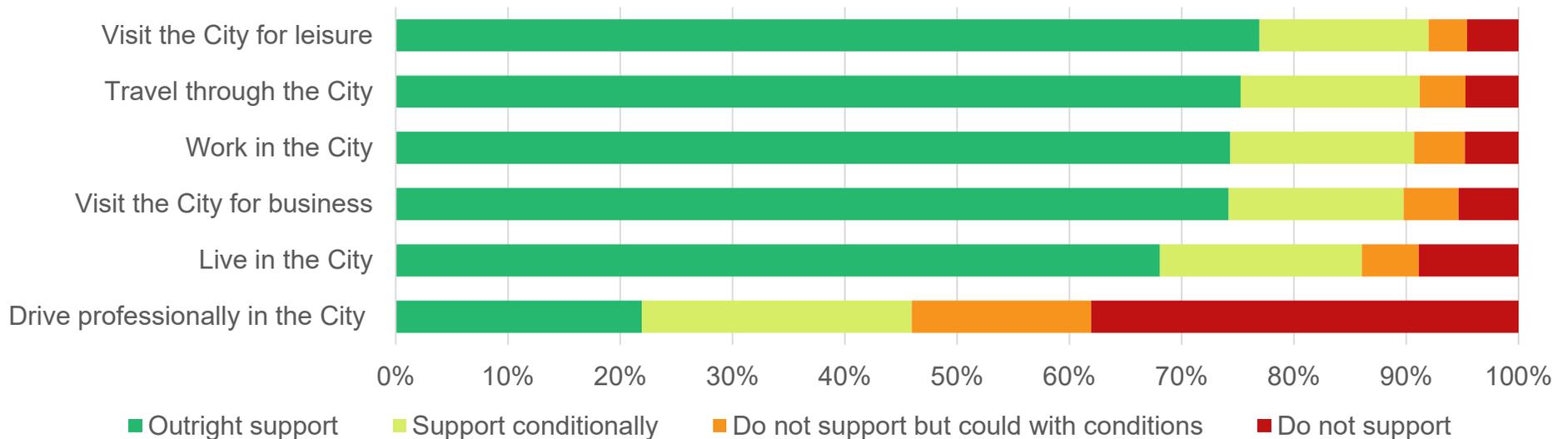


Figure 2.3.2 Overall support level for the draft vision, aims and outcomes grouped by reason to travel to/through the City



