



# GLA Event 2: Sustainable transport and public spaces

February 2022

➔ **MAKE YOUR MARK.**

LONDON | LOS ANGELES | SAN FRANCISCO | SINGAPORE



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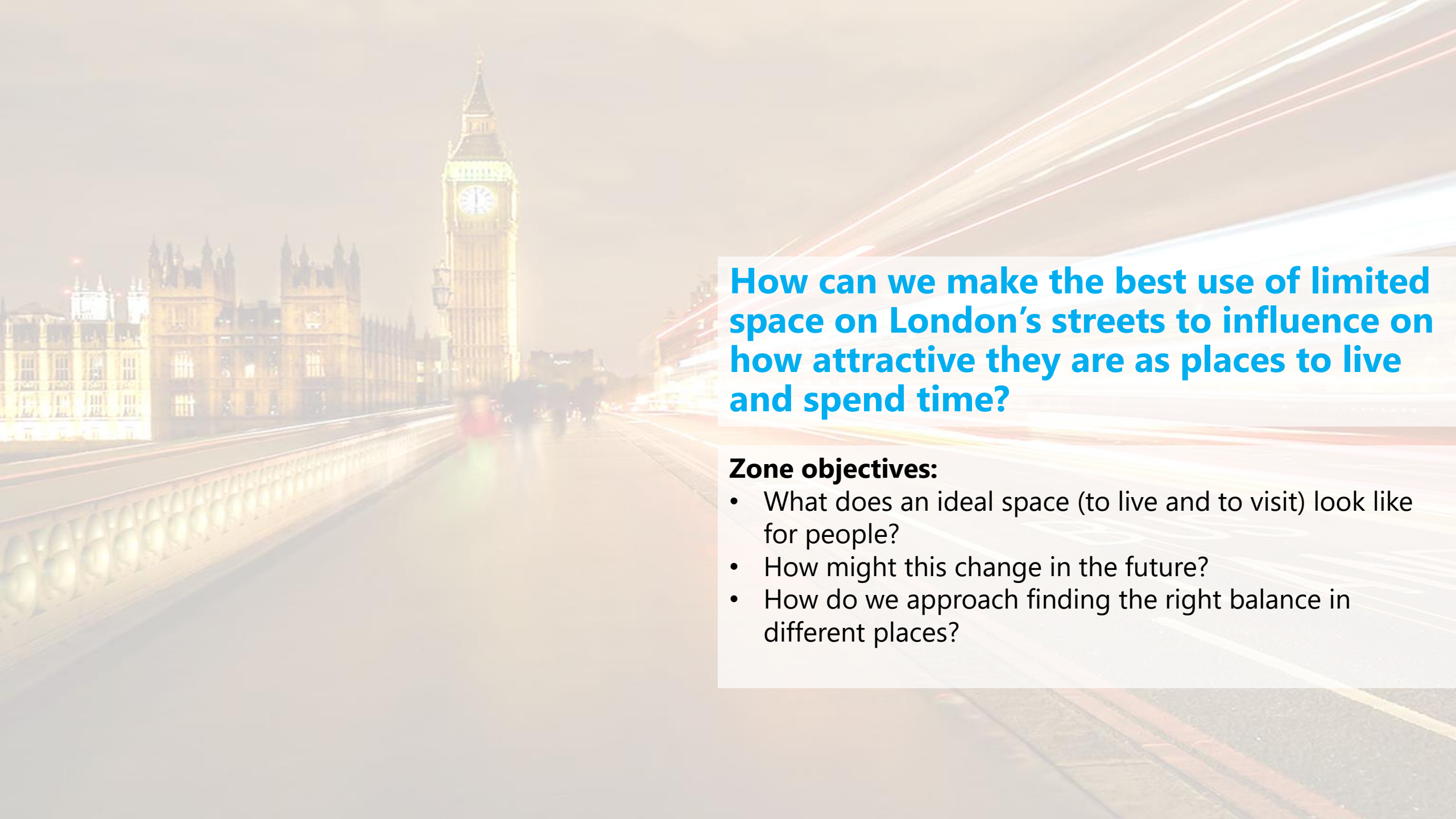
# **Learnings & themes across the zones**



# **ZONE 1:** Turning spaces into places








## How can we make the best use of limited space on London's streets to influence on how attractive they are as places to live and spend time?

### **Zone objectives:**

- What does an ideal space (to live and to visit) look like for people?
- How might this change in the future?
- How do we approach finding the right balance in different places?

# Londoners have a clear vision of what their streets should look like

- When exploring ideal spaces to live and visit, **familiarity** and 'Londonness' is what people are drawn to, rather than places that look fake or feel unrealistic for a London setting
  - People generally gravitate toward images of spaces that are **familiar** to places they already know, and spend time, in as the 'best spaces'
  - There is a desire for London, whatever design changes are made in the future, to still *feel* like the London they know and call home
  - Any image which looks too different from the life they lead is therefore either idealised or rejected – **images outside of London** (A5, A7-9, B8-9), even if greenery is positively received, and **anything too 'unusual'** (B8 and B9) can be rejected
- Whereas some are attracted to images they perceive to be **aspirational**  
...stately Victorian terraces, big driveways, suburban gardens
- Others make more **pragmatic** choices based on the limitations of available space  
... preferring scenes that still feel like London but with pleasant, and crucially, realistic features - wider pavements, trees/planting, on-street bike storage, cafes
- For example, the suburban scene showing a big detached house in a quiet setting with a large driveway and plenty of greenery (B1) divided opinion
  - Some praise it as a welcome escape from the busyness of London life – but, when pushed, are able to admit that it was not a realistic portrayal of a street they could ever imagine living on in London
  - Others are quick to disregard it altogether – seeing it as an unattainable dream that, albeit attractive, did not represent *their* London



*I like A1 and A5 - **they feel similar to where I live** - the kinds of places I have an attachment to.*

*I like A1 because it **still has London character** to it which I love even though there are no trees there.*

*This image reminds me of East Dulwich where I live now; it's a super nice area. I like the **community feeling here**; it has more of a 'town' feel in the city.*

Participant feedback on 'Streets to live on' and 'Streets to visit' with numbers and letters (e.g. A1) matching 3x3 image grid activity

# What makes an ideal space



## Community

Community is at the heart of everything

- Londoners imagine that they might have interactions with people on their street.
- They want to feel like their street is their own and that thought has been given to individual *and* collective needs.



## Care

A key priority is providing the 'little touches' in street design that indicate care

- These little touches are indicative of a certain direction of travel – showing people that their area is worthy of being invested in
- Design features may be polarising— some like wooden flowerpots and artificial grass for the greenery they add vs. others see them as 'fake' — but a lack of design or care will always be considered worse.



## London 'feel'

An area has to *feel* like London

- There is certain infrastructure that has become synonymous with London living; people are generally aware of the city's high density with available space needing to meet a range of needs.
- Although not an exhaustive list, Londoners generally expect a mix of housing, businesses, shops, transport, education institutions, entertainment and green spaces to be fit into a relatively small geographical area.



## Natural greenery / active travel

Green spaces and wellbeing remain a priority

- There are growing concerns about the environment.
- Londoners expect action to be taken to make the city as 'green' as possible – planting trees, providing access to green spaces and promoting wellbeing through active travel options are all deemed to be essential.



## Space / avoiding overcrowding

Londoners are concerned about increasing crowding and congestion

- Considering the needs of those with accessibility needs will be increasingly more important – ensuring there is ample pavement space and more accessible public transport options to avoid an over-reliance on cars

# We presented participants with two 3x3 photo grids showing 'Streets to visit' and 'Streets to live on'

Participants were asked to choose the 'best' and 'worst' places based on the photos presented to them

## Streets to visit (descriptions)

- A1 – Urban high street with shops on either side and two-way carriageway for vehicles
- A2 – Holland Park road with trees lining the road and cafes on one side
- A3 – Market place in town with car parking on either side, pedestrianisation in middle and shops on either side
- A4 – Local high street with colourful outdoor seating on pavement area in front of cafes/restaurants
- A5 – Older, listed-looking buildings with shops on bottom floor next to one-way road, on-street car parking spaces and some trees lining the road
- A6 – Tall, stylish-looking brick buildings with café on bottom floor and outdoor café seating on pavement with some large trees, bike lock stands next to a two-way road and railway line
- A7 – Old, European-style pedestrianised city centre with lots of pedestrianised space next to beautiful buildings and cafes on side
- A8 – Pedestrianised town centre with deckchairs for relaxing on astroturf in the middle and pavements on either side with tall buildings overlooking
- A9 – Urban centre with glass skyscrapers in background and pedestrianised/astroturf area in middle with seating and bars/restaurants either side

## Streets to live on (descriptions)

- B1 – Suburban scene showing a big detached house in a quiet setting with a large driveway and plenty of greenery
- B2 – (Beckenham Grove) suburban scene showing new build, brick, flat buildings with wide pavements and two-way road with on-street parking – quiet setting with greenery and landscaped front gardens
- B3 – (Appledore Avenue) suburban scene showing semi-detached, 60s-built housing with car parking spaces in front of houses, some on-street parking and narrow pavements on each side of two-way road
- B4 – Smart, red-brick residential area with covered bike storage box, on-street parking and manicured front gardens with a two-way road and cycling markings on road
- B5 – Red-brick, tall, stately town houses (converted into multiple flats) with some balconies and limited natural greenery (sculpted small trees in front of some properties)
- B6 – New-build, tall, modern flat buildings with very wide pavement and cycle lane next to main road – trees lining front of flat buildings and bike lock stands
- B7 – Well-pedestrianised street with wooden flower boxes in middle and one bike lane on either side of pedestrianisation – appears to be next to a school or family-based area
- B8 – Large, pedestrianised square with benches for people to sit on, colourful paint markings on the ground and flower boxes with shrubs (surrounded by tall flats and small shops on ground floor)
- B9 – Children's playground with parents and children playing in middle of residential street with houses on either side



# In their own words...

Key:

Green = Best place

Red = Worst place

## Streets to visit

A9 – I like it as it reminds me of Northcote Road which they closed off during Covid. They put tables and chairs out in the street, and it was a completely different vibe. There are no cars and it's just people and a good environment to be in."

A3 looks bland, horrible. **It just looks like a parking lot**, and you obviously need them, but you wouldn't want to spend much time there. I think there are some trees but maybe they don't have any leaves on them right now.

