

## **Appendix C: Transport Strategy consultation responses analysis**

### **Summary of Council responses to the consultation feedback**

#### **Overall**

**Action Plan:** An action plan of the strategy will be developed, agreed and monitored by the Public Realm Strategy Board chaired by the Mayor. A 'consultative group' made up of external partners and residents as a sounding board will also be explored as suggested by participants of the Transport Strategy Summit held in April 2019. The businesses and residents we engaged in the consultation process will be updated on the progress of the action plan and engaged to form a consultative group. .

**Consultation and engagement:** A consultative group made up of external partners and residents will be formed. The group will support the delivery of the strategy and an action plan.

**KPIs:** Appropriate KPIs will be developed when an action plan is developed to monitor the delivery of the strategy and action plan.

**Carbon emissions:** Emphasis on carbon emissions and transport is added to the final strategy.

#### **Priority 1: Make Tower Hamlets one of the best places to walk and cycle**

**The majority of the respondents supported this priority. This priority remains unchanged.**

- Tower Hamlets Wheelers made specific suggestions to strengthen the case for this priority. These suggestions are incorporated in the final strategy when they are supported by evidence
- Comments by the Friends of the Earth and at the events (see below) are mainly operational. They will be considered when an action plan or service plan is developed.

#### **Priority 2: Reduce car use in favour of sustainable travel**

**Over 80% of the residents phone survey respondents supported this priority, although 44% of the business telephone survey respondents disagreed with it. This priority remains unchanged. We will further engage businesses to clarify their customers' transport needs and behaviour. This will be include in an action plan.**

- 44% of the business survey respondents disagree with Priority 2. They tend to argue that this is because their customers, rather than themselves or deliveries, use cars.
- The extent of customers' car use is not substantiated. This may be their perception.
- More customers may change behaviours and walk and cycle more to go shopping.

- There is a correlation between their current travel behaviour and disagreement with this priority. An action to introduce low-emission transport options for businesses and changing customers' behaviour is being considered.

The Friends of the Earth advocate the reduction of all types of motorised transport (e.g. freight, refuse services, taxis and private hire vehicles).

- The council has already been consolidating journeys by council services' fleet.
- Through traffic is beyond the council control. Lobbying is included in "what we intend to do" in the strategy.

The Parking policies are being reviewed aligned with the strategy's vision.

### **Priority 3: Transport services meets the needs of users and supports growth**

**The majority of the respondents supported this priority. This priority remains unchanged. As commented at the Overview and Scrutiny Committee meeting on 28 October 2019, emphasis on ferry and river use, bridges, Crossrail and Canary Wharf is added to the final strategy.**

- Lobbying and working with partners including TfL and rail operations remain in the strategy.
- Tower Hamlets Wheelers made specific suggestions to strengthen the case for this priority. These suggestions are incorporated in the final strategy and action plan when they are supported by evidence.
- The majority of comments provided at the consultation events were operational. They will be picked up by the action plan or service plan where appropriate.

### **Priority 4: People feel safe & confident travelling in the borough**

**The majority of the respondents supported this priority. This priority remains unchanged.**

- Tower Hamlets Wheelers wrote the social safety aspect should be mentioned. This is included in the strategy.

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### **Priority 5: improve air quality and make surroundings quieter, more inviting & appealing**

**The majority of the respondents supported this priority. This priority remains unchanged. The impact of parking policies on air quality and limitation of EVs are mentioned in the strategy.**

- As Overview and Scrutiny recommended, the impact of parking policies in air quality is included in the strategy.

- TH Wheelers suggests that the strategy explicitly state that cycling and walking are by far the lowest-impact modes in terms of air quality and carbon dioxide emissions. This is included in the strategy.
- TH Wheelers suggests that the strategy explicitly recognise the limitations of EVs (electric vehicles) in relation to air quality, carbon dioxide emissions, and wider transport aims. This is included in the strategy.

### **Priority 6: Make travelling accessible & affordable**

**The majority of the respondents supported this priority. This priority remains unchanged.**

- TH Wheelers states that the strategy explicitly make the point that walking and cycling are the cheapest modes. We add this point in the strategy.
- TH Wheelers suggests that both standard bicycles and adapted cycles can act as mobility aids to people with disabilities. We added this point.