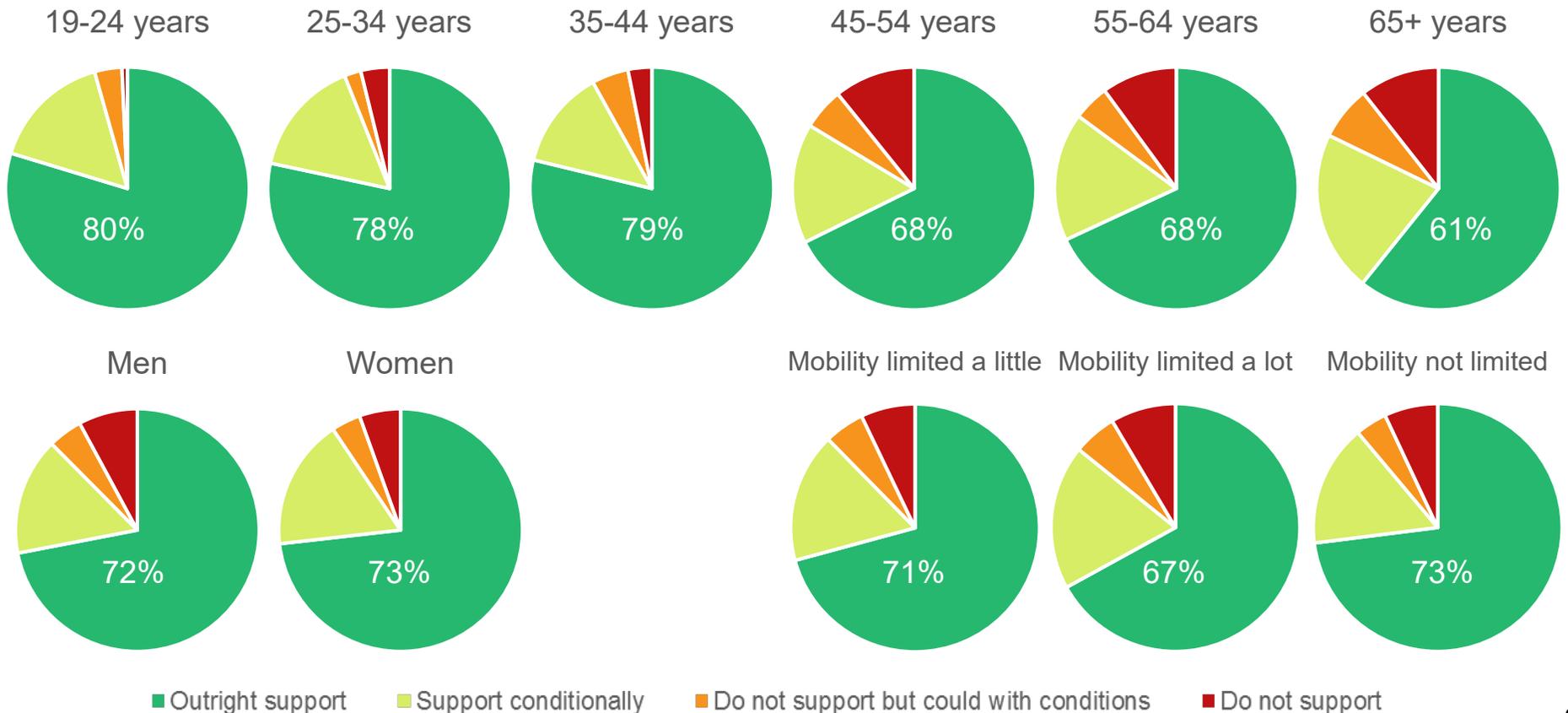
2.3 Cumulative levels of support

Levels of support by grouping (continued)

Figure 2.3.3 (below) shows the cumulative levels of support for respondents grouped by respondent age, sex, and mobility. Some key findings are listed below:

- Four in five people aged 19-44 outright supported the strategy compared to only three in five people aged 65+
- There was no statistically significant difference in support between men and women
- People whose mobility was limited 'a lot' outright supported the strategy at slightly lower rates than all other respondents
- The grouping with the highest levels of conditional support were those 65+ years old

Figure 2.3.3 Overall support level for all responses to the draft vision, aims, and outcomes by various groupings



2.4 Levels of support by outcome

Levels of support for the vision, aims and each outcome

Figure 2.4.2 (below) shows the percentages of respondents that *supported*, *supported with conditions*, *did not support but could with conditions*, and *did not support* the vision, aims and each outcome. Support for the ten outcomes ranged from 57 per cent for the cycling-themed outcome to 82 per cent for the resilience-themed outcome.

More analysis was undertaken to understand the overall levels of support for the vision, aims and outcomes. The survey asked respondents to provide comments and feedback whenever they did not outright support the vision and aims or any of the ten outcomes. All comments that accompanied a *support with conditions*, *do not support but could with conditions*, or *do not support* response were assigned one of three possible intentions: support conditional on *strengthening* outcome, support conditional on *weakening* outcome, and comment *not relevant to outcome strength*. Figure 2.4.1 (right) shows overall support levels after adding respondents who outright supported an outcome and those whose support was conditional on the *strengthening* of the outcome.

Figure 2.4.1 Combined outright support and support conditional on strengthening outcomes

