



Bus route W19: Re-routeing and evening extension beyond Walthamstow

Consultation Report

July 2020

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Executive summary

We consulted on a proposal to re-route the W19 direct from South Access Road into Argall Avenue avoiding the Council depot. As the depot closes at 8pm, it requires route W19 to terminate at South Grove in Walthamstow town centre in the evening. We also proposed extending the W19 to terminate at Argall Avenue at all times.

The Coppermill area Liveable Neighbourhoods and Cycleway 27 schemes, led by the London Borough of Waltham Forest, are making this re-routeing possible because they re-open the road link between South Access Road and Argall Avenue.

The proposals were subject to a public consultation which took place between 24 January and 8 March 2020. In total, 112 people including two stakeholders responded to the consultation questionnaire. Of those expressing a clear opinion, 99 per cent supported the new route avoiding the Council depot and 96 per cent supported the evening extension to Argall Avenue. Of the total comments we received, 31 per cent were in favour of the changes we proposed, eight per cent opposed or raised some concerns, 55 were suggestions and the remaining six per cent consisted of other comments.

Those objecting to the scheme primarily raised concerns around increased traffic and the associated impact on noise, pollution and safety. A key issue raised during this consultation was a request for the W19 to be extended beyond Argall Avenue with Lea Bridge station and Leyton Asda being the most common suggested destinations. Associated with this issue were security concerns around Argall Avenue as the terminus in the evenings due to the deserted nature of the area.

The environmental impact of the scheme is expected to be negligible and the wider Liveable Neighbourhood and cycle scheme, in addition to the W19 scheme, is expected to provide public realm improvements in the area around the terminus and help animate the area reducing concerns of insecurity at night.

Extending the W19 beyond Argall Avenue would have a significant cost implication. Therefore, it is not considered at the present time. However, it will be kept under review. Further detail on our response to the issues raised are provided within the report.

Next steps

We have completed our analysis of the consultation replies and have decided to implement our proposals as they are, taking into account the feedback we have received from members of the public and stakeholders. Implementation of the scheme is dependent upon changes to the highway being made. The London Borough of Waltham Forest expect this work to be completed in Autumn 2020, meaning the service change will occur soon after.

1. Summary of consultation responses

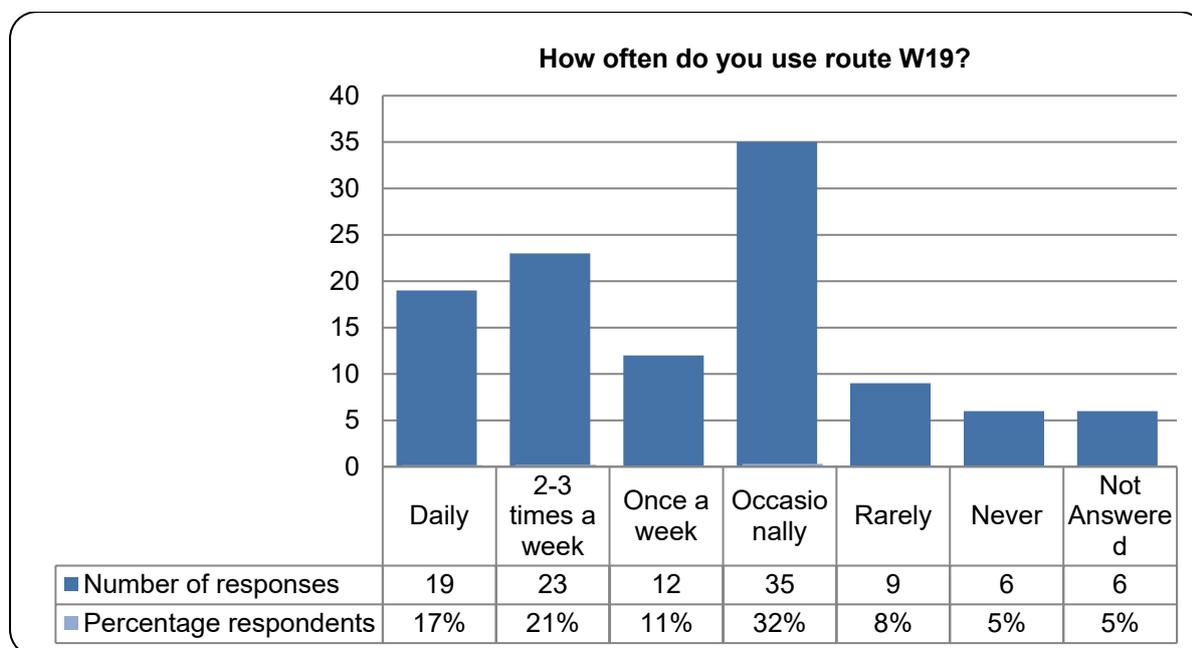
We received 112 responses to consultation. Chapter 3 on page 11 summarises further information about the respondents.