# Feedback analysis

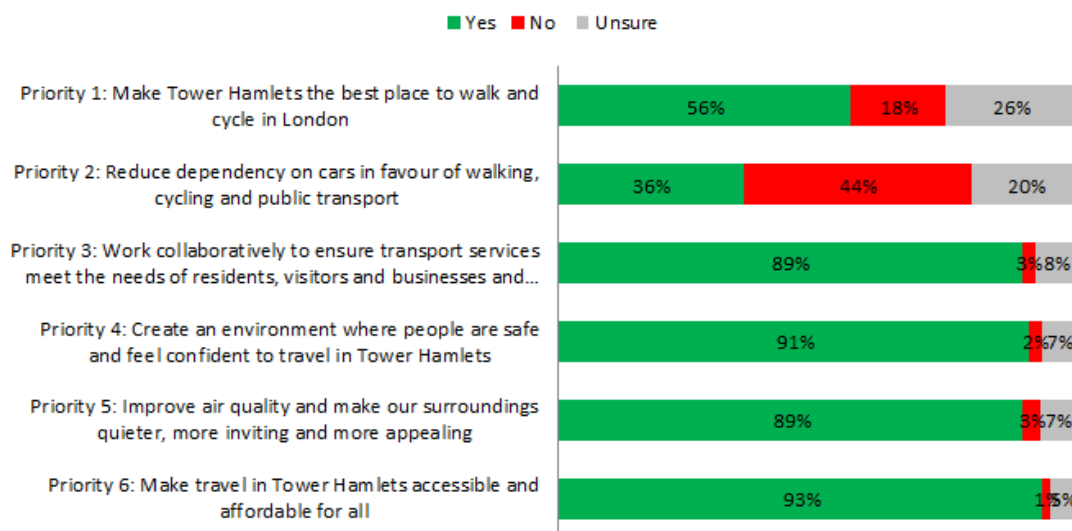
## Respondents' views on the priorities of the draft strategy

Business and Residents phone survey samples were chosen to be reflective of those in the borough. Online survey's respondents are self-selected.

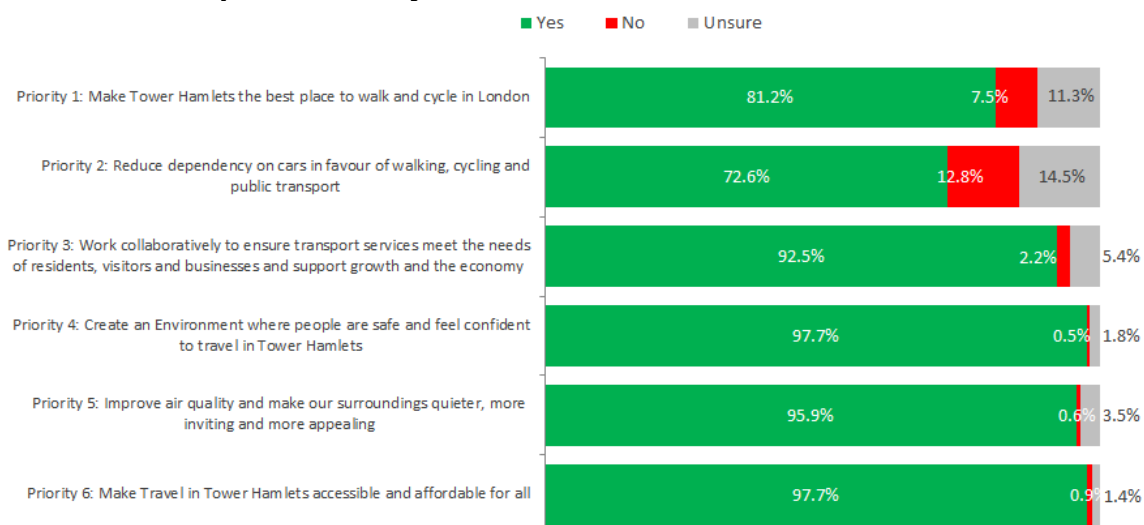
The responses to “Do you agree with the Tower Hamlets Transport Strategy vision and five priorities set out to achieve it?” in the business and residents phone surveys and online survey shows:

- It highlights residents' overall support for the priorities
- 44% of the respondents to the Business survey disagree with Priority 2: Reduce dependency on cars in favour of walking, cycling and public transport.
- Responses of the businesses that disagreed with Priority 2 are closely examined in the next section.