A5 and A6 – I like they're both quite green and have trees. It looks inviting. Although A3 is pedestrianised, it doesn't have any green space so that's less good.

A7 has lots of space for walking around in but this **looks like it's outside of London**.

A6 – That would be my favourite as it looks busy and like **they'll be things to do**."

A3 – I **don't like all the cars on either side**. You want places where you can chill out.

I like A7 and A9 as there are **no cars**. You have space to walk. It's spacious and calm in the city still. Best of both worlds.

A8 was my absolute favourite – it looks like good vibes. **It's a street without any cars, a walking street**. I like the trees and greenery too.

## Streets to live on

B4 – It's got the **bike box** which I like.

B5 looks generic and **there are no trees**. It looks a bit pretentious.

B4 is my favourite – it reminds me of East Dulwich where I live now. It feels like a community.

B6 and B4 are my favourites as it's a combination of where I live now and Battersea so **it's home already**. Like the spaciousness, the bike lanes. I like the new, high storey building they're building now; I like the architecture.

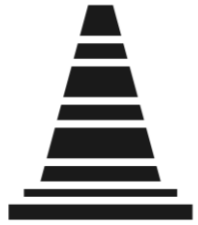
B4 – I chose this for the cycling access and the **bike locker**. I also like that there are **lot of trees** there and the nice, red brick houses.

B1 is **very well-manicured** but it wouldn't be for me right now. It looks suburban and like it's for a **more mature person**.

B9 – I think kids are great, but I **don't want to live next to a playground**. That would be insane.

B4 and B6 – There is a **nice balance of space and greenery** but there is also people there so I like the sense of community.

# The 'Design your own street' activity highlighted 4 key priorities



## Road safety

People are aware of the risks of London's streets and the large number of road collisions that occur across the city.

People who cycle are most vocal in their desire for more dedicated, safer cycle routes and for roads to be well-maintained. The need to slow down cars, through traffic-calming measures, is also a key consideration.

*There are not enough cycle lanes. I have nearly been hit twice.*

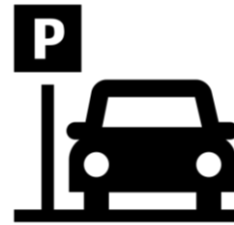


## Accessibility

Ensuring that streets are accessible is deemed essential.

Much deliberation over pavement width. Londoners recognise the difficulty of balancing road and pavement usage but are keen to highlight that streets must be designed with accessibility in mind.

*I think we should have the skinny pavement on one side so if you have a buggy or wheelchair, you've got the other larger width [pavement] side to go on at least. One wide, one skinny.*



## Car parking

Car owners naturally want to ensure there is dedicated space for cars in residential areas.

It is not completely clear how car owners feel about less parking vs. benefits of re-using space, but what was clear was ensuring at least some parking space, especially for families. Compromises include allowing parking on only one side of the street and making more space by eliminating bike storage, but still allowing dedicated cycle lanes.

*You can only park on one side of the road.*



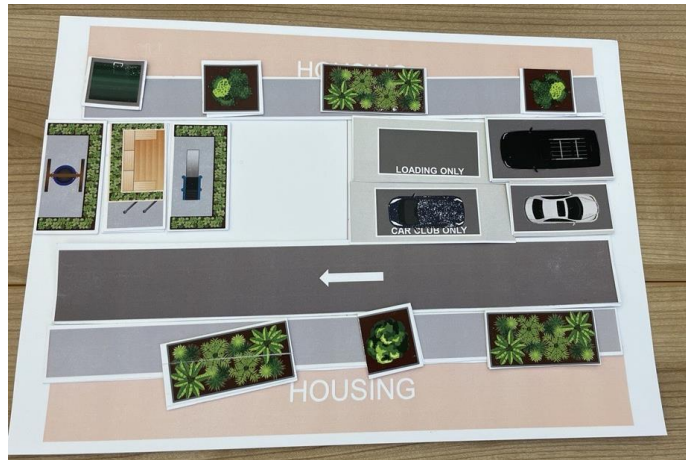
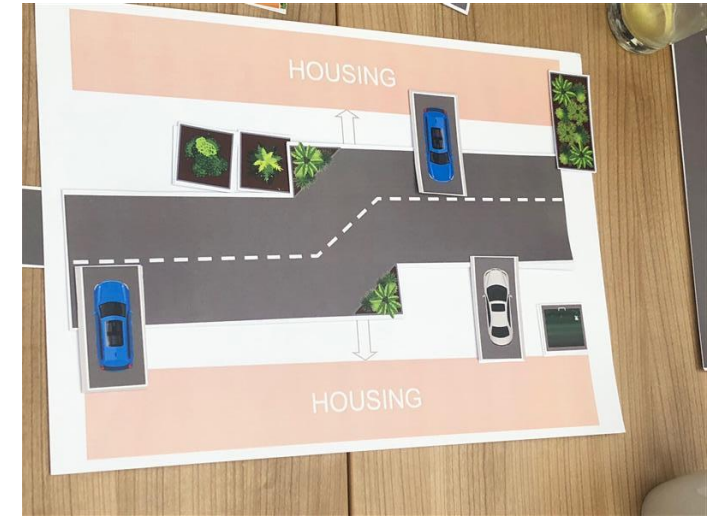
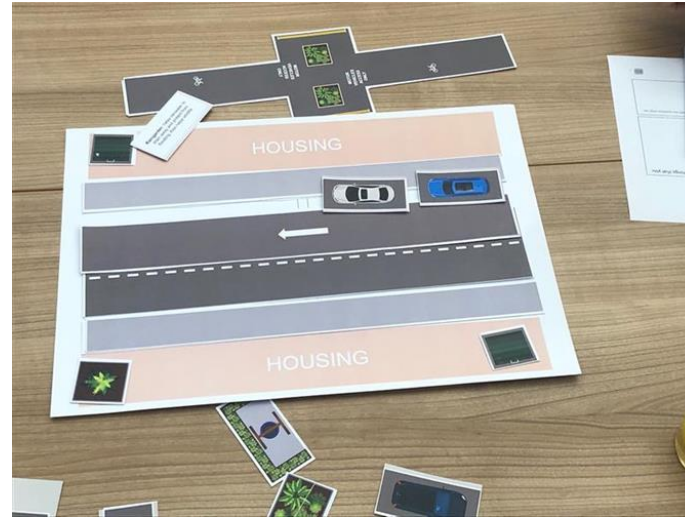
## Environment

The desire for natural greenery reflects Londoners' dual need for spaces that promote wellbeing and protect the environment.

All groups prioritise, or at least consider, the importance of planting vegetation in residential areas. The presence of trees, for example, are a key predictor for which streets people like, and are naturally drawn to.

*I like this design because it would slow the traffic down and you still get the green.*

# Their streets in action



The complexity of designing a London street became clear to research participants – much deliberation took place when working with limited space and trying to meet the needs of multiple users with competing street priorities. The amount of white space left over and overlapping materials at the end of the allotted time, shows how none of the groups managed to complete their street fully within the confines provided.



# Deciding how to prioritise street space

Participants were given their choice of a range of different elements to construct their 'ideal' streets – the three main trade-off areas were carriageway, kerbside and pavement

## Carriageway

Cycle lanes, chicane, one-way or two-lane carriageway, access only, zebra crossing

4/5 groups tried to incorporate **one-way carriageways** into their design – the main rationale being the perception that it would slow down traffic and free up more street space.

Likewise, the **chicane carriageway** was chosen by one group in an attempt to prevent traffic going too fast. Many discussed the importance of **cycle lanes** but struggled to fit these in together with the carriageway and pavement space.

**Zebra crossings**, although ideal for pedestrians, was seen to take up too much kerb space – pavements often became the priority for ensuring accessibility.

## Kerbside

Parking, greenery, seating and play equipment

All groups discussed **parking** and felt like this had to be a crucial feature of their street.

Providing **greenery** was another key element – planting trees on pavements was felt to be the most efficient way of ensuring parking *and* greenery (known to be good for reducing pollution levels and improving aesthetics).

Although they could see the benefits for families to include **playgrounds**, people made assumptions that houses would include gardens and that this would be a better space for children to roam to make space for parking, carriageways and greenery.

## Pavement

Wider, below-minimum and pedestrianised street

No-one chose a **fully pedestrianised street** as it was not deemed to be realistic given the number of car owners in London.

A **mix of wider and below minimum pavements** reflects how people attempted to make their streets accessible for disabled people and buggy users, but also wanted to ensure adequate parking spaces, loading bays and bike storage.

# In their words...

## Carriageway

*Chicane carriageway prevents traffic going too fast but adding a bend into the road also allows for two-way traffic while creating some kind of space on either side. A full-sized lane in either direction to maximize space for movement of traffic.*

*Really want to encourage cycling. Cycling lane should be on two sides as it's safer and better for cyclists.*

*Roads are often designed for young professionals, not families. Often they are congested so traffic flowing one way means no confusion.*

*One-way carriageway using a one-way system is less flexible for those driving but frees up more of the street. But people live either side so should be a two-way street.*

## Kerbside

*The thing about greenery is that it absorbs a lot of the pollution and the rainwater. So, I think it would be good to have it on the side of the road. We want our pavement for parking and greenery instead.*

*Greenery is very important for the street because it protects you from pollution.*

*Car access is a need because of emergency services, but maybe give up some space in the middle of the street for parking and pavements. It's practical to have loading bays for families and for those with disabilities; there is a need for them over aesthetics.*

*Not having car park spaces is an issue – when you have children and getting shopping in.*

## Pavement

*I think it's nice for kids to come out of their house and feel safe on the pavements. It does need to look aesthetically pleasing with greenery; where I live the trees are on the actual pavement.*