Type of respondents	Number of responses
Stakeholder	2
Public	110

1.1 Summary of responses to question 1- How often do you use route W19?

Of the 110 public respondents, six did not answer this question. Of those who did, just over half use the route at least once a week.

The below graph provides a detailed breakdown of the number of responses:

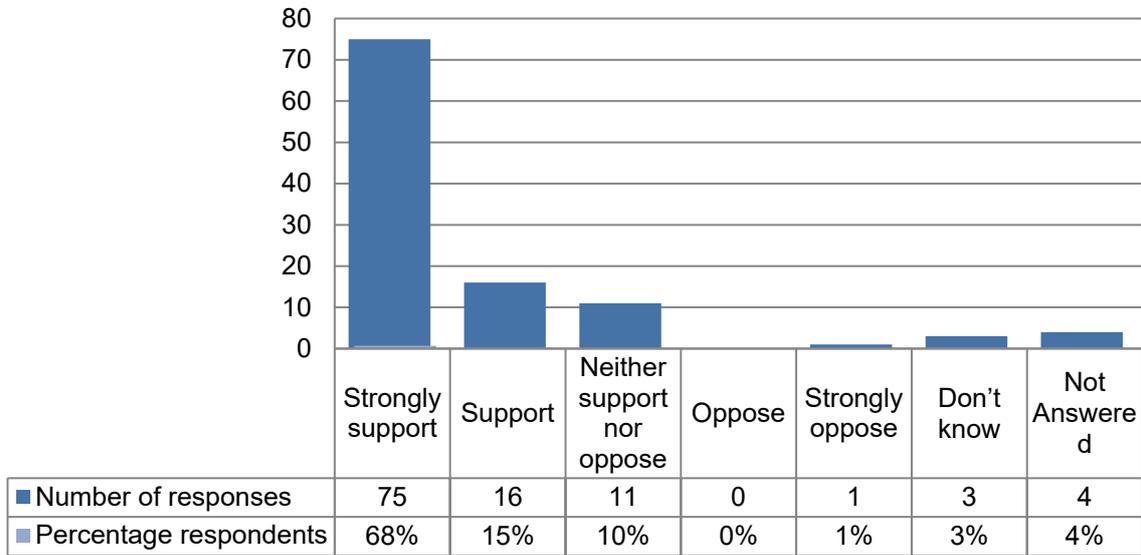


1.2 Summary of question 2 - What do you think of our proposal to re-route the W19 so it operates direct from South Access Road to Argall Avenue and no longer drives through the Council depot?

Of the 110 public respondents, four did not answer this question. One response (strongly) opposed the scheme and 91 supported it.

The below graph provides a detailed breakdown of the number of responses:

What do you think of our proposal to re-route the W19 so it operates direct from South Access Road to Argall Avenue and no longer drives through the Council depot?