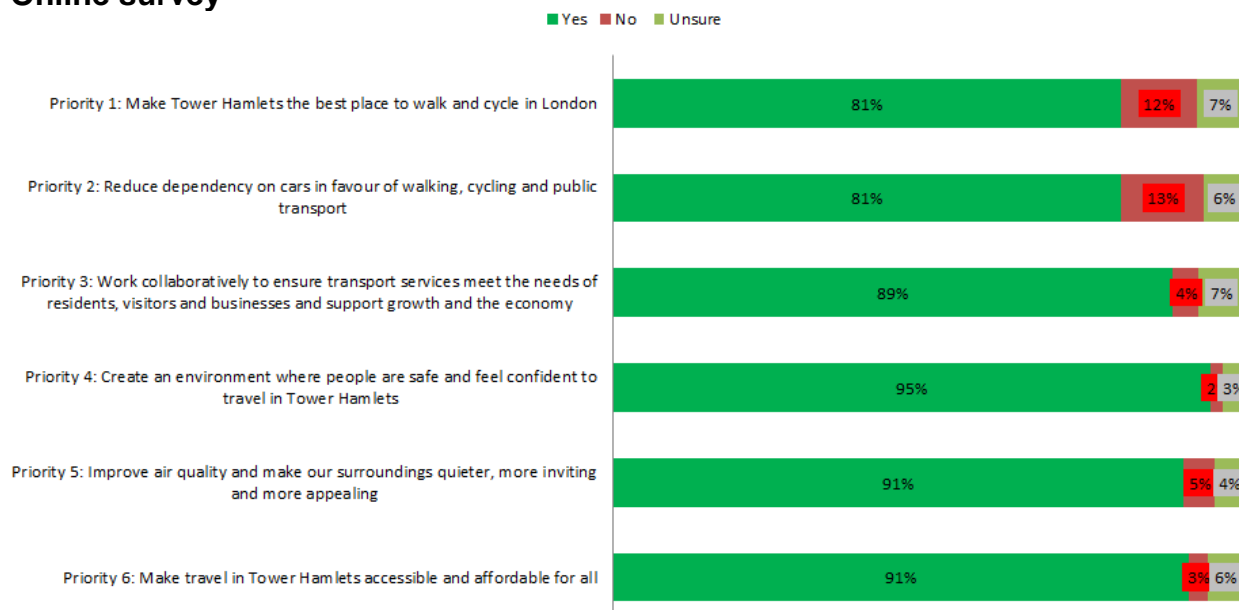
### Business telephone survey



### Residents telephone survey



## Online survey



Comparison between the Residents telephone survey respondents and the online survey respondents:

- The online survey respondents are over-represented by sustainable transport mode user and active traveller.

### Main mode of travel

	Residents phone survey respondents	Online survey respondents
On foot	47%	71%
Cycling	8%	39%
Drive a car	28%	23%

### Frequency of travel

	Residents phone survey respondents	Online survey respondents
Daily or more often	62%	83%
Several times a week	29%	13%

## **Analysis focusing on each priority**

The consultation feedback is categorised according to relevant priorities below. Feedback to the draft strategy was provided at:

- Overview and Scrutiny Committee meeting on 28 Oct 2019
- Telephone and online surveys, including written feedback from:
  - Hackney and Tower Hamlets Friends of the Earth
  - Tower Hamlets Wheelers
- Engagement events.

As a higher proportion (44%) of businesses survey respondents disagreed with Priority 2, compared with other priorities and the resident phone survey, the disaggregated data of business respondents who disagreed with Priority 2 are closely examined.

### **Priority 1: Make Tower Hamlets one of the best places to walk and cycle**

#### Overview and Scrutiny Committee, 28 Oct 2019

- No specific comments on this priority.

#### Feedback from Hackney & Tower Hamlets Friends of the Earth (online survey)

- Strongly support this priority.
- Support the roll out of Liveable Streets
- The low traffic neighbourhoods created need to be larger. London Living Streets (<https://londonlivingstreets.com/low-traffic-liveable-neighbourhoods/>) suggest a neighbourhood size of 1 km<sup>2</sup>
- St Paul's Way should not be seen as a distributor road.