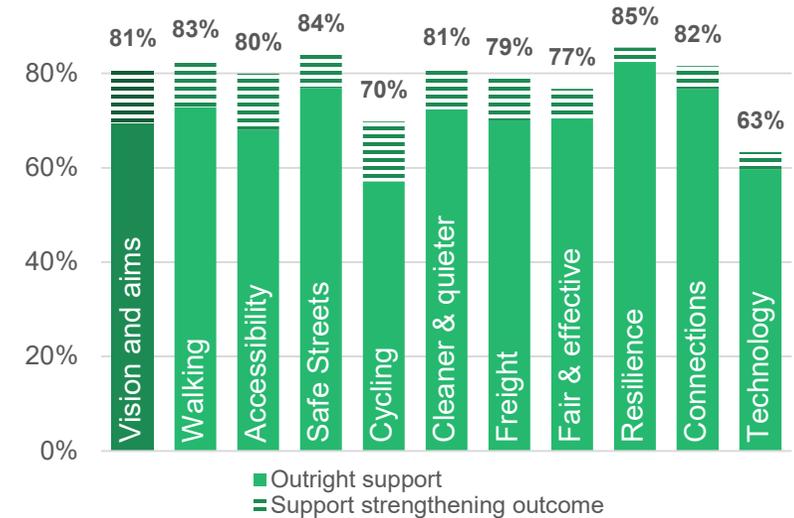
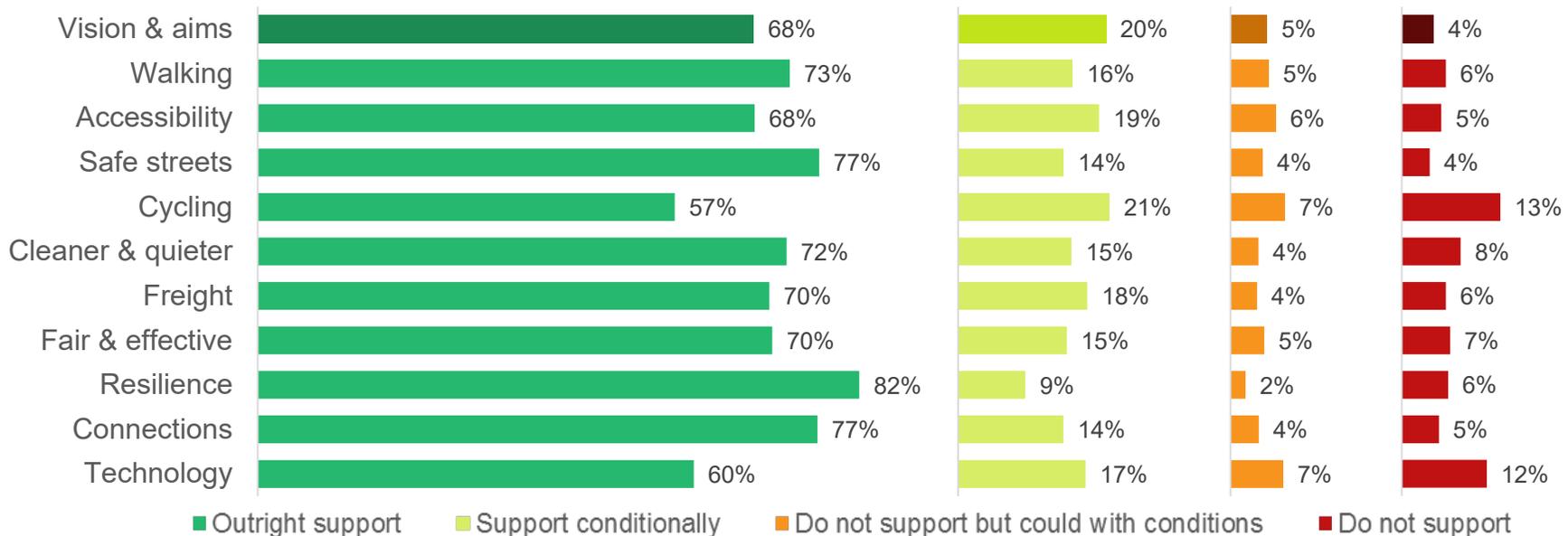


Figure 2.4.2 Support levels for the vision, aims and each outcome



2.5 Open text response analysis

Overview and methodology

The survey asked respondents to provide comments and feedback whenever they did not outright support the vision, aims or an outcome. Over 1500 additional comments and responses were received.

Each response was reviewed and analysed by categorising the subject of each comment into one or more 'topics tags' in a similar approach to the Phase 1 open text response analysis. Full details of the methodology can be found in the Phase 1 engagement report on the [City of London Transport Strategy](#) webpage.

Over 70 unique response topics linked to five or more individual comments were identified through this process. All topics which were linked to 20 or more individual comments are listed below according to their theme or mode. These topics represent the issues and suggestions that were most often discussed in respondent comments and feedback.