*People with disabilities need access.*

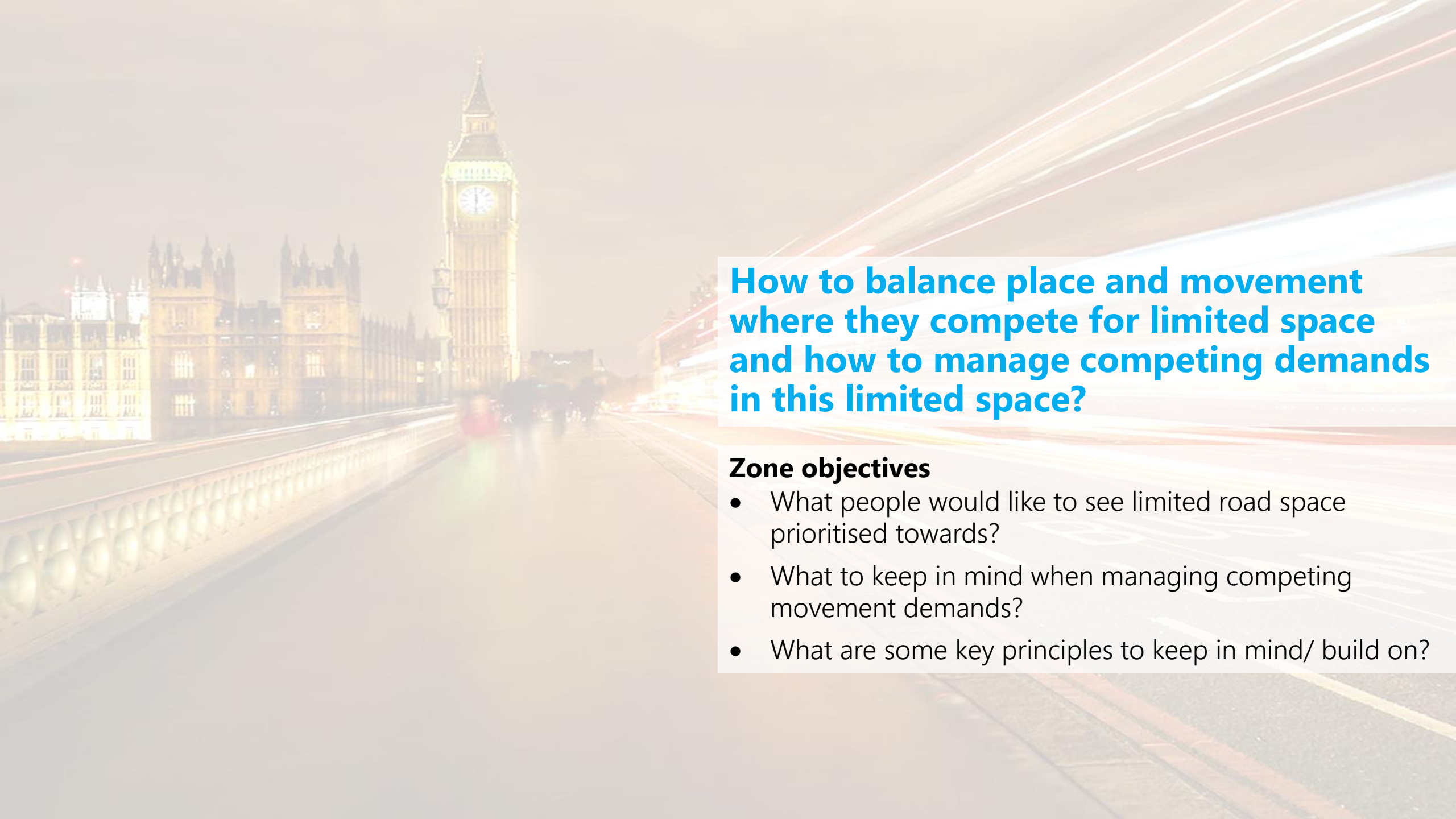
*Maybe it's okay to have less greenery as people might have gardens anyway? This means you could add more car parking spaces in.*

*On my street, 98% of people have a car so it would be good if the trees were on the pavement."*

## **ZONE 2:** Prioritising space between buildings







## How to balance place and movement where they compete for limited space and how to manage competing demands in this limited space?

### **Zone objectives**

- What people would like to see limited road space prioritised towards?
- What to keep in mind when managing competing movement demands?
- What are some key principles to keep in mind/ build on?

# We presented Londoners with a scenario-based exercise of a London high street and asked them to discuss key priorities and possible solutions to manage competing demands for its limited space

## STREETS FOR PLACE, MOVEMENT AND ACCESS

**Part 1:** You are in charge of a London borough. You have asked your team to carry out a study of your biggest high street and the challenges it's facing as you try to help local residents, support businesses and attract visitors.

There are currently four lanes for traffic, two for moving traffic and two for car parking. There are sections where the pavement gets quite narrow. There are a number of side roads, though they don't feel connected to the high street and are just used for car parking for residents. The street is well served by public transport.

The team identify four main challenges:

1. **The road is often congested, delaying drivers, vans and buses**
2. **Many people are getting hurt while walking and cycling.**
3. **Local businesses have been struggling**
4. **Residents don't have access to green space**



## STREETS FOR PLACE, MOVEMENT AND ACCESS

**1. The road is often congested, delaying drivers, vans and buses** and feels dominated by motor traffic. The high street is an important 'corridor' for several busy bus routes, but delay are pushing TfL's operating costs up, which they say stops them from running a more frequent service

**2. Many people are getting hurt while walking and cycling.** In theory, the street is 20mph but its design often encourages drivers to go faster. The street could be a particularly important part of London's cycling network, supporting many people to cycle across your borough and beyond, but it is too unsafe to realise its potential.

**3. Local businesses have been struggling** over the past five years or so, with too many customers going elsewhere or online and fewer jobs being created in the area. Some argue they need cheap and convenient parking outside their shops. Others complain that cars that do park block spaces for hours at a time rather than catering for more customers. They also say their delivery vans often struggle to find a space.

**4. Residents don't have access to green space** in the area. This also makes it more vulnerable to flooding and heatwaves as the world's climate changes. The high street is where many residents could come to spend time and mix, but the street is too polluted and noisy to be a pleasant, attractive place.

Before working up some solutions, your team asks you **what are your objectives for the street? What are your top 2? What would be a 'nice to have'?**

Think about:

- The sort of **place** the street is to spend time on
- How people and goods can **access** the street
- The role the street has is enabling **movement** of people and goods

## STREETS FOR PLACE, MOVEMENT AND ACCESS

**Part 2:** Your team then work up a list of potential options for you to consider. They say there is not enough space to accommodate everything that might be wanted, and it's up to you to decide:



### DO NOTHING:

It's usually easier not to change something that people are used to. However, things may continue to get slowly worse without action.

### SAFE AND EFFICIENT MOVEMENT THROUGH THE STREET:

- **Bus lanes:** Either one or both rows of car parking could be converted to a bus lane. This would create a faster, more frequent and reliable service, attracting some people out of their cars and easing traffic
- **A two-way cycle lane:** One of the rows of parking could be converted to a protected two-way cycle lane. This would be wide enough to allow emergency services to by-pass busy traffic if needed.
- **Timed bus and cycle only restrictions:** During certain times of day or days of the week, the street could only allow buses and cycling. This could enable both safer cycling and faster buses without the need for separate lanes.

### AN ATTRACTIVE PLACE TO SPEND TIME ON THE STREET

Parking bays could be converted into:

- **Outdoor dining:** Local restaurants/cafes are keen having outdoor dining areas to draw in more customers, grow their businesses and hire more staff
- **Expanded pavements and safer crossings:** the narrower sections of pavement would be widened and zebra crossings introduced
- **Trees, raingardens and other greenery:** these measures would provide shade and cool the street in heatwaves, and help rainwater to drain away to protect from flooding

### ACCESS TO THE STREET FOR PEOPLE AND GOODS:

- **Parking measures:** You could put up car parking prices to encourage a higher turnover of spaces, though more cars pulling in and out might slow traffic. You could also ban parking during the most congested times. Other options would be to convert some car parking bays into loading-only bays or cycle parking to enable more people to arrive by bike.
- **Using the top of side-streets:** If all car parking is replaced on the main road, the top of side streets could be used to provide access spaces for vehicles. This would involve reducing the number of residents' parking bays, so it would be difficult to provide as many spaces. You may wish to prioritise spaces for loading bay to serve the local businesses and Blue Badge parking for disabled drivers.

Task 1: Discuss their objectives for the street, what would they prioritise?

Task 2: Discuss pros and cons of possible solutions presented to them

# Task 1: People emphasise the need to prioritise safety, and easing congestion on London's roads

It is felt that addressing these challenges first can help make London's roads more accessible, and therefore a more attractive places to visit and spend time

- Need for safer roads is high on most peoples' priorities
  - Participants generally feel that various factors have contributed to the increased danger on London's roads today - increased road traffic, congestion, poor driver behaviour, increased apathy on the part of drivers, constant roadworks etc.
- Easing up congestion is another key challenge that people feel needs to be addressed
  - Many participants talk about the **importance of keeping traffic flowing**, rather than having blockages that cause a domino effect on surrounding areas – both in terms of congestion as well as pollution.
    - A few participants mention that shorter parking slots might enable freer movement of traffic for example –through having short parking slots/ or time lane restrictions/ or prioritising loading bays – so that the parking slots are not blocked by just a few vehicles for long periods of time
  - It is also perceived by few Londoners that **increased housing can lead to increased congestion** (and more so in already-dense areas) in the area, as it increases number of cars on the streets
- Londoners generally feel that easing up traffic congestion will lead to safer streets, which in turn can prove beneficial for local businesses

*Now drivers don't even stop for a pedestrian. There are so many people being hit on a pedestrian crossing. It's like ohh no one is stopping for you anymore.*

*First it would be safety and then second would be the what the reason of the High Street is there for, which is to bring people to buy there. Local businesses are kind of linked with walking.. obviously, you need footfall. However, if there's obviously many people getting hurt while walking, that's going to be an issue for the business.*

*Once the congestion is eased then it will benefit the local businesses that are struggling to get people to look into their shops and then obviously struggling to also get their stock on their products in... it would mean the loading bays will enable that.*



# In their own words...

*It doesn't necessarily have to be a vehicle that hits them ... there is so much roadworks happening nowadays it could be the equipment .... they're using these big power drills and hot coal and there's loads of different things that are dangerous that mean people being injured or dying*

*There is parking congestion, you got too many cars in there, and then the buses are also coming through... this is dangerous for cyclists as well. We've got too much going on. You got buses, cars, lorries, loads... Maybe those two could feed into each other because if you make it easier/ safer to cycle, it could potentially encourage more people to cycle in that area rather than drive. .. Which would then help the local businesses hopefully... and make it a more attractive place to be – as it's not just full of cars and lorries*