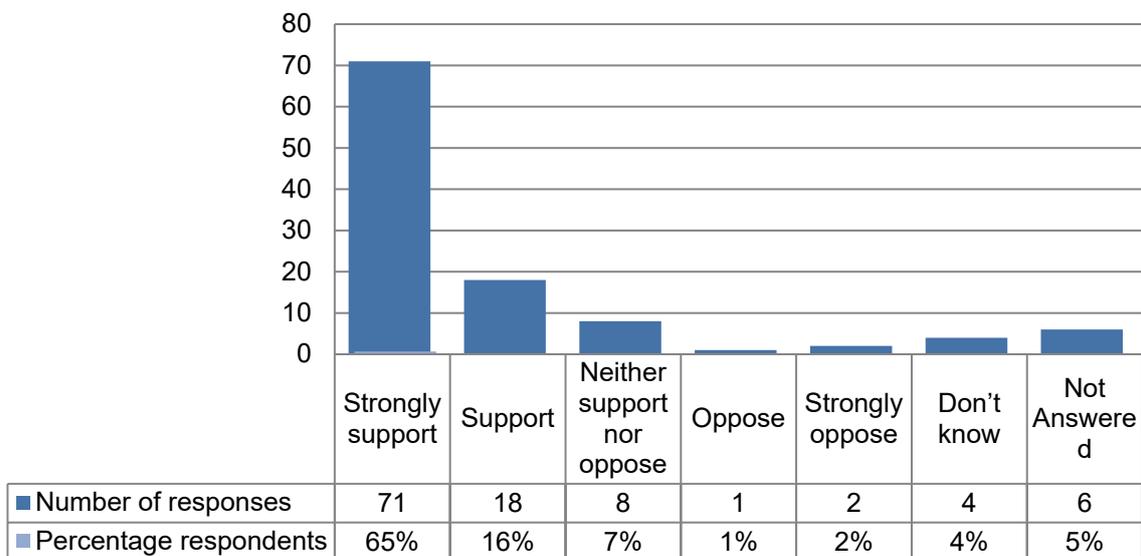


1.3 Summary of question 3 - What do you think of our proposal to terminate route W19 at Argall Avenue in the evenings rather than at South Grove in Walthamstow town centre?

Six respondents did not answer this question. Of those that did, 89 supported the proposal and 3 opposed.

The below graph provides a detailed breakdown of the number of responses:

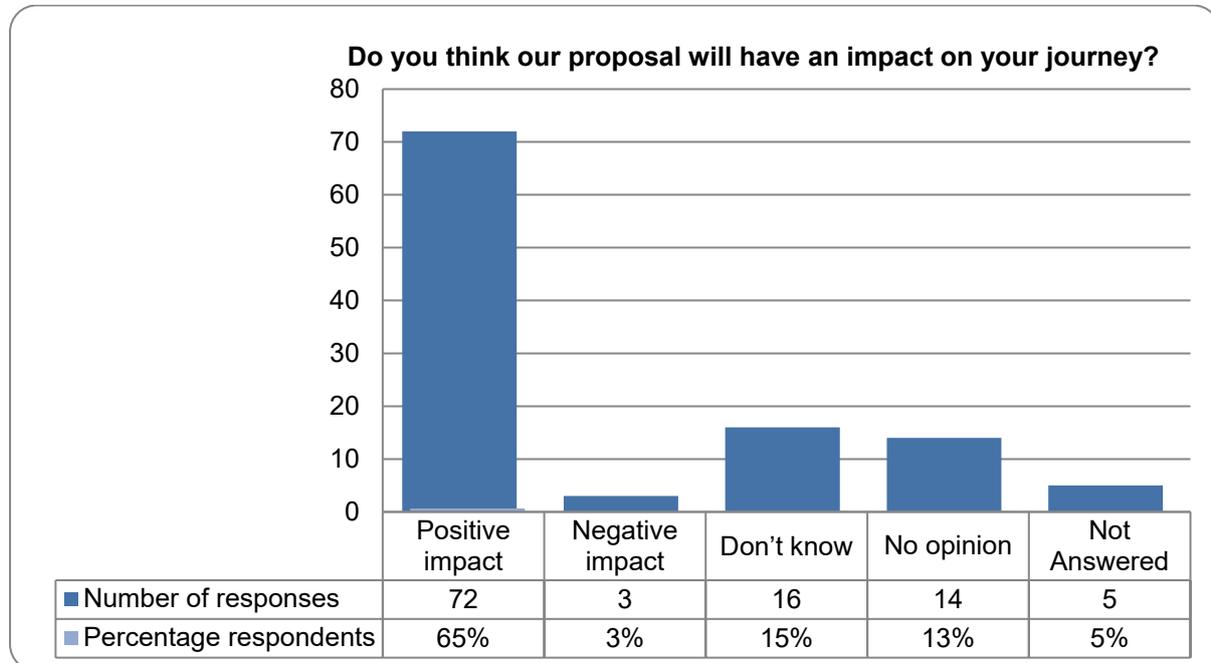
What do you think of our proposal to terminate route W19 at Argall Avenue in the evenings rather than at South Grove in Walthamstow town centre?