Walking

- More pedestrian prioritisation

Walking and cycling

- Prioritise people walking and cycling
- Reduce conflicts between people walking and cycling

Cycling

- Improve enforcement and compliance of cyclists on streets
- Improve cycling infrastructure
- De-prioritise cyclists
- More segregated cycle lanes

Motor vehicles

- Reduce motor vehicle volumes
- Concerns around traffic volumes being too high
- Introduce a freight/delivery vehicle timed ban
- Introduce a City-wide motor vehicle ban
- Improve taxi access
- Concerns around autonomous vehicles

Transport Strategy impacts

- Concerns around how the strategy would impact congestion
- Concerns around how the strategy would impact the "working City"

Urban Realm

- More greenery
- Reduce air pollution

Accessibility

- Improve disabled/mobility impaired access across the City

Wording

- Suggestions for improving/editing wording
- Requests for more information on proposals
- Indications that wording was vague

Overall these topics broadly aligned with the comments received in the Phase 1 engagement survey with a few notable exceptions:

- the outcome *Emerging transport technologies benefit the Square Mile* generated a lot of negative feedback regarding autonomous vehicles
- A number of outcomes had their wording questioned and many respondents felt we were 'too vague'
- Some respondents believed that the City was a 'working City' and was not a place for leisurely walking or cycling

2.6 Comments on vision, aims and outcomes wordings

As discussed in section 2.5 the survey asked respondents to provide comments and feedback whenever they did not outright support the vision, aims or an outcome. A number of respondents made specific comments in reference to the wording of the vision, aims and outcomes. The most frequent wording comments were regarding;

- The appropriateness of the word 'relaxed' in *People enjoyed a relaxed cycling experience in the Square Mile*
- The meaning of the word 'fair' in *Street space is used more fairly and effectively*
- Why 'freight connectivity' was included in *The Square Mile benefits from better transport connections*

A sample of comments are provided below and opposite. These comments were used to inform the final wording of the vision, aims and outcomes.

Vision & Aims	Comment
<p>Vision: <i>The Square Mile enjoys world-class connections and streets that inspire and delight</i></p> <p>Aims:</p> <ul style="list-style-type: none"> • <i>Ensure the Square Mile is accessible to all and an easy, attractive and healthy place to work, live, learn and visit</i> • <i>Support the development of the Square Mile as a vibrant global commercial centre and cultural destination</i> 	<p>"I'd like to see more explicit mention of environmental sustainability"</p> <p>"Please consider re-ordering your list into "healthy, attractive and easy"</p>

Outcome	Comment
<i>The Square Mile is a great place to walk and spend time</i>	"The reduction in motor traffic needs to be clear, is that for those outside of the city coming in with a different rule for city's elderly resident population who require transport by car."
<i>Our streets are accessible to all</i>	"It needs to be made explicit that vehicular access will be provided at minimum levels. "appropriate" is too vague"
<i>People using our streets and public spaces are safe and feel safe</i>	"not sure if safety and security are being confused,. They are not the same."
<i>People enjoy a relaxed cycling experience in the Square Mile;</i>	"I'm not convinced about the word "relaxing". In the end, its a city."
<i>The Square Mile is cleaner and quieter</i>	"Please consider adding the elimination of light pollution to this outcome"
<i>Delivery and servicing needs are met in ways that benefit the Square Mile</i>	"I am not clear how the methods can "maximise" benefits - I think the idea is to minimise negatives"
<i>Street space is used more fairly and effectively</i>	"I am not sure about the use of the word fair? Perhaps it can just be effective? or to meet the requirements of the people in the Square Mile?"
<i>Our street network is resilient to changing circumstances;</i>	"Really supportive of this, but check if the term resilient is widely understood or not?"
<i>The Square Mile benefits from better transport connections</i>	"remove "freight connectivity" as it implies the continuation of road freight through the City"
<i>Emerging transport technologies benefit the Square Mile</i>	"Not sure what you mean by emerging transport technologies??"