*I don't like putting up the prices because it doesn't make sense. What would make more sense to me is saying it's a 30-minute bay. So rather than increasing the price right, just give the limit on the time that's going to just sort out that problem because you get a fine if you don't come out in 30... otherwise you're pricing more and more and more people up, which I just think is not accessible or fair.*

*Some places they've managed to block off most traffic but what's happening is all the traffic is now being pushed onto poorer streets nearby... And they're facing the congestion of traffic. It creates more pollution, obviously, anger and frustration and it's just not working for some reason.*



## Task 2: Safe and efficient movement through the streets is felt by most to be one of the most important priorities to address

### Safe and efficient movement through the street

- As mentioned on the earlier slides, this is felt by most participants to be one of the most important priorities to address. They feel that addressing will automatically help the struggling local businesses by enabling more people to visit
- People are generally not in favor of converting to only-bus lanes given the perceived impact of these, such as:
  - Few mention a concern around a reduced traffic to the area i.e., fewer people may visit due to the restrictions and this can have an impact on local businesses, while few are concerned that this will create an inconvenience especially for vulnerable groups.
  - Few are in favor of this option however, as they feel it will not only help create a faster service but will also get people out of their cars
  - Few also see it as penalizing existing car owners who might need to use their car/ the convenience it offers
- Timed bus and cycle lane restrictions were a preferred option for some participants
  - Generally felt to be a more balanced approach to the problem
  - Few feel it makes the place a more attractive place to visit and spend time

*I think with the only-bus lanes I think that's going a bit too far. But you could still have like buses access the bus lane at certain times and then for the rest of the day people can access it ... So a combined combination of a couple of those solutions rather than either- or only is better.*

*Well, some people can use buses/cycles to travel and some people can't. Yeah, that kind of penalizes residents. You know, if you live there and suddenly you can't use your car as a resident of the area..*

*Only bus lanes wont work for someone who is disabled.... for someone who is physically disabled, you've now got to accompany them physically to a point where because you've been blocked up here, you need to get to here. It is going to be much more physically, mentally exhausting*

*With the timed bus and cycle only restrictions, maybe you can get a little bit of everything but at different times of the day with the I would go for that one.*

*I want to do the right thing. I wanna get on the bus. But if you go shopping, you gotta go into a crowded bus, get help with your shopping, I've got my car with my own space. I put my shopping in my boot. I drive at whatever time is convenient for me because this is what I work for. We shouldn't be forcing people to do bus-only. And for those who have walking difficulties they may not want to jump into a bus!*

*I'll pick the bus lanes. I'm gonna alienate some people with this choice. What that's gonna do is it will create a faster, more frequent, reliable service. That's a great thing for the public. And attract more people out of their cars. That's a second potent point. And then it could ease traffic. So, there's three potent points within that measure.*

## Task 2: Access to green, environmentally-friendly spaces is important for Londoners; However, generally not first priority when planning to the needs of a limited road space

### An attractive place to spend time on the street

- Londoners understand the importance of green spaces, and how they can help make the street an attractive place to visit but also understand the dilemma of planning for trees and greenery in a place such as a high street with constant traffic alongside.
- Londoners talk about the difficulty of balancing the immediate functional needs of the roads/ pavements with making it environmentally-friendly at the same time, and it is not generally expected that high streets be very green places
- Functional needs of the road to enable movement and access tend to be the first priority compared to needs of the road as a place. However, most Londoners agree that these can be made more attractive places to visit,
  - Some Londoners like the idea of expanding the pavements, having safer crossings to make it a more attractive place to visit as well as the idea of planting more trees – however, are unsure how this can be made into a reality given the challenges of a road with high volume of moving traffic
  - Few people feel that integrating certain options that change the look and feel of the space, to make it seem more attractive (for example using glass as a material in the design of buildings on the street for a more integrated look and feel)
  - Some Londoners do not like the solutions that propose outdoor dining, citing this to cause obstructions and be inconvenient, for example for the disabled or those with pushchairs

*It's the biggest High Street in the borough. So, in terms of access to green space, you know, really, I'd be looking kind of around it anyway because it's a free road. It's got buses coming through, it's the biggest High Street. So really the priority is movement through the space, right?*

*That outdoor dining is a disabled person's nightmare... Think of a wheelchair user how horrible it is to navigate for them... Streets where you've got not only people walking up and down, but all the dining outside - they cannot get through the streets! I literally do disability rights as a job and that's the number one thing wheelchair users cannot deal with. You've also got understand these things, especially if it's near like housing, you've got bins*

*There's absolutely need for more green spaces...but it's hard to how we're going to make it environmentally balanced. On one side, we do need the movement of traffic, we need people to be able to access things, but at the same time we need quiet and more green spaces as well*

*The little bit of green space will also encourage more people to spend time and that will also help local businesses. I think that the green space is important and will feed into the other issues. Even though that doesn't seem like probably like something that you would prioritize over people getting hurt, for example, right? But I do still think that it would help the other areas.*



# In their own words...

*Need to create rest places because when people shop, obviously they want to rest... I don't really just want to shop! If you want people to shop in your area, you have to have places of rest.... And especially if people need it.. Like you know, a disabled or elderly or whatever, they need places to rest.*

*You know, yeah, rooftop spaces, open spaces, use more glass, loose more glass and kind of more kind of feeling inside outside space and also that is not necessarily going to be going to be impacting the parking issue.*

*We've never tended to have a lot of green space near high roads. Yeah. You normally are going to the other side of the road where it's, it's where you may find a bit more green space*

*I think green space is really important. Best places. Places where people can sit and while they're while they've just done their shop or and access for people that are in wheelchairs and things like that. Because at the moment when people are rushing and wheelchairs won't go there.. And like you're saying people with mental health issues and things like this, they need sometimes lead calm and those green spaces will provide that not only environmentally but also psychologically and mentally and for the body*

*I like the expanding the their pavements for a safer crossing. OK, I agree with that. And maybe putting zebra crossings rather than actual traffic lights because then you're only stopping for the people that are cross that need to cross at that point in time. OK, I do agree. Maybe we need a few more trees. I'm not sure about rain gardens, but definitely trees and a bit of other greenery which may be able to be jotted around depending on what's on your local.*

## Task 2: Londoners generally feel that enabling access to the street for people and goods will help enable movement, and should be prioritized

### Access to the street for people and goods:

- Providing adequate parking not just for cars, but also for loading vans, as well as disabled friendly spots is considered important by most Londoners
- In their response to the solutions provided, many Londoners do not prefer the option of putting up parking prices; However, they are generally more open to options that offer a more balanced approach such as not allowing parking during congested times or converting some bays into loading-only/disabled parking bays or allowing loading only during quieter traffic times such as mornings
- When it comes to using the top of side-streets to replace main road parking, some participants see this as a feasible solution as it would help ease up the traffic on the main road
  - At the same time however, it leads to concerns amongst some Londoners that this would only lead to more congestion on the narrower side-roads
  - A few Londoners are also concerned that parking spilling into residential side-streets can make them unsafe for residents

### Do nothing

- None of the participants picked this option when thinking about solving the challenges of the high street

*I don't like putting up the prices because it doesn't make sense. What would make more sense to me is saying it's a 30-minute bay. So rather than increasing the price right, just give the limit on the time that's going to just sort out that problem because you get a fine if you don't come out in 30...otherwise you're pricing more and more and more people up, which I just think is not accessible or fair.*

*Once the congestion is eased then it will benefit the local businesses that are struggling to get people to look into their shops and and then obviously struggling to also get their stock on their products. The loading bays being able to come will help them get their stock in easily.*

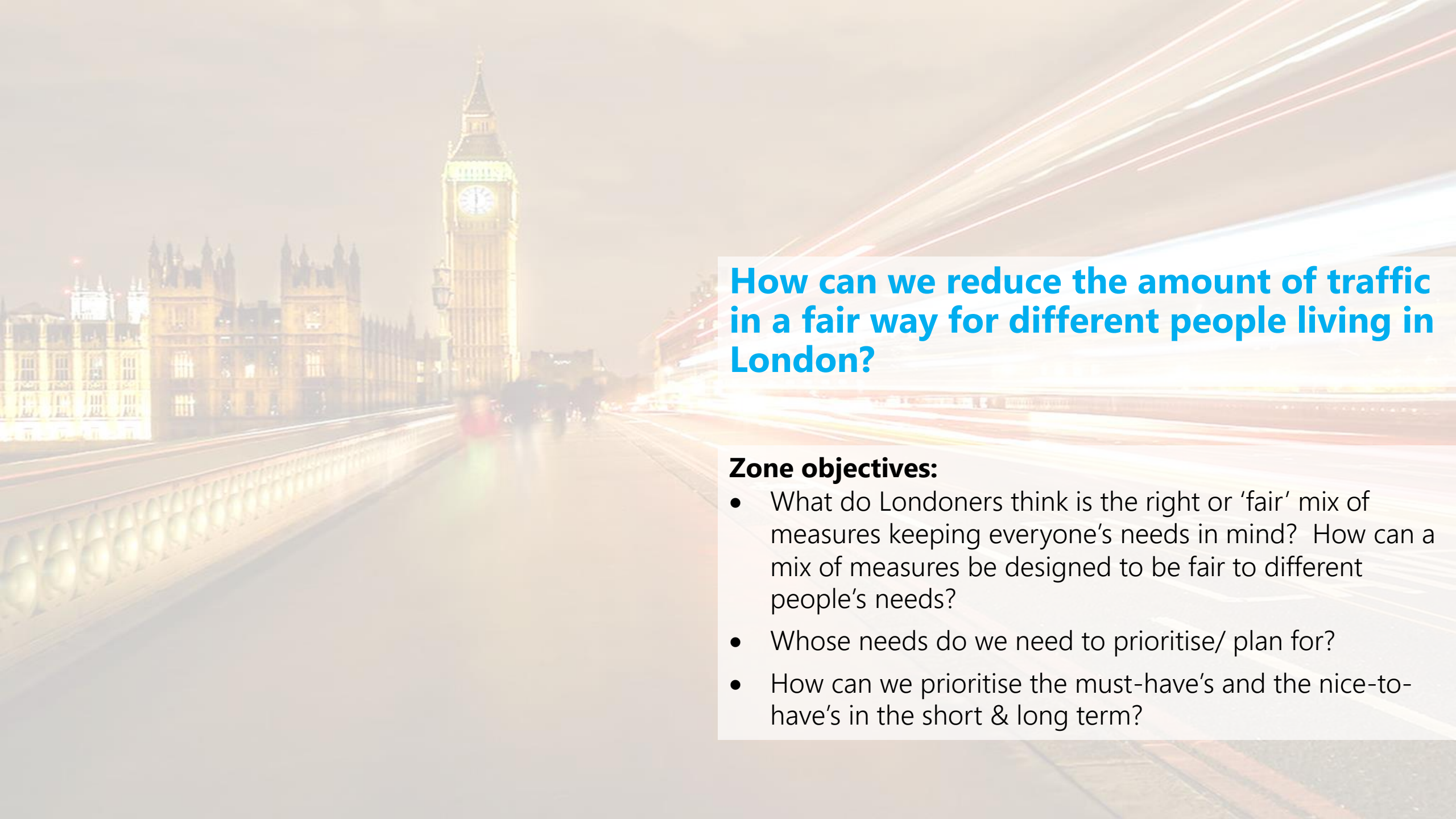
*Some places they've managed to block off most traffic but what's happening is all the traffic is now being pushed onto poorer streets nearby... And they're facing the congestion of traffic. It creates more pollution, obviously, anger and frustration and it's just not working for some reason.*