1.4 Summary of question 4 - Do you think our proposal will have an impact on your journey?

Five respondents did not answer this question. Of the 75 respondents expressing a clear opinion, 72 expected a positive impact.

The below graph provides a detailed breakdown of the number of responses:



1.5 Stakeholder responses

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes. The key issues raised from both public and stakeholder responses can be found in Appendix A.

1.5.1 Local authorities and statutory bodies

London Borough of Waltham Forest – Cllr Terry Wheeler

Cllr Wheeler suggested that the route should be further extended along Orient Way to ASDA/Leyton Underground. He pointed out that this routeing was considered many years ago, and since then there have been many housing developments. He added by saying that it would also add resilience to the bus and rail network in the area.

1.5.2 Local Interest Groups

Save Our Buses (SOB)

Save Our Buses supported the proposals saying that it would bring particular benefit to residents in the Markhouse Avenue area of Walthamstow. They mentioned that it would assist in offering an improved public transport alternative to the car. They said that additional modest improvements could build on the success achieved through recent frequency improvements. They suggested that buses should depart from both termini at Midnight or later to improve connections with stations at Walthamstow Central, Leytonstone, Manor Park and Ilford. They also suggested that the route could be extended from Argall Avenue to Lea Bridge Station and Leyton Mills retail park via Orient Way with a view to improving the public transport offering to these destinations.

2. About the consultation

2.1 Purpose

The objectives of the consultation were:

- To give stakeholders and the public easily understandable information about the proposals and allow them to respond
- To understand the level of support or opposition for the changes proposed
- To understand any issues that might affect the proposals of which we were not previously aware of
- To understand concerns and objections
- To allow respondents to make suggestions

2.2 Potential outcomes

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the scheme as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with a revised scheme
- Following careful consideration of the consultation responses, we decide not to proceed with the scheme

Our conclusion and next steps are set out in section 4.

2.3 Who we consulted

We consulted with local and pan-London stakeholders including local elected representatives. A full list of stakeholders can be found in Appendix E.

We consulted with all the registered users of bus route W19. We also placed publicity at relevant bus stops asking local residents, passengers and general public to have their say on our proposals.

2.4 Dates and duration

We ran the consultation for six weeks to allow adequate time for people to make their views on our proposals known. The consultation opened on 24 January and closed on 8 March 2020.

2.5 What we asked

We designed our questionnaire to understand how frequently people use this particularly bus route; the level of support for the scheme; whether our proposals would have an impact on their journey and to find out if they have any other concerns, comments or suggestions regarding our proposals. We also sought views on the overall quality of our consultation. The consultation questions can be found in Appendix B.

2.6 Methods of responding

We made a number of channels available, through which people could respond to this consultation. It was possible for respondents to complete the consultation questionnaire by visiting our website: <https://consultations.tfl.gov.uk/buses/route-92/>

They could also make their comments either by emailing us at consultations@tfl.gov.uk or writing to us at FREEPOST TFL CONSULTATIONS.

2.7 Consultation materials and publicity

We sent out emails to 107 local and 481 pan-London stakeholders asking for their views on our proposals. We placed 'have your say' posters at relevant bus stops asking local residents, passengers and general public to have their say on proposals. Our customer marketing team also sent out electronic messages to all registered users of route W19. Copies of emails and customer marketing messages can be found in Appendix C.

2.8 Equalities Assessment

Prior to launching the consultation, we carried out an Equality Impact Assessment (EqIA) which showed the proposed changes would have a positive impact locally. The re-routeing will provide a direct and more reliable journey for passengers. The extended operating hours to Argall Avenue will enable the route to serve all locations beyond Walthamstow, South Grove in the evenings.