2.7 Institutional/organisational responses

Institutional responses to the survey

Representatives from 15 organisations and institutions responded to the Phase 2 engagement survey directly. Responses were received from:

- Living Streets
- London Living Streets
- Living Streets Kings Cross Local Group
- Eco Cycle Ltd.
- Flit Technologies Ltd.
- London Travelwatch
- Natixis
- The Port of London Authority
- Ramblers Inner London
- Cantillon Ltd
- Sustrans
- Trinity Bars
- Waltham Forest Streets for All
- Balls Brothers
- Transport for All
- London Forum of Amenity & Civic Societies

Figure 2.7.1 Cumulative support level for all institutional/organisational responses to the draft vision, aims and outcomes

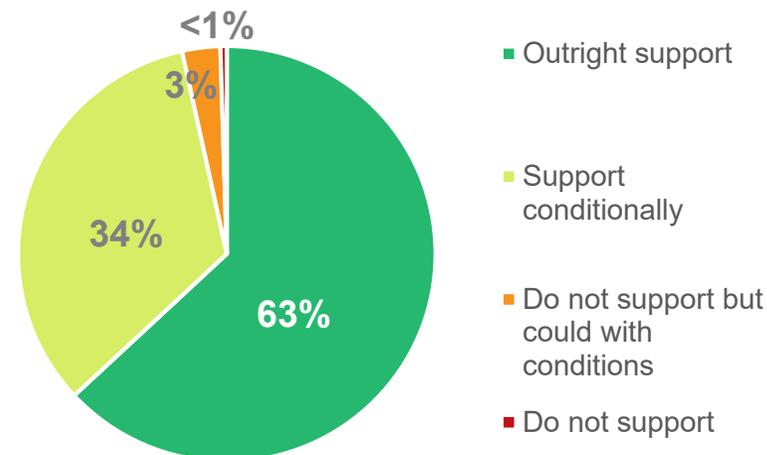


Figure 2.7.1 (above) shows the cumulative levels of support of the draft vision, aims, and outcomes for the organisations and institutions listed above. Their comments and responses were found to be relatively similar to those of individual respondents. The responses of those organisations that provided comments directly through the Typeform survey are summarised below:

Living Streets, London Living Streets, and Living Streets Kings Cross Local Group all showed broad support for the vision, aims, and outcomes, and highlighted the importance of delivering streets for all that improve priority for people walking and vulnerable users. They also stressed the importance of reallocating street space for pedestrians and using temporary interventions to trial and accelerate strategy delivery.

Eco Cycle Ltd. highlighted the importance of safe and secure cycling parking as a way to encourage and enable more people to cycle.

Flit Technologies Ltd. noted that emerging technologies and innovations can play an important role in delivering the vision, aims, and outcomes.

London Travelwatch wanted pavements to be kept clear of unlicensed obstructions.

The Port of London Authority noted that reference could be given to the potential to shift more freight onto the River Thames.

Cantillon Ltd. Noted that demolition and construction work cannot be carried out by small electric vehicles and consideration will need to be given to these activities when working towards our air pollution and emissions ambitions. They also indicated that pushing these activities outside of regular working hours disrupts the work-life balance of many workers.

Sustrans highlighted the importance of accessibility for all; ensuring that security measures in the public realm do not have a detrimental impact on the accessibility of people walking and cycling; ensuring that people walking, cycling and taking public transport are prioritised; using ‘tactical urbanism’ and temporary interventions to accelerate change; and that the technology outcome highlights the importance of delivering Healthy Streets.

Waltham Forest Streets for All indicated their resistance to shared space, removing parking, speed humps, and traffic reduction and commented on the need to separate streets users and particularly people cycling from other users.

Ball Brothers commented on the importance of allowing freight activities during peak times in exceptional circumstances.

Transport for All highlighted the importance of designing new cycling infrastructure in such a way as to not act as a barrier to mobility limited people and indicated their resistance to ‘flexible’ streets.

2.7 Institutional/organisational responses (cont'd)

Written institutional responses

Representatives from nine organisations and institutions sent written responses to the consultation. Their responses were generally supportive and are summarised below:

British Land were supportive of the proposals to improve the quality and use of street space for people. They also supported prioritising pedestrians over vehicles in a number of places across the City.

The **City Property Association** were supportive of the overall transport vision and aims. They also supported safety for pedestrians, cyclists and motorcyclists; improving accessibility across the City; reducing traffic volumes on our streets; improving our public realm; using new transport technologies to deliver more inclusive, safe, attractive, and vibrant streets; and the use of Road User Charging in central London boroughs to help achieve our ambitions.

The **Cross River Partnership** were supportive of the vision, aims and outcomes. Regarding the freight and servicing outcome they suggested that we amend the outcome to include an ambition to minimise the negative impacts of freight to promote healthier streets for all.