#### Feedback from Tower Hamlets Wheelers (online survey)

Suggestions for "Why this is important":

- Add that walking and cycling are by far the most socially inclusive modes, the cheapest, and everyone uses walking infrastructure.
- Inclusivity of cycling: add that both standard and adapted cycles can act as mobility aids to people with disabilities; cycle use is much more inclusive than car use in general, not just due to financial costs but also because only around half the population has a driving licence.

Suggestions for "What we intend to do":

- Liveable Streets: add a brief indication of what this might mean and the level of quality which should be attained: we would recommend adding "so only A-roads and some B-roads can be used as through routes" to the end of the sentence.
- Liveable Streets: anticipate that the target completion date should be well before 2041. Make this explicit in the strategy.

Suggestions for "How will we know if it's working?"

- Add the following as KPIs:
  - An ambitious target for the percentage of residents walking/cycling 20+ mins a day.

- A target of at least 95% of residents within 400m of a high quality cycle route.
- A rolling 20% minimum vacancy rate for both secure residents' parking and public bike stands at their peak usage to allow constant headroom for growth in bike ownership and use.
- Spare capacity on cycle ways to allow headroom for growth in their use (CS3 and arguably CS2 are both already at capacity at peak times).

#### Engagement events – ideas feedback left by the participants

Cycling and cycle lanes were highlighted as an important issue in the borough. There were calls for a rethink on some of the cycle lanes such as the CS3 near Shadwell due to it being unsafe for cyclists and other road users.

- Introduction of more hire points across the borough.
  - Rise of scooters in the city and implement evident restrictions and fines for those using them.
  - Focus on funding transport infrastructure on the outer regions of London to improve connectivity.
  - Better cycling education at schools. Perhaps by introducing cycle clubs at local schools.
  - More cycling information about routes (e.g. safer routes with less cars) available to people.
  - Better cycling storage and security across the borough. Safe cycle storage at every main transport hub in the borough.
  - Ensure cycle lanes are cleared, removing potential danger to cyclists.
  - Greater subsidies and provision of E-bikes across the borough.
  - Greater safety for cyclists and quicker response times to rectifying cycle lane issues; e.g. the flooding of Whitechapel Cycle Lane near Whitechapel Tube.
  - Greater accessibility to cycling such as; subsidies for purchasing bikes; making Santander bikes free for under-16s.
- Specific areas
- Lack of (good) storage facilities for bikes - at Shadwell station, Bromley-by-Bow and outside the Bow Tesco's.
  - The CS2 in Whitechapel is dangerous, particularly when trying to turn right. Greater safety measures are needed along this stretch of cycle lane provision.
  - The condition of Commercial Road and the implications this has for cyclists was also raised as a safety hazard which is worth investigating.
  - Greater accessibility at Wapping, Shadwell and Whitechapel stations for those with wheelchairs and prams.

#### **Priority 2: Reduce car use in favour of sustainable travel**

##### Residents Telephone Survey

Analysis of those said "No" to this priority (13%) compared with the total respondents:

- This group's main form of travel in the borough is more likely to be driving cars than sustainable transport modes.

	<b>Respondents who said "No" to this priority</b>	<b>All respondents of the survey</b>
Driving a car	72%	28%
On foot	26%	47%
Bus	28%	40%
DLR/Tube	40%	63%
Cycling	2%	8%

- This group are more likely to own a car.

	<b>Respondents who said "No" to this priority</b>	<b>All respondents of the survey</b>
Petrol car	58%	26%
Diesel car	16%	8%
Own no vehicle including bicycle	16%	49%

- Male respondents over represent the group

	<b>Respondents who said "No" to this priority</b>	<b>All respondents of the survey</b>
Male	62%	52%
Female	38%	46%

### Business Telephone Survey

Analysis of those said "No" to this priority (44%) compared with the total respondents:

- **Employees of this group are less likely to commute by sustainable transport modes. Instead, they are more likely to commute by car.**

	<b>Respondents who said "No" to this priority</b>	<b>All respondents of the survey</b>
On foot	49%	80%
Train	1%	13%
Car	45%	37%

- **These businesses see their customers are more likely to visit them using a car or van, less likely to use public transport**

	<b>Respondents who said "No" to this priority</b>	<b>All respondents of the survey</b>
Car	90%	85%
Small van	28%	21%
Large van	14%	11%
Bus	35%	40%
DLR/Tube	35%	41%
Train	19%	23%



- It is less likely that goods are delivered to these businesses by motor vehicles.