*Its going to make it difficult for residential streets ... they will be more crowded, thus more crime, more noise than people like. Different people have different needs. Some of them have babies with special needs. You don't want drunk people like sitting in your front garden.*

## **ZONE 3:** Reducing traffic fairly for different people







## How can we reduce the amount of traffic in a fair way for different people living in London?

### **Zone objectives:**

- What do Londoners think is the right or 'fair' mix of measures keeping everyone's needs in mind? How can a mix of measures be designed to be fair to different people's needs?
- Whose needs do we need to prioritise/ plan for?
- How can we prioritise the must-have's and the nice-to-have's in the short & long term?

# Most understand that more cars on the road is a problem, but few believe London is in a position to address this effectively

Many believe that London's congestion problems are driven by very specific issues that are typically viewed as intractable and, very often, nothing to do with their own behaviours. If they do relate to their own behaviours, they believe they have no choice in the matter

Businesses, especially next day delivery, are thought to constitute a significant proportion of the traffic – and much of it is unnecessary or luxurious

*The Mayor is being manipulated by big corporations like Amazon. Someone can get next day delivery for a pack of pens...the driver has to stop and walk upstairs...this guy going around a 100 houses a day.... They're clogging up the roads!*

Work, and the need to get there, combines with other influences to make people feel they have to get in their cars

*I've got to get to my job, and the only way is to drive*

The congestion charge and ULEZ are blamed for encouraging certain types of people to drive more

*People who can afford these are rich, so they just come in and they stay in*

Rat runs are believed to be a direct product of the very initiatives that purport to reduce congestion. Common to point to these as effectively creating more traffic in certain places

*Making a cul-de-sac or a dead end...plant pots. [LTNs] You're now creating a road where it creates more traffic*

Public transport costs mean people feel forced to use their cars

*The thing is, I can't afford it. That's one thing that should be affordable, but it is way overpriced. Being a big city isn't the issue – look at other cities, they're ridiculously cheap to travel in*

The public transport network (particularly in outer London) itself is often blamed: for not making feeling easily accessible or convenient enough to warrant replacing the car

*There's places near me that in a car would take me 15 minutes but [on public transport] it's actually an hour long journey because I have to go in and out of London*

# Those perceived as most in need of cars are those also perceived to be let down by public transport

## Public transport barriers are inextricably linked to road use

- Londoners are broadly unanimous in their focus on those who face accessibility barriers to public transport, typically based around mobility challenges



- Conversations about road use swiftly turn to the way that both Underground and buses do not always cater for people who find it harder to get around, covering (among other things) familiar territory such as: step-free access, crowding, ability to get seats, wheelchairs vs buggies
- While most recognise that accessibility has improved, there is widespread acceptance and understanding that many people will find it far easier, more straightforward and less upsetting to travel by car
- Few would argue that these groups should be encouraged off the roads

- Beyond these groups, there is less agreement about who should be driving and who should be encouraged to drive less



- For some **younger people** driving is connected to independence, and a clear desire to travel as and when they please, using new-found freedoms (such as a driving license) to do so



- Some also see the cost of public transport as a major barrier, especially for **those on lower incomes**; they don't think it fair to...
  - Encourage people to use public transport that would cost more than a drive
  - Use ULEZ to force those with working older cars to buy new ones/switch to more expensive forms of travel



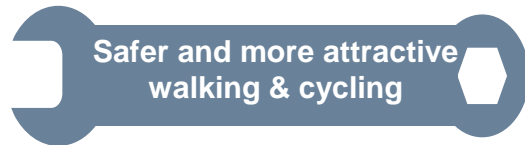
- While many are sympathetic to **local business** needs, and often feel it unfair that they are affected by congestion charge, ULEZ etc, there is also some belief that they can also contribute disproportionately to the level of congestion on London's roads



# Alternatives to car travel beyond public transport are rarely an incentive in themselves

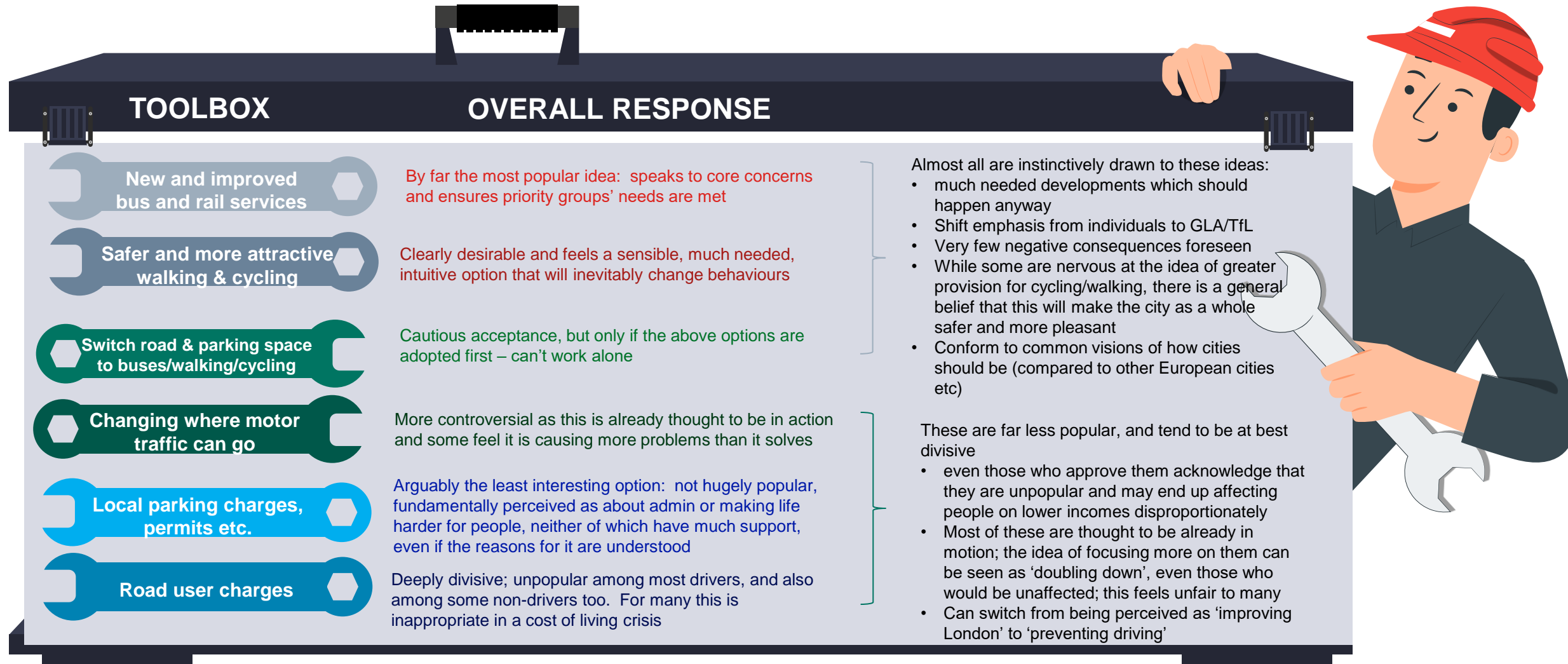
Walking and cycling are often viewed as positive activities, but are only a credible alternative to cars for very specific journeys

...and sometimes viewed as idiosyncratic, and demanding the luxury of time



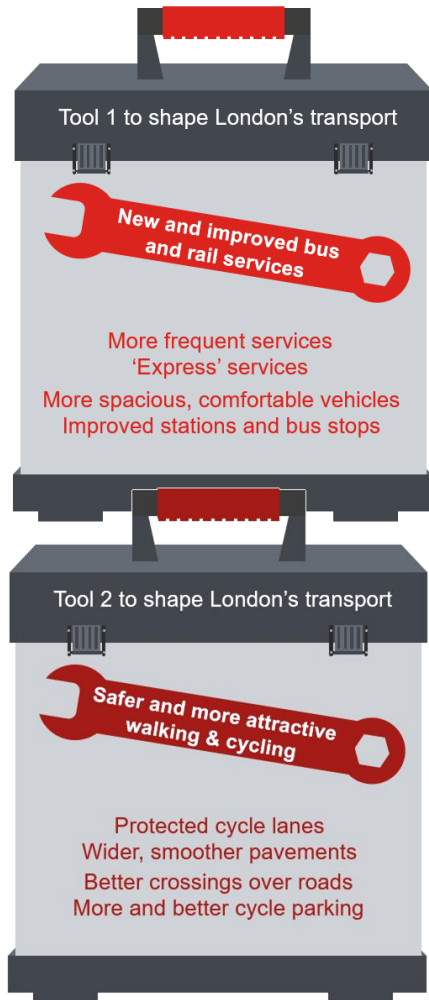
- There is a widespread view that cycling is often dangerous and exposes riders to greater levels of pollution
  - While the sample includes a number of cyclists, many of whom are positive about their experiences and London's cycle infrastructure, they generally agree with others who are less keen cyclists
- Walking is thought to be generally safe, but many agree that there are parts of the city where it is unpleasant to walk both in terms of the built environment, the noise and the level of traffic
  - Few see it as a viable way of travelling anywhere but short distances
  - Many believe that certain main roads make it not only unpleasant but possibly unhealthy to walk
- While the positives of each are easy to understand for many, these are rarely viewed as sufficient to encourage a shift away from the car
  - They are not perceived as a viable alternative in most situations
  - The potential negatives mean that the experiences in themselves are not an incentive to change
  - Even if walking or cycling is possible, most believe that if they are driving they have a clear reason to be doing so
- Some are also frustrated at the idea that less well off people, young people and those without cars are assumed to be better off walking purely because of their personal situation – at times they can feel almost insulted by this perceived message