2.9 Analysis of consultation responses

The responses we received were analysed by an analyst in our Consultation team, who also developed the code frames. We took a sample of around 50 per cent of the total responses to develop the code frames, before undergoing a validation process involving another experienced analyst.

Once the initial code frames had been developed, analysis was progressed to the remaining 50 per cent of responses. This process required further codes to be developed for themes not encountered during the analysis of the initial sample. Further validation checks were undertaken throughout this mass coding process by the assigned consultation specialist. This process resulted in the finalisation of the code frames which can be found in Appendix A.

The analyst then carried out the tagging using the tool embedded onto our consultation hub. Some codes were consolidated as they corresponded to themes that were deemed to be very closely connected. Raw data from the consultation hub were exported to a spreadsheet for further validation, so that the stakeholder responses could easily be identified, and duplicates removed.

To analyse the open question, responses were categorised within a common framework of 'support', 'oppose/concern', 'suggest', and 'other.' Each frame comprised of multiple codes (sub-categories) to accommodate the themes that arose in the responses to each question.

For closed questions, responses were analysed to determine totals and percentages for each question. After removing duplicates and stakeholder responses, there are 110 people who responded to the questionnaire in total. They made 109 various comments. Our responses to key issues raised and the code frames used to analyse the consultation questions can be found in section 4 and Appendix A respectively.

3. About the respondents

A summary of the responses to the 'About the respondent' questions can be found in this section.

3.1 Number of respondents

Respondents	Total	%
Public responses	110	98
Stakeholder responses	2	2
Total	112	100

3.2 How respondents heard about the consultation

How respondents heard	Total	%
Email from TfL	44	39
Social media	29	26
TfL website	15	13
In the press	1	1
Other sources	12	11
Not answered	11	10

3.3 Methods of responding

Methods of responding	Total	%
Website	105	94
Email	7	6

3.4 Who responded

Respondent type	Total	%
Local resident	66	59
Local employee	14	13
Local business owner	2	2
Visitor to the area	7	6
Commuter	5	4
Not local but interested in the scheme	7	6
Other	2	2
Not answered	9	8