	Respondents who said "No" to this priority	All respondents of the survey
Car	8%	14%
Small van	42%	57%
Large van	46%	50%

- They are slightly more likely to use petrol cars and large vans than the total respondents for their business operation

	Respondents who said "No" to this priority	All respondents of the survey
Car	20%	17%
Large van	14%	9%

- 54% of this group not use any type of vehicles (57% of the total respondents do not use any type of vehicles).
- This group is slightly overrepresented in "Accommodation and food services" and "Wholesale"

	Respondents who said "No" to this priority	All respondents of the survey
Accommodation and food	17%	14%
Wholesale	10%	7%

- None of these businesses that disagreed with Priority 2 use an electric car.

Comments from the respondents suggest their underlying concerns about the business success and prosperity. Below are key comments from those who disagreed with Priority 2:

- Parking (37):
  - More parking facilities (20);
  - (Free) parking spaces for customers (13) and additional pressures on already suffering small businesses (6);
  - Illegal parking (2);
  - Secured parking for deliveries.
- Deliveries: cakes cannot be picked up by a bike
- Costs of electric vehicles and financial pressure on small businesses (2)
- Wider roads needed for all vehicles
- Negative impact on businesses.

Comments by those who said "yes" to this priority:

- Parking:
  - more parking facilities (9);
  - remove parking bays (1);
  - business permit for set times (2);
  - 30min free parking

- Use THH car parking:
  - for permit holders and electric charging (1);
  - for not only tenants but the community (1)
- This priority will alienate customers (1)

### Online Survey

Strongly support this priority. In particular:

- Strongly support the removal of free cross-zonal residents' parking.
- Support the borough's four CPZs to be made much smaller
- Ask for an overall car parking space reduction strategy to be included in this strategy. We would support the following interventions:
  - a workplace parking levy;
  - a requirement that all new developments (whether residential or commercial) are (or are very close to) parking-free;
  - planning policies which favour the redevelopment of car parking for other uses;
  - the gradual repurposing of publicly-owned kerbside spaces for other uses: bike hangars, pocket parks, bus lanes, bike lanes, wider pavements, and car-club bays.
- Support increasing car parking permit prices.

### Overview and Scrutiny Committee, 28 Oct 2019

- Some follow-up work with businesses is required to understand their issues better so that we can take on board in the final plan.

### Feedback from Hackney & Tower Hamlets Friends of the Earth (online survey)

- Support the general thrust of this priority
- However, it needs to be extended to all types of motorised transport: freight, refuse services, taxis and private hire vehicles. Car mileage is already falling but non-car vehicle mileage is increasing.
- The Transport Strategy should address these non-car vehicles i.e. home deliveries, building industries, office deliveries, business refuse collection.

### Feedback from Tower Hamlets Wheelers (online survey)

Strongly support this priority. In particular:

- Strongly support the removal of free cross-zonal residents' parking.
- Support the borough's four CPZs to be made much smaller
- Ask for an overall car parking space reduction strategy to be included in this strategy. We would support the following interventions
  - a workplace parking levy;
  - a requirement that all new developments (whether residential or commercial) are (or are very close to) parking-free
  - planning policies which favour the redevelopment of car parking for other uses;
  - the gradual repurposing of publicly-owned kerbside spaces for other uses: bike hangars, pocket parks, bus lanes, bike lanes, wider pavements, and car-club bays.

- Support increasing car parking permit prices.

#### Engagement events – ideas feedback left by the participants

Issues around car use/parking in specific areas:

- Traffic on Commercial Road - greater control and regulation are needed. Issues of too many cars and the environmental repercussions due to idling vehicles.
- Traffic on St. Pauls Way - speed restrictions need to be put in place to improve safety for road users.
- A high number of people discussed the Blackwall Tunnel and how the traffic through it causes disruption in the surrounding areas.
- There were concerns about the level of pollution emitting from cars, particularly along the A102 road. Parking was identified as being problematic. There were calls for the revocation of parking permits which allow people to park anywhere; greater parking enforcement at the Aberfeldy Estate; more parking availability in Whitechapel; the removal of CPZs; and extending parking scratch cards to 24 hours.

### **Priority 3: Transport services meets the needs of users and supports growth**

#### Overview and Scrutiny Committee, 28 Oct 2019

- Need to include something on ferry use, rivers, bridges, Crossrail and Canary Wharf
- How we should deal with issues outside of our direct control such as buses, trunk roads (TLRN), Freight, Tube and rail, Canary Wharf and others?