# The most popular tools for shaping London's transport are those that incentivise change



# Improving alternatives to driving are unifying because they present an aspirational vision of London

These 'carrot' options feel like 'must haves' in both the short and longer term



- Londoners want to see their problems getting around London resolved, and they feel a carrot will be more effective than a stick to achieve it
- For the most part, these problems align closely with the needs of priority groups, revolving as they do around access, safety, ease and efficiency
- While opinions on how to achieve it differ, almost all aspire to much the same thing: a city where getting around is pleasurable, safe and open to anyone
  - A city where walking is not only easy, but feels safe to do and can be achieved in a pleasant environment
  - Roads where cycling feels a viable option for older and younger people, separate from pollution and dangerous drivers
  - Trains and underground that are easy to access, cheap and make any journey simple and swift
  - Buses that are regular, run on time and easily navigable
  - Options for all, no matter who they are, the barriers they face or their income
- Most assume that most of these can be achieved via the incentive tools: in effect, **the more that London provides attractive non-car options, the more likely people are to use them.** Few believe that incentives have been tried well or comprehensively enough to accept that penalties (or other 'stick' options) would need to be intensified as well, so trade-offs are hard to assess

*Children should be able to be safe on their way home from school*

*When I was younger I'd ride anywhere around West London. At 60 you'd be taking your life in your own hand because it feels really dangerous cycling*

*You need to make it easier for a family to go out on one card cheaply*



## **ZONE 4:** Reducing traffic fairly across different places





## How can we reduce the amount of traffic in a fair way for people living in different parts of London?

### **Zone objectives:**

- How can a mix of measures be designed to be fair to people living in both - inner and outer London?
- What would be the best mix of measures to reduce traffic based on place (town centres/ commercial spaces/ residential areas)



# Providing and improving alternatives to driving are a priority to better enable behaviour change

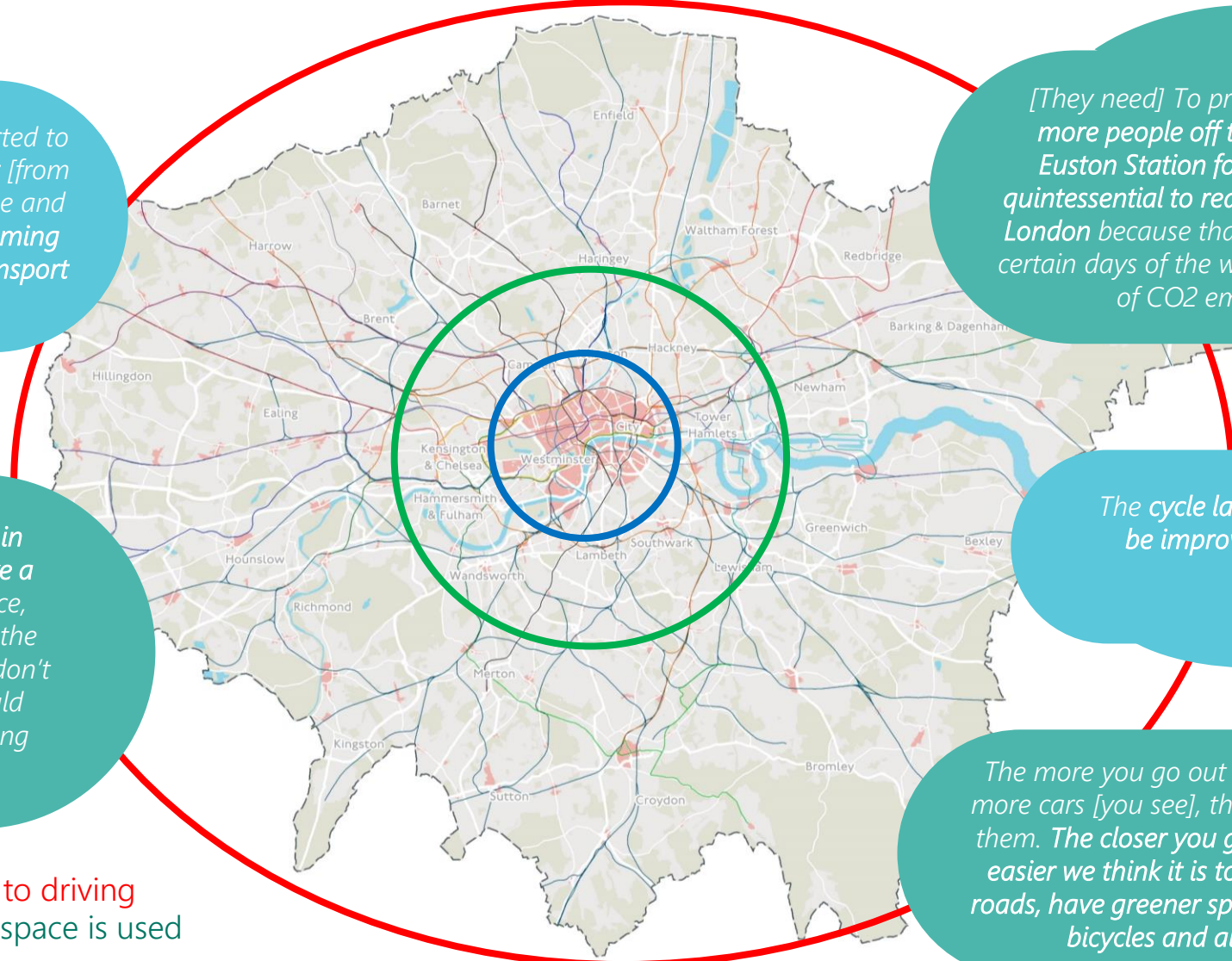
*So maybe it's about time they started to build the tube network further out [from central London] to both discourage and to encourage. Discourage cars coming in and encourage more public transport use.*

*There are smaller and fewer stations in outer London and people need to drive a car there. If they had a frequent service, they would be able to just come in on the train... As well, if you're a woman, you don't want to have to get 8 buses, so it could help having more frequent service using many modes on one journey*

*[They need] To provide a solution to get more people off that road [Route 18 to Euston Station from Harrow], it will be quintessential to reducing congestion in NW London because that road is chockablock on certain days of the week, I'm sure that is a lot of CO2 emissions as well*

*The cycle lanes, all of that, that needs to be improved everywhere, not just in central London*

*The more you go out [of London], the more cars [you see], the more you need them. The closer you get to central the easier we think it is to shut down the roads, have greener spaces, using more bicycles and all of that.*

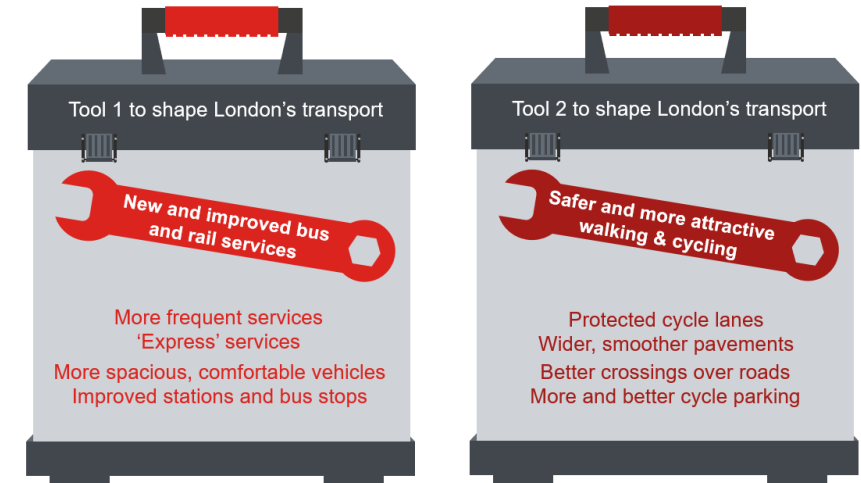


**Red markers:** Improving alternatives to driving  
**Green markers:** Changing how road space is used  
**Blue markers:** Discouraging driving



# Current outer London public transport provision makes vehicle restrictions problematic

- Most Londoners already find it **difficult and costly** to travel around the **outer regions of London** due to the 'limited' and stressed' public transport network
  - It is felt that the **public transport network in London** is beginning to feel **dated** and struggles to keep up with the developing population and technology
- It is felt by the majority that **improvements and additions to the public transport network in outer London are required**, before further restrictions and limitations can be put in place
  - When having to travel via PT, **routes are convoluted and long**, with Londoners often **forced to travel into Central London** just to immediately come out as part of the 'fastest' route to their destination (in Outer London)
  - People feel there are **few options for outer Londoners** to use **instead of their personal vehicles** when travel across boroughs
    - Calls for greater provisions such as express buses and express routes in outer London were made
- For most Londoners it is seen that **improvements to bus and rail services in outer London are in greater need** rather than more attractive walking and cycling routes

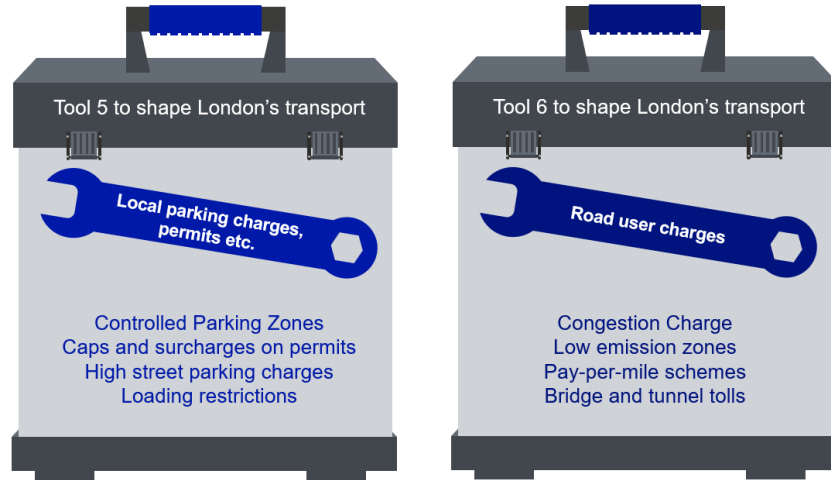


*From borough to borough, it is hard to move around, even if it's right next door, it is difficult even with public transport, and that's why I use my car.*