The **London Taxi Driver Association** were broadly supportive of certain outcomes. They noted that measures aimed at improving walking and cycling in the City of London should not create unnecessary barriers to using and hiring licensed taxis and that “pop-up” cycle lanes were preferred to permanent segregated cycle lanes to minimise unnecessary inconvenience to road users. They highlighted concerns around the number of stations in the City that do not have step-free access, and that air quality issues must be tackled as soon as possible.

The **London Cycling Campaign** were broadly supportive of the draft vision, aims, and outcomes. Regarding wording they felt that we should include the words “safe” and “sustainable” in the vision. They also questioned our use of the word ‘relaxed’ in the cycling outcome (similar to

a number of individual respondents), noting that improved and segregated cycling infrastructure is important to encouraging a wider range of people to cycle.

London Living Streets strongly supported the draft vision, aims, and the first nine outcomes, however they expressed concerns around the technology outcome and the potential negative impacts of autonomous vehicles on our streets. They also commented on the need for the City to design roads to ensure compliance with 20mph speed limits, prioritise pedestrians and ban vehicles in certain places across the City, minimise rat-running on local streets, introduce a Bank-like ban at Ludgate Circus, create new public spaces, and restrict EV charging points to car parks.

The **Motor Cycle Industry Association** found ‘little to disagree with in this consultation’. However, they expressed concerns regarding their perception that powered two-wheelers were not properly considered as part of the transport vision.

Transport for London supported the draft vision, aims, and outcomes and our adoption of the Healthy Streets Approach as the strategy’s framework.

UPS were generally supportive of the draft vision, aims, and outcomes. They also commented on supporting innovative ways of ensuring the feasibility of sustainable deliveries and logistics including through supporting companies wanting to electrify their fleets and considering how more space can be made available for container storage, e-tricycle parking, and electric vehicle charging.

3

Additional Phase 2 engagement activities

3.1 Stakeholder briefings and drop-in sessions

Stakeholder briefing sessions

Four briefing sessions were held for stakeholders on 29 June and 6 July 2018. These sessions consisted of a presentation on the draft vision, aims and outcomes followed by a question and answer session. The sessions were attended by over 50 stakeholder representatives.

The majority of questions asked were regarding further details on the outcomes and how they will be delivered. Specific questions were raised on;

- How the contrasting needs of City workers during the week and visitors at the weekend would be balanced
- How the Strategy would incorporate wayfinding and signage proposals
- How the Strategy would address reducing motor traffic and what our position was on road user charging
- How construction traffic and deliveries would be addressed, especially those freight and construction vehicles that are through traffic
- How the safety and security from hostile vehicles in the public realm would be addressed
- How more public realm could be incorporated given the City's narrow and medieval street pattern

Drop-in sessions

A series of consultation drop-in sessions were held at City libraries and in the reception of Guildhall. Members of the Strategic Transportation team were available to answer questions about the vision, aims and outcomes. Attendees were also able to complete the survey.

A combination of lunchtime and evening sessions aimed to make the drop-ins accessible to both City workers and residents. The sessions were advertised on the City Corporation website, through the Transport Strategy mailing list and through City Corporation social media.

Attendance at the drop-in sessions was low, but in line with expectations for engagement of this type - with four people attending in total.

Discussions at drop-in sessions largely reflected the issues raised by City Streets survey respondents and workshop participants. Feedback was given on wanting improved cycle safety and infrastructure, more space needed for people walking and cycling and support was given for the Bank on Safety experimental scheme.

3.2 Citizens Panel

Citizen Panel

Populus, a consultancy specialising in political, reputation, stakeholder and customer research, were appointed to facilitate a Citizens Panel of City workers and residents. This panel of 40 people – half residents, half workers - met three times during the development of the Transport Strategy to enable us to gain a deeper understanding of residents and workers' transport needs and concerns. Attendees took part in voting exercises and discussion tasks in relation to the vision, aims outcomes, and proposals, with Populus staff facilitating the discussion.

The second meeting of the Citizens Panel was held on 13 June 2018 and coincided with the second phase of consultation. In general, people were positive about the vision, aims, and outcomes. Their comments are summarised below.