#### Feedback from Hackney & Tower Hamlets Friends of the Earth (online survey)

- Support this priority

#### Feedback from Tower Hamlets Wheelers (online survey)

- Strongly support the aims of this priority in relation to improvements for walking and cycling and increasing the availability and use of cargo bikes, bike share and others.
- However, the economic benefits of walking and cycling are not highlighted as much as they deserve. Suggest that the strategy commits to raising awareness of this amongst local businesses in order to achieve the broadest possible support for walking and cycling improvements.
- Mention the need for spare capacity in the cycling network (both CS3 and arguably CS2 are both already at capacity at peak times).

#### Engagement events – ideas feedback left by the participants

Issues of specific public transport provision/areas:

- Move the bus stop outside of Waitrose back to Canary Wharf.
- Improve the services and frequency on the D3 route.
- More frequent and better connected bus services between the Docklands and the rest of Tower Hamlets.

- Greater accessibility at Wapping and Shadwell station.
- A pedestrianised walkway between Shadwell DLR and Overground station.
- Concerns of ASB around Shadwell station and a greater police deterrent was necessary.
- More direct bus routes from areas such as Bethnal Green; people mentioning that they frequently have to get two buses to get places such as Roman Road.
- More regular bus services; e.g. the D8 and 488 need to be more frequent to help connect people to transport hubs within the borough.
- Better accessibility at tube and DLR stations. Bow Road and Mile End stations have no lifts.
- In Whitechapel, there were more points of discussion around public transport and, specifically, bus provision. It was noted that a greater number of bus stops closer together would be helpful for those with mobility issues.
- The 8 and 388 being closer to Bethnal Green Road to reduce walking times between the closest stop and the road itself.
- Reference to the new bus gate at Wapping and making it a bus only gate, and not allowing cyclists to use it.

#### **Priority 4: People feel safe & confident travelling in the borough**

##### Overview and Scrutiny Committee, 28 Oct 2019

- No specific comments on this priority.

##### Feedback from Hackney & Tower Hamlets Friends of the Earth (online survey)

- Support this priority.
- Particular regard should be given to reducing traffic on streets which are home to vulnerable groups such as schoolchildren or the elderly.

##### Feedback from Tower Hamlets Wheelers (online survey)

- Strongly agree with the observations made in relation to cycle safety.
- Agree with the observations made in relation to bicycle theft. Suggest that the direct impact of bike theft on cycling rates is highlighted more explicitly.
- Provide much more secure residents' cycle parking.
- Highlight the need for secure parking for non-standard cycles such as cargo bikes and disability-adapted cycles.
- The 'social safety' aspects of walking and cycling routes should be mentioned, in particular that after dark many people will feel unsafe using routes through parks, canal towpaths and quiet back streets. Some of these fears might be mitigated with better lighting (where appropriate), but parallel main roads also need to be made safe for cycling and walking.

##### Engagement events – ideas feedback left by the participants

- Better safety measures needed along Regents Canal such as lighting and CCTV. Growing complaints of crime on the canal and surrounding areas.
- Better traffic calming measures on Cleveland Way and Cephus Street. The speed bumps on the latter aren't fit for purpose and cars are still speeding over them.

- Improvement of crossing layout on Whitechapel Road to make it safer for pedestrians and road users.
- Incentives to businesses to offer Oyster cards to employees as part of a salary package.

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**Priority 5: improve air quality and make surroundings quieter, more inviting & appealing**

Overview and Scrutiny Committee, 28 Oct 2019

- Impact of parking policies and air quality should be considered.

Feedback from Hackney & Tower Hamlets Friends of the Earth (online survey)

- Strongly support policies that improve air quality.
- Endorse the importance of reducing traffic noise. A recent study on the proposed Barcelona “superblock” strategy highlighted the health benefits from both of these factors.
- Policies to encourage low emission vehicles need to address all vehicles, not just cars. Indeed, non-car vehicles could be a more fertile area to achieve an early change to low emission vehicles.