*Sometimes when I am travelling across outer boroughs, the advised, and fastest, travel route when I am using public transport is to take a train into central London and then to take another one straight back out of Central to get to where I need to go. It is ridiculous.*

*We can see that London is so much more than the tube map, and we know that the last piccadilly line stop was built in 1932 and yet things are so much different now. I understand there are more houses and the like, making it more difficult to built things, but it feels that things are still stuck in 1932 and need to be brought into 2023*

# Financial restrictions are felt unfair when placed in residential and outer London locations



- Londoners struggle to draw a connection between financial restrictions and their potential to improve congestion and public transport etc. elsewhere in London
- For more **central and affluent regions** of London the majority of people feel that there is **scope for financial restrictions** as there is assumed to be 'less of a financial impact' upon those living there
- Financial restrictions in more residential/ outer London locations are felt to **needlessly impact those that have the most need for a vehicle** as there is limited alternatives to switch to currently
  - It is perceived by the majority that the financial restrictions would **directly impact upon people's livelihoods**, making it harder and harder for people to make a living when they are reliant upon having a vehicle

*It is easy for me to not drive around central, so I am not likely to be charged by these restrictions as there are many ways to get around. They would make me annoyed [if in outer London] because I need to drive where I live, so it would be a cost that I would have to pay to drive, to live even*

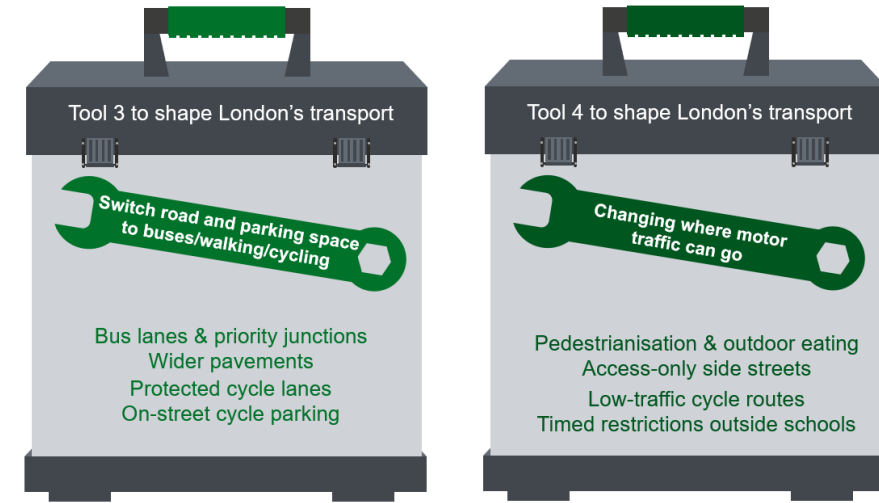
*I think for some people, for some, they can be financially restricted. For others that need them [vehicles], they really need them. They shouldn't be charged for needing the cars to live.*

*They can't do it as a blanket thing [financial restrictions] because some people need to drive, you know, some people make a living from driving, they do plumbing or whatever, you know? The cab drivers they need to drive and people with children or people with disabilities need to drive. Yeah. So, we can't just say we're gonna discourage or restrict every driver*

- A few Londoners acknowledge that there is a **better public transport network within and towards Central London**, capable of providing other **options for travel** that would make it **easier to switch** away and reduce reliance upon having personal vehicles and thus being less impacted by financial restrictions
- Londoners feel that **pay-per-mile schemes and congestion charges were most ideal for central London**, when discussing these restrictions and those they feel to be more appropriate
  - **Parking charge restrictions were not felt to be more inhibitive to vehicle usage than road user charges** and largely ignored by Londoners

# Changing road usage is a less attractive option for reducing traffic across London

- While Londoners can see some benefit of these tools (3 and 4) in a few less traffic-dense areas, **majority of them feel that it will just force traffic onto other already busy roads** rather than reduce it
  - Most Londoners feel that it wouldn't make it any easier for those that need to travel via a personal vehicle, only harder and slower.
  - A few Londoners argue that **any potential benefits would be outweighed by the impacts on the environment** from more cars idling in traffic on the same roads
- Few Londoners acknowledge that there would **potentially be greater cycle and walking networks** if road usage was altered
- A few also recognise the **potential health benefits** especially in areas that are traffic dense currently i.e., better air quality, pollution levels, noise levels
- It is felt that these tools **can be potentially used if there are better alternatives in place** so that they are not impacted by these restrictions
  - Implementing changes to road usage is assumed to be **reliant upon quantity and quality of available public transport link alternatives**
- As seen with financial restrictions, most Londoners **struggle to see the connection between their desire for greater public transport links in outer London and the potential impacts of trying to implementing that**
  - They **struggle to see beyond removal brought by bus lane priorities, protected cycle lanes etc.** to them being a way of implementing greater public transport alternatives



*I can see that maybe having these in place would make it healthier and that for those areas, with the possibly reduced pollution from cars*

*It is something I have never understood [with LTNs] they just force people all to drive on one road and create more traffic there! That can't be good for the environment all those cars idling together?!*

# **ZONE 5:** Priorities for public transport







## What kind of public transport measures should be prioritised within what funding is available?

### **Zone objectives:**

- Should public transport be limited to what revenues from those who use it can pay for, or should others contribute towards better services as well?
- Within a given funding level, what should the design of public transport services prioritised across different areas?

# Public transport is viewed as critical to London

## Participants believe there is scope to improve experiences

- The importance of public transport for London and Londoners is universally acknowledged – it is seen **as critical in keeping the city moving**
- While most participants feel public transport in London broadly delivers against the needs of most there are some concerns regarding...
  - **Affordability** (fare increases are cited often)
  - **Network reliability** based on location (a consistent theme throughout conversations is how better served central/inner London is vs outer London)
  - Upgrading/ maintaining **infrastructure**
- And many acknowledge the challenges faced in making sure London's transport system is fit for the future (particularly given the predicted rise in population)
- Understanding of how transport in London is funded is patchy and **most are unaware that the majority of funding is fare revenue-based** vs tax/subsidies
- Some feel that the **reliance on fares for funding is not as viable** as government/tax funded systems as it is **reliant on usership** remaining high/consistent
- As conversations progress, views can change when they compare their experiences of tax/subsidy funded systems (NYC) to London and think London's system is 'better' (newer and more modern, cleaner etc)



# The challenges presented by limited funding are recognised

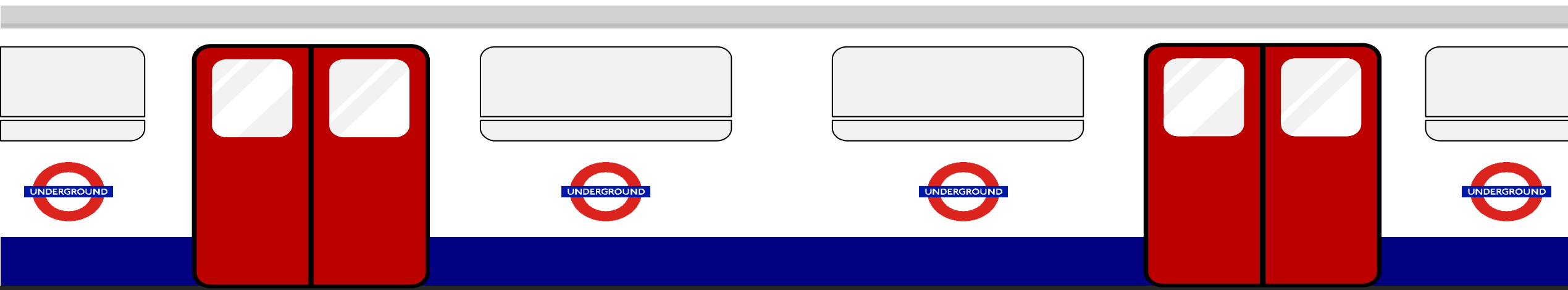
## Londoners understand that 'trade-offs' and prioritising are necessary

Londoners are quick to acknowledge available funding money to invest in a public transport measures is finite and limited

- They conclude that in order to best deliver the services that London needs, compromise, prioritisation will be needed
- Their suggestions included....
  - **Focussing / prioritising improvements** on London's most used public transport modes but also...
  - **Encouraging modal shift** to (active travel) help lessen pressure on public transport modes and to alleviate congestion by encouraging less car use

*It's very difficult financially to build new rail lines and stations.. So, you have to focus on buses or potentially cycling if you want to reduce congestion and make it easier for people to get around.*

*As the busiest transport mode is buses, we should tackle that problem, which is that buses are slowing down [due to congestion].*



# Priority areas identified by Londoners

Londoners feel resolving the following issues are key for public transport development in London



01

## Available to everyone

It is important that all public transport is accessible to as many Londoners as possible and affordable to all

These priorities influenced responses to and preferences for the hypothetical developments explored (\*pls see appendix for detail).