The vision

The majority of the panel supported the vision; they felt it was very actionable, transformative and exciting. A small minority disliked it as traffic congestion wasn't fully addressed and wanted an increased focus on expanding street space and improvements of the roads.

The outcomes

Overall the panel felt that the list of ten outcomes were acceptable and were relevant to both workers and residents. Slight refinements were suggested around the area being accessible to all, safety, and using less jargon to explain the outcomes.

The panel identified five additional things they felt were missing from the outcomes:

- Increased disability access to make streets accessible to all
- More working streetlights and CCTV camera to feel safe
- Smoother and wider pavements to improve walking experience
- Enforced parking rules and extra signs to encourage using street space fairly
- Clean air policies to ensure the Square Mile is cleaner

The final meeting of the Citizens Panel was held on 6 September 2018. This allowed the Panel to provide feedback on the emerging Transport Strategy proposals. A full report of the findings from all three panel meetings can be found in the Appendix.

3.3 Strategy Board

Strategy Board

The Strategy Board is comprised of senior City business representatives and industry experts and acted as a sounding board for emerging proposals and advise the on the direction of the Strategy. The Board met three times over the course of the development of the Strategy, with the second meeting corresponding with the second phase of stakeholder engagement. Board membership included:

- The Greater London Authority
- Transport and Sustainable Development, University College London
- The Investment Association
- Five AI
- TheCityUK
- London First
- Transport Research Laboratory
- Energy Saving Trust
- The Confederation of British Industry
- The Barbican Centre
- The Federation of Small Businesses
- The City Property Association
- Transport for London
- The Centre for London
- London Travelwatch
- Future Cities Catapult

Appendix

Citizens Panel report

City of London

Transport Strategy Citizens Panel

Topline – Session 2

JULY 2018

Populus



Summary

Summary

- Overall the majority of the panel (workers and residents) liked the transport vision
- They agreed that the list of 10 Transport Strategy Outcomes were acceptable and relevant
- When explored in detail, each of the 10 outcomes was deemed appropriate by the panel. Slight refinements were made around the area being accessible to all, safety, and using less jargon to explain the outcomes
- When asked to brainstorm ideas on how each of the outcomes would work in real life the panel came up with both creative and practical concepts which included dedicated cycle lanes, increased electric vehicles, drone deliveries, skyline walkways, voice signage and apps to indicate transport delays

Key Findings

The outcome of the voting task indicated that the majority of the panel liked the transport vision



The majority liked the transport vision:

- Inclusive to benefit all: workers, residents, visitors, pedestrian and cyclists
- Highlights congestion of roads which is a top issue
- Safety is important esp. for cyclists and pedestrians
- Stresses the desire for the area to be easier to navigate and nicer to walk around
- Indicates the need for a cleaner Square Mile
- Invokes ideas for places to sit and rest- a central hub where The City is “the place to go”
- Feels like a transformative and exciting vision, one that is organised and effective
- Feels very actionable

A small minority didn't like it:

- As traffic congestion is not fully addressed
- Expectations include increased focus on expanding street space/ area and improvements of the roads in the city

City of London Transport Strategy Draft vision, aims and outcomes, May 2018	
Our vision	The Square Mile enjoys world-class connections and streets that inspire and delight.
By delivering this vision we aim to ...	<ul style="list-style-type: none">• Ensure the Square Mile is accessible to all and an easy, attractive and healthy place to work, live, learn and visit.• Support the development of the Square Mile as a vibrant global commercial centre and cultural destination.
To create a future where ...	<ul style="list-style-type: none">• The Square Mile is a great place to walk and spend time• Our streets are accessible to all• People using our streets and public spaces are safe and feel safe• People enjoy a relaxed cycling experience in the Square Mile• The Square Mile is cleaner and quieter• Delivery and servicing needs are met in ways that benefit the Square Mile• Street space is used more fairly and effectively• Our street network is resilient to changing circumstances• The Square Mile benefits from better transport connections• Emerging transport technologies benefit the Square Mile
All of the above will be enabled by ...	Significant reductions in the number of motor vehicles using the Square Mile's streets

“It captures the principal issues very well and also identifies the current problems.”
Resident

Overall the list of 10 Transport Strategy Outcomes were acceptable and relevant to both workers and residents, with the exception of these 4 points



Strategy Outcomes that are not relevant	What is missing ?
People enjoy a relaxed cycling experience in the Square Mile	Safety is seen as the priority, compared to a relaxed experience, when travelling from point A to point B
The Square Mile is cleaner and quieter	Information is wanted on how 'quieter' will be enforced (i.e. weekdays vs weekends)
Our street network is resilient to changing circumstances	More information is needed on what 'changing circumstances' are meant
The Square Mile benefits from better transport connections	Information is wanted on which specific connections are being highlighted

The panel identified 5 additional things that were missing from the 10 Transport Strategy Outcomes ...