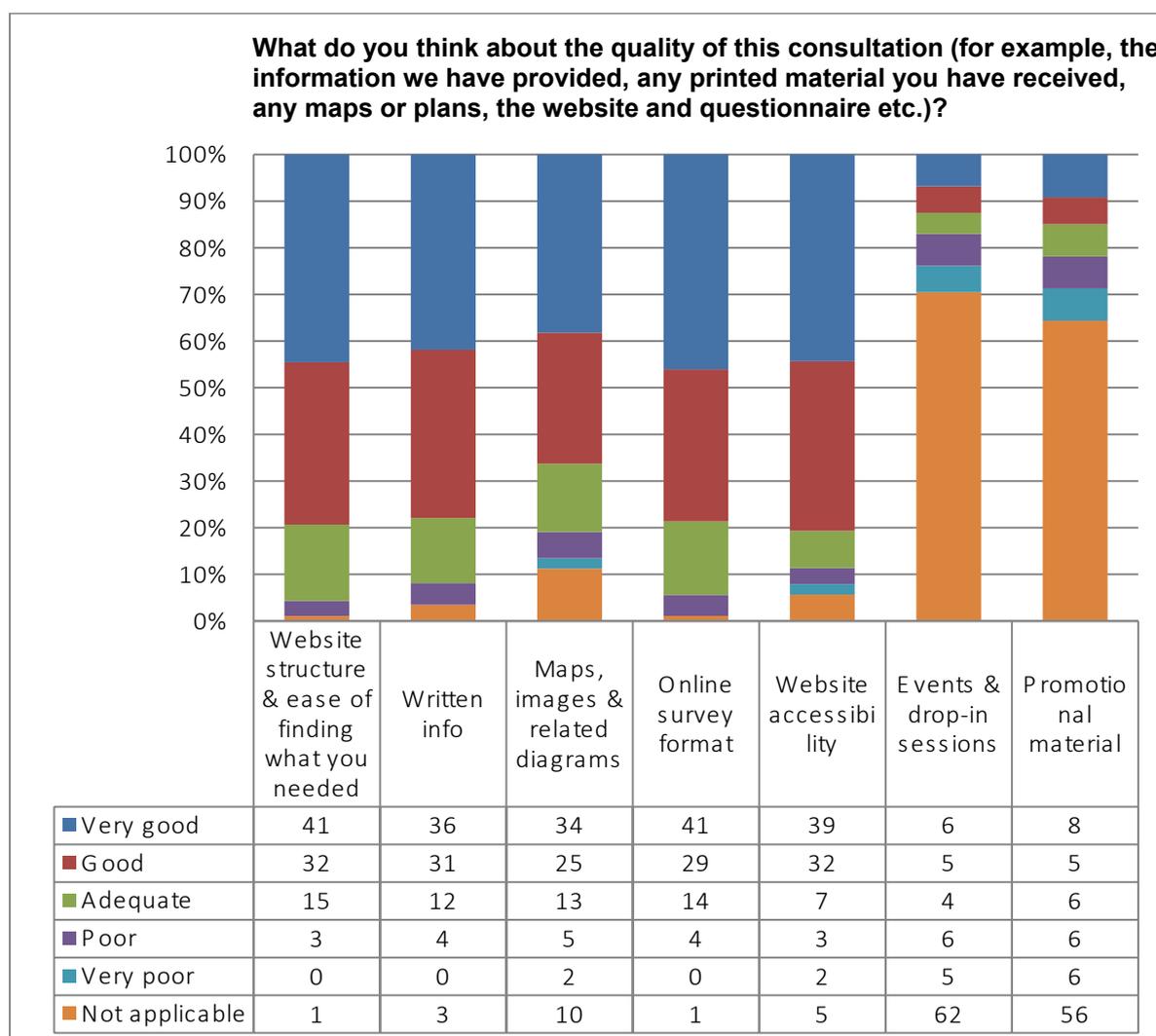
3.5 Postcodes of respondents

Postcode	Total
E17	45
E10	9
E11	5
E12	2
E4	2
E3	1
E20	1
IG2	1
IG6	1
EN3	1
N3	1
N4	1
N10	1
N12	1
N14	1
N17	1
RM7	1
RM8	1

RM9	1
SW8	1
Not given	34

3.6 Comments on the consultation process and material

The below graph summarises the responses to questions we asked about the quality of our consultation:



4. Response to key issues raised and next steps

Our response to key issues raised and next steps are outlined below:

4.1 Response to key issues raised

Proposed terminus is unsafe or inconvenient

Argall Avenue is the terminus at most times of day. It is considered that by providing a bus service in the evening when there is currently none, this will generally be perceived as safer overall. The wider transport scheme that the London Borough of Waltham Forest (LBWF) is designing also improves this route for cyclists and should increase the movement of people on Argall Avenue helping to reduce concerns around insecurity. The Coppermill Liveable Neighbourhood scheme also comes with public realm improvements such as lighting and CCTV.

Extend the route beyond Argall Avenue to Lea Bridge Station or along Orient way to Stratford and/or Leyton Mills/Underground Station

Consideration was given to extending the W19 to Lea Bridge station when it opened. However, work undertaken by LBWF found there was insufficient space within the highway to provide a roundabout so buses could turn around.

It is not proposed to extend the W19 beyond Argall Avenue at the present time. Extending to Lea Bridge station, Leyton Asda or another location would have a significant cost implication and currently would not represent good value for money. However, this will be kept under consideration as new development comes forward.

Increase frequency early mornings/evenings/late nights or in general

The route was increased in frequency as recently as December 2019. We will continue to monitor usage and review the local bus network to match frequency with demand. Similarly, we will keep the hours of operation under review.

The proposed changes will increase noise and air pollution in the area and especially impact Markhouse Avenue residents

The proposal will increase bus movements after 8pm on the residential Markhouse Avenue. However, with frequencies being every 20 minutes during the evening, the impact will be low and by improving the transport offer will assist in encouraging more sustainable travel overall. The Mayor's Transport Strategy also requires buses to meet ever stringent emissions and safety criteria which will further mitigate the impact over time. The wider transport scheme designed by LBWF should also mean fewer vehicle movements in total on Markhouse Avenue as it requires access to the industrial estate to be from Lea Bridge Road to the south and not from Markhouse Road to the east.