Participants were presented with 2 different types of developments:

1. *Building new infrastructure*
2. *Running services*

02

## Parity in depth and quality

The quality & reliability and of transport needs to be spread equally across the capital (as much as it is feasible)

All agree that each of the projects have their specific merits and **would improve the public transport experiences**. That said **with limited funds**, consensus is reached in terms of which infrastructure projects should be prioritised and why

On balance, reasons for prioritising developments are based on the same criteria across both sets of hypotheticals

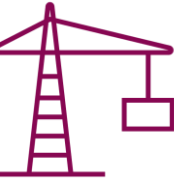
03

## Quick and cost effective

Londoners are concerned with cost over run and extended timelines and want final decision makers on developments to be mindful of cost and scheduling



# Londoners. priorities: *Building new infrastructure*



Participants prioritise infrastructure developments based on the following criteria:

1. Projects that are likely to **deliver against the needs of as wide an audience as possible** rather than the needs of a smaller niche audience
2. Projects that will **resolve long-term issues, such as the perceived lack of connectivity** in parts of London (ie South London's rail network)
3. Improve **overall network reliability and reducing journey times**



The following schemes are categorised as having these criteria

- *Improved South London Rail* – was liked for increasing the reach and efficiency of a large section of London currently seen as less well served
- *Outer London Bus – Transit* – would deliver quicker journeys for outer London town centres
- *Bus & walking changes* – would deliver a cut to average journey times by a significant amount and would be applied across the capital



These schemes, while acknowledged as beneficial to some Londoners and parts of London are deprioritised

- *East London Rail Extensions*
- *Outer London Trams*
- *Step Free Underground*

Participants argued that these schemes were too 'localised' (focusing on smaller locations and one part of East London) or focussed on a specific audience

# Londoners priorities: *Running services*



Participants prioritise service expansion developments based on the following:

1. Deliver an **equitable service across the capital** (better connectivity for Outer London)
2. Make a **difference to journey times**



These 2 schemes in are thought more likely to have wider impact on and benefit London bus users, particularly those in outer London

- **Add new 'express' routes** – the offer of faster journeys to complement standard routes was thought to provide a more choices on how to travel
- **Boost existing 'local' services** – expanding services to less densely populated parts of Outer London will give more people an opportunity to use PT and potential reduce car usage. While people appreciated these journeys may not be as direct, they were in favour of expanding the network

Most participants were in favour of combining both schemes to expand the service for Outer Londoners



This scheme was seen as benefitting commuters more than PT users

- **Boost existing 'busy' routes** - many are less convinced this would offer anything distinctively different from what is currently available, given these routes are well served

# Responses to the hypothetical scenarios illustrate Londoners' priorities - *Building new infrastructure*

*While I know accessibility is important that one benefits a smaller number of Londoners. Step free access, as important as that is, is just tweaking something that's already there. It doesn't feel as radical a change as the others*

*South London, I think has been poorly served by transport services for years and years and years, and I don't even live in South London. But I think it's unfair that they have hardly any Tubes. I think East London is quite well connected.*

*The busiest transport is buses, so we should tackle the problem, which is that buses are slowing down. So I think the bus and walking and the Outer London ideas are the better plans*

*I like that the East London Rail Extension will improve people's lives. But it doesn't seem as focused on transport as the others. Ans it will benefit a smaller proportion of people. And to be fair East London's transport links are pretty good*

*The trams would be an ok idea. But it feels like you'd only be able to put in a small area like it is in Croydon and that part of South London and not all over all over Outer London. If you were extending this to more of Outer London, that would be ok.*

# Responses to the hypothetical scenarios illustrate Londoners' priorities - *Running services*

*You can see that one [boost existing roots] just focuses on Central London and this is not where the problem is. The issues are in Outer London.*

*So the thing with people from Outer London, is they have to do a lot of chopping and changing just to get from A to B right now. If you're now putting the structure in where they're getting more services which overlap and fill in the gaps where there wasn't anything that seems the way to go.*

*Any developments aimed at Central London are irrelevant and won't change anything because central is already OK as far as busses go*

*It feels sort of like a little bit further out from the city centre that's where the main issues are and that's why you take the car. So obviously, like getting into Central London is not a problem really. It's outer areas where you need improvement. Like connecting those outer parts that's what the focus should be*

*I used to assume that every other part of London had the same access to transport. But they're not. So I've gone for the schemes where areas that are not as well served will be brought up to spec*

*Lots of Londoners do have to travel into central areas for work, so I think I think that would be a popular. But then again, these services are pretty good now. If you merge A [Boost Existing Local Services] and C [Add new express routes] you've solved at least 75% of the issues of what's happening*





# Zone 5: Hypothetical developments



# PRIORITIES FOR PUBLIC TRANSPORT – BUILDING THINGS

Imagine a new national government has been elected. They want cities to do more to tackle climate change, reduce traffic and build more homes. They have offered London an extra £1bn over 5 years to make one-off improvements to its public transport – roughly an extra 10% more than what was already planned.

**You have to choose what to build with the money...**



## South London Rail

Infrastructure changes to allow for improved services on existing lines in south London, benefiting many areas that aren't served by the Tube. This would include new interchange stations, making it possible to change trains where it's not possible today. It would also allow for 2-3 new services travelling around south London, as well as a more frequent and regular service to reduce waiting times.



## East London Rail Extension

One or two parts of the rail network in east London would be extended to serve cut off areas with very poor access to jobs and high poverty. This would also allow for 10,000s of new homes to be built in this area. The funding for the rail would free up other funding to allow for more of the homes to be available at social rents.



## Step-free Underground

Major rebuilds of two large Underground stations in central London to make them step free and reduce crowding. Outside of Zone 1, the funding would also allow 15 stations to be made step free and refurbished.



# PRIORITIES FOR PUBLIC TRANSPORT – BUILDING THINGS

Imagine a new national government has been elected. They want cities to do more to tackle climate change, reduce traffic and build more homes. They have offered London an extra £1bn over 5 years to make one-off improvements to its public transport – roughly an extra 10% more than what was already planned.

**You have to choose what to build with the money...**



## Outer London Bus-Transit

Introduction of around ten 'bus transit' corridors throughout outer London. These would be tram-like services offering quality vehicles, frequent, reliable and fast journeys travelling in along bus lanes with quality tram-like stops. These would serve the majority of the largest outer London town centres every 10 minutes.



## Outer London trams

Two or three new tram lines would be built around major outer London town centres, similar to the existing ones in and around Croydon. This would also help new homes to be built in these areas.



## Bus and walking changes

A wide range of improvements across the whole of London, including bus lanes and priority junctions along all major routes to help cut average journey times by 15%. This would also allow for new more comfortable and greener buses, as well as upgraded stops and bus stations. Pavements around the busiest bus routes would also be improved to make it nicer to walk to the bus stop.



# PRIORITIES FOR PUBLIC TRANSPORT – RUNNING THINGS

The new government also recognise that tackling climate change, reducing traffic and building more homes requires running more and better bus services year after year. They've given you a fixed amount of new resources to run some extra buses – **but you need to decided what sort of services to use them on.**

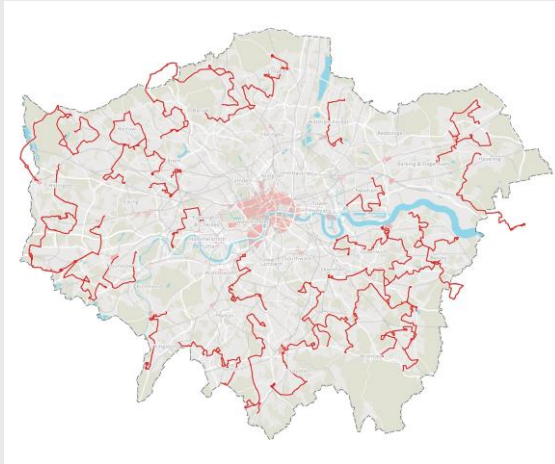
## A: Boost existing 'local' services

**What?** Routes that take winding paths into the heart of residential areas so people don't have to walk so far. However, this means that journeys are slower, particularly ones over longer distances

**Where?** Mostly less densely populated areas in the suburbs, where car ownership is higher

**Pros?** Cutting the time between buses on 50 routes from up to 15 minutes to closer to 10 minutes

**Cons?** Some of the less busy routes, so not many existing passengers would benefit. New passengers may attracted by shorter waiting times, but many may still be put off by the slow overall journey times



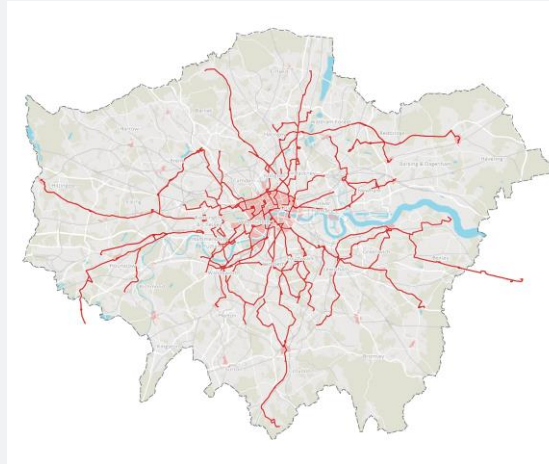
## B: Boost existing 'busy' routes

**What?** Routes that take very direct paths usually along main roads, minimising journey times

**Where?** Mostly more densely populated areas in inner London, where car ownership is lower, and along main roads from outer London into inner London

**Pros?** Cutting the time between buses on 50 routes from up to 10 minutes to less than 8 minutes. While this is a smaller impact, these routes carry around 4 times as many people as the local services, so many more people would benefit and crowding would be reduced

**Cons?** These routes are already fairly fast and frequent, so there may be limited appeal for attracting new passengers, at least in inner London.



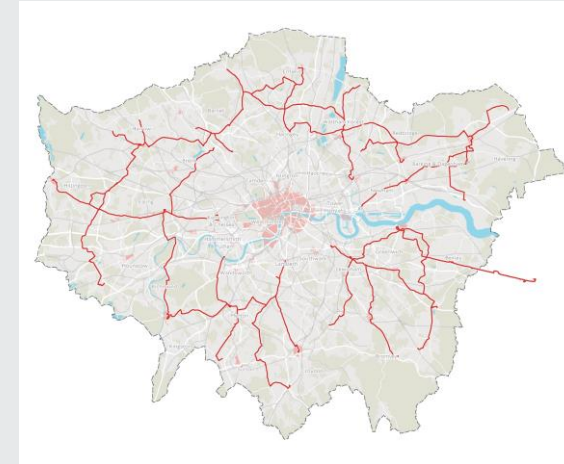
## C: Add new 'express' routes

**What?** Introducing 20 new routes that stop half as often as most standard bus routes, arriving every 12 minutes

**Where?** Spread out across outer London, targeted along main roads in the gaps in between rail lines and providing fast connections into stations

**Pros?** Making trips roughly 25% faster than standard routes, even accounting for the extra time people have to walk to a bus stop. As a new service offering something different, they could help attract new passengers, especially those travelling further.

**Cons?** As they would only stop every other stop, some people would have to walk further to get these buses. Some of the passengers will come from existing bus services.



*Note: Maps are to illustrate different types of service and broad differences in the types of areas they operate in, rather than specific proposals*

— Bus routes    — Rail lines    ● Built-up areas    ● Central London & major town centres    ● Green spaces & Green Belt



**THANK YOU**



**➔ MAKE YOUR MARK.**

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