- Increased disability access to make streets accessible to all
- More working streetlights and CCTV cameras to feel safe
- Smoother and wider pavements to improve walking experience
- Enforced parking rules and extra signs to encourage using street space fairly
- Clean air policies to ensure the Square Mile is cleaner

When explored in detail, each of the 10 outcomes was deemed appropriate. Slight refinements by the panel were made around the area being accessible to all, safety, and using less jargon to explain the outcomes

Strategy Outcomes that were refined

The Square Mile is a great place to walk and spend time

Our streets are accessible to all

People using our streets and public spaces are safe and feel safe

Delivery and servicing needs are met in ways that benefit the Square Mile

Street space is used fairly and effectively

Emerging transport technologies benefit the Square Mile

Additions/ Tweaks to statements



- As well as to work and live, travel, socialise, and enjoy the facilities
- As well as an easy place to drive and cycle
- Including cars, bikes, disabled people, buggies
- Safe from accidents, including cycling collisions
- Safe because of higher police visibility and lighting
- By using the latest technology (i.e. increased Amazon lockers) to reduce delivery vans
- Through increased cycle lanes and pedestrian zones
- Through electric vehicles and dedicated lanes for eco friendly vehicles

The panel was asked to brainstorm ideas on how each of the outcomes would work in real life...



Strategy Outcome		How they envision this working in real life
1. The Square Mile is a great place to walk and spend time	➔	<ul style="list-style-type: none">• Designated walking areas/ skyline walkways• Increased green space, seating, play areas• Improved pavements/ pedestrianised areas• Hybrid/ no car zones, low emission zones
2. Our streets are accessible to all	➔	<ul style="list-style-type: none">• Increased lift access and wheelchair / disability access• Increased ramps and smoother pavements• Clearer walkways• Clear signage for accessible routes/ information points
3. People using our streets and public spaces are safe and feel safe	➔	<ul style="list-style-type: none">• More police security• Better lighting and CCTV• Increased pedestrian crossings• Bollards designed as tree planters to reduce the perceived threat of terrorism

These ideas included dedicated cycle lanes, increased electric vehicles and drone delivery...



Strategy Outcome	How they envision this working in real life
4. People enjoy a relaxed cycling experience in the Square Mile	<ul style="list-style-type: none">• Dedicated wider cycle lanes/ cycle only streets to avoid collisions with cars and pedestrians• Mending potholes• Apply bells to all cyclists so pedestrians can hear them approaching
5. The Square Mile is cleaner and quieter	<ul style="list-style-type: none">• Increase electric vehicle & charging points• Promote car leasing / borrowing• Encourage cycling• Impose car taxes to drive through the Square Mile
6. Delivery and servicing needs are met in ways that benefit the Square Mile	<ul style="list-style-type: none">• Encourage drone delivery to reduce congestion• Increase local supermarkets to encourage shopping locally• Encourage time slot deliveries (late night/ early morning) to reduce congestion

They also included skyline walkways, voice signage and apps to indicate transport delays.



Strategy Outcome		How they envision this working in real life
7. Street space is used fairly and effectively	➔	<ul style="list-style-type: none">• More bollards to stop bars/ commercial outlets monopolising pavements• One way streets/ time slots for usage• Skyline walkways
8. Our street network is resilient to changing circumstances	➔	<ul style="list-style-type: none">• Communication about planned works (apps, newsletters)• Improved maintenance (drains, snowploughs)
9. The Square Mile benefits from better transport connections		<ul style="list-style-type: none">• More signposting detailing transport connections, including voice signage• Sensory trails for visual/ hearing impaired
10. Emerging technologies benefit the Square Mile	➔	<ul style="list-style-type: none">• Reliable apps to inform about transport delays• Drop off points for delivery vans that reduce traffic

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