4.2 Next steps

We have reviewed comments made by the respondents during the consultation. Following our analysis of the consultation responses, we have decided to implement our proposals without making any amendments to them. We have taken into account the feedback we received from members of the public and stakeholders.

Implementation of the scheme is reliant on changes to the highway. The London Borough of Waltham Forest expects these to complete in autumn 2020, meaning the service change will happen soon after.

Appendix A: Detailed analysis of comments

There was one open question in the survey. After removing duplicates and stakeholder responses, there were 67 people who answered this question, “Is there anything else you would like us to consider?” There were a number of themes to the responses to this question which were split between five categories: support, oppose, concern, suggest and other.

Please note, the sum of the numbers given in this section is not equivalent to the total comments made as we found a number of responses containing multiple comments. Therefore, some responses referenced more than one codes.

Support

31 per cent of the total responses received offered general support for the proposals. Most of them said that they were able to see the benefit of the scheme. These were generally short answers with little detail but they mentioned that the proposed changes would benefit the local community, improve bus journey time, improve connectivity, improve safety and reduce local car use.

Oppose /concern

Eight per cent of the total responses generally opposed the changes we proposed or raised some concerns. A number of respondents opposed our proposals saying that it would increase traffic congestion and air pollution in the area, with Markhouse Avenue residents particularly impacted. Respondents also raised concern that the proposed terminus would be unsafe.

Suggest

Of all the responses, 55 per cent contained some suggestions. The highest number of comments in this category suggested that the bus route should be extended beyond Argall Avenue with Lea Bridge Station and Leyton Mills (Asda)/Underground Station being the most common. Other suggestions were to increase its frequency, upgrade it to zero emission buses and to introduce double decker buses.

Other comments

Six percent of the responses were other comments such as the need for a segregated cycle lane and about the mechanism of how the Council will operate the new bus gate.

A summary of key issues raised under each category, after they have been consolidated, can be found in the table below:

Comment	Frequency
Support	
Generally positive/supportive	18
Convenience or/and will help/improve journeys and connectivity	6
Journeys will be safer or will improve safety	6
Diminishing car/cab usage	3
Conditional support - as long as the bus runs later in the evening and is accessed to board from Barn Croft stop	1
Oppose/concern	
Proposed terminus is unsafe or inconvenient	3
Concerned about the impact on Markhouse Avenue residents	2
Will increase traffic/congestion	1
Will increase noise and pollution	1
Proposed location of bus gate is inconvenient	1
Impact on usage of roads by residents as the buses will turn around to go the other way	1
Timetables, frequency and increased car usage if buses not frequent	1
Suggest	
Extend it to Lea Bridge Station	23
Extend along Orient way to Stratford and or Leyton Mills/Underground Station	9
Increase frequency early mornings/evenings/late nights or in general	7
Extension of route due to safety reason	6
Electronic indicator boards should be placed at the bus stop	2
Extend it to Staffa Road	2

Route should be upgraded to zero emissions	2
Frequency should not be reduced at least until 9:30 pm	1
Enforcement of bus gate	1
Introduce double decker buses	1
Create an EL4 Route between Barking Riverside & Romford via Goresbrook, Becontree and Becontree Heath	1
A message on the app would be helpful if you terminate the bus unexpectedly	1
Changes to other routes	1
W19 could turn right into Manor Park Rd instead of Station Road	1
Environment surrounding the bus stop and inside the buses needs to be improved	1
Other	
A cycle lane needs to be installed for protection	1
Do not understand how the bus gate measure will affect the route	1

Code frames used to analyse consultation responses can be found in the table below:

Support	Generally positive/Supportive
	Convenience or/and will help/improve journeys and connectivity
	Journeys will be safer or will improve safety
	Timetables and frequency, but increased car-use if not frequent
	Diminishing car/cab usage
Oppose/concern	Will increase traffic/congestion
	Will increase noise and pollution
	Proposed terminus is unsafe or inconvenient