Feedback from Tower Hamlets Wheelers (online survey)

- Explicitly state that cycling and walking are by far the lowest-impact modes in terms of air quality and carbon dioxide emissions. For that reason the other Priorities relating to increasing the walking and cycling modal share directly support Priority 5.
- The strategy should explicitly recognise the limitations of EVs (electric vehicles) in relation to air quality, carbon dioxide emissions, and wider transport aims. These include:
  - The lifetime carbon dioxide emissions from an EV are not hugely lower than those of a petrol-fuelled vehicle, due to higher embedded carbon in production and the fact that the UK’s electricity production is not fully decarbonised.
  - EVs will still cause a significant amount of local pollution: particulates released through tyre, brake, and clutch wear have been assessed as representing 23% of total road transport pollution in the UK, including a clear majority of PM10 particulate pollution.
  - An additional source of road transport pollution is the resuspension of road dust into the atmosphere. This type of pollution will not be reduced by the removal of tailpipe emissions.
  - It will be a very long time until EVs become ubiquitous in the UK: central Government has announced that the sale of new petrol and diesel cars and vans will stop by 2040, which means that there will still be a significant number of vehicles with tailpipe emissions into the 2050s.
  - Looking more broadly than air quality and carbon emissions, EVs will do nothing to combat physical inactivity, reduce congestion, reduce road traffic danger, ameliorate the community severance impacts of traffic, or release valuable public realm currently used for parking.
  - Note that EVs will require significant enabling infrastructure in the form of charging points, which will be expensive and require more space in

the public realm. Whilst we enthusiastically support such provision for vehicles where the only likely alternative form of transport would be a petrol- or diesel-fuelled vehicle, for the reasons delineated above we believe that spending money and provisioning road space to enable a significant modal shift to walking, cycling and public transport will often represent better value. We ask that this prioritisation and the reasons for it is made even clearer in the strategy.

- Note that existing charging points for electric vehicles have often taken pedestrian space. We ask that the strategy explicitly state that kerbside road space be used for charging points.

#### Engagement events – ideas feedback left by the participants

- Greater accessibility for those who have practical difficulties.
- More comprehensive step-free access across stations in the borough.
- More attention on helping those with invisible disabilities using public transport, getting assistance and information to help them feel less excluded and more able to travel on public transportation.

### **Priority 6: Make travelling accessible & affordable**

#### Overview and Scrutiny Committee, 28 Oct 2019

- No specific comments on this priority.

#### Feedback from Hackney & Tower Hamlets Friends of the Earth (online survey)

- Support this priority

#### Feedback from Tower Hamlets Wheelers (online survey)

- More explicitly make the point that walking and cycling are the cheapest modes.
- More explicitly make the point that both standard bicycles and adapted cycles can act as mobility aids to people with disabilities, and that pedestrians and cyclists with mobility impairments are likely to disproportionately benefit from better walking and cycling infrastructure
- In “How will we know if it’s working” section, add “older people, children and people with disabilities are proportionately represented amongst those cycling in Tower Hamlets” as a KPI.

#### Engagement events – ideas feedback left by the participants

- Greater accessibility for those who have practical difficulties.
- More comprehensive step-free access across stations in the borough.
- More attention on helping those with invisible disabilities using public transport, getting assistance and information to help them feel less excluded and more able to travel on public transportation.

### **Additional comments**

Suggested to be added to the strategy by TH Wheelers

- Include a focus on how it will be delivered. Frequently in the past in Tower Hamlets, strategies have been produced and schemes are planned and consulted upon, but delivery has been patchy and very slow.
- State how public consultation will be used in relation to the schemes which will implement the strategy. In particular, this strategy should set the tone for schemes coming forward, with consultations being used to garner local knowledge in order to improve them -- and not to decide if they happen or not.
- KPIs which are promised on the strategy's final page should include ambitious measurable targets, including plenty of interim milestones.
- Canary Wharf represents a major barrier to cycling and walking in Tower Hamlets: it's difficult to access by bike or on foot, and it cuts off the Isle of Dogs from the rest of the borough. The strategy should therefore explicitly commit to working with the Canary Wharf Estate to get them on board with improving the area for both cycling and walking.
- In March 2019, Tower Hamlets declared a climate emergency. In the light of this, Priority 5 should explicitly highlight that the management of its road space is one of the main ways in which the council can reduce the borough's carbon dioxide emissions. It should also recognise that given the climate emergency this decarbonisation of the borough's roads needs to be undertaken quickly, with serious targets for reductions in emissions being set for well before 2041.