	Concerned about the impact on Markhouse Avenue residents
	Proposed location of bus gate is inconvenient
Suggest	Increase frequency early mornings/evenings/late nights or in general
	Extend it to Lea Bridge Station
	Extend along Orient way to Stratford and or Leyton Mills/Underground Station
	Electronic indicator boards should be placed at the bus stop
	Extend it to Staffa Road
	Frequency should not be reduced at least until 9:30 pm
	Extension of route due to safety reason
	Enforcement of bus gate
	Route should be upgraded to zero emissions
	Introduce double decker buses
	Create an EL4 Route between Barking Riverside & Romford via Goresbrook, Becontree and Becontree Heath
	A message on the app would be helpful if you terminate the bus unexpectedly
	Changes to other routes
	W19 could turn right into Manor Park Road instead of Station Road
	Environment surrounding the bus stop and inside the buses need to be improved
Other	A cycle lane needs to be installed for protection
	Do not understand how the bus gate measure will affect the route

Appendix B: Consultation questions

Specific questions

1. How often do you use route W19?
(Daily/2-3 times a week/once a week/Occasionally/Rarely/Never)
2. What do you think of our proposal to re-route the W19 so it operates direct from South Access Road to Argall Avenue and no longer drives through the Council depot?
(Strongly support/Support/Neither Support nor Oppose/Oppose/Strongly Oppose/Don't know)
3. What do you think of our proposal to terminate route W19 at Argall Avenue in the evenings rather than at South Grove in Walthamstow town centre?
(Strongly support/Support/Neither Support nor Oppose/Oppose/Strongly Oppose/Don't know)
4. Do you think our proposal will have an impact on your journey?
(Positive impact/Negative impact/Don't know/No opinion)
5. Is there anything you would like us to consider?

About you

6. What is your name?

7. What is your email address?

This is optional, but if you enter your email address then you will be able to return to edit your response at any time until you submit it. You will also receive an acknowledgement email when you complete the consultation.

We will contact you to let you know when the results of the consultation are published and may use your details to update you on any future developments with the proposals.

[Sign up to receive notifications for all our consultations.](#)

8. What is your postcode?

You do not have to provide your postcode, but it is useful for analysis purposes. All personal details will be kept confidential.

9. Are you (please tick all boxes that apply):

Please select all that apply

- A local resident
- A local business owner
- Employed locally
- A visitor to the area
- A commuter to the area
- Not local but interested in the scheme
- A taxi/private hire vehicle driver
- Other (please specify)

10. If responding on behalf of an organisation, business or campaign group, please provide us with the name:

Please note: If you are responding on behalf of an organisation it should be in an official capacity.

11. How did you find out about this consultation?

Please select only one item

- Received an email from TfL
- Received a letter from TfL
- Read about in the press
- Saw it on the TfL website
- Social media
- Other (please specify)

12. What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?

Very good Good Adequate Poor Very poor Not applicable

Website structure
& ease of finding
what you needed
Written
information

Very good Good Adequate Poor Very poor Not applicable

Maps, images & related diagrams
Online survey format
Website accessibility
Events & drop-in sessions
Promotional material

Do you have any further comments about the quality of the consultation material?

[Dashed box for comments]

Equality Monitoring

Please tell us about yourself in this section. All information will be kept confidential and used for analysis purposes only. We are asking these questions to ensure our consultations reach all sections of the community and to improve the effectiveness of the way we communicate with our customers. You do not have to provide any personal information if you don't want to.

Gender:

Please select only one item

- Male
- Female
- Trans female
- Trans male
- Gender neutral
- Prefer not to say

Ethnic Group:

Please select only one item

- Asian or Asian British – Bangladeshi
- Asian or Asian British – Chinese
- Asian or Asian British – Indian
- Asian or Asian British – Other
- Asian or Asian British – Pakistani
- Black or Black British – African
- Black or Black British – Caribbean
- Black or Black British – Other
- Mixed – Other

- Mixed – White and Asian
- Mixed – White and Black African
- Mixed – White and Caribbean
- Other Ethnic Group
- Other Ethnic Group – Arab
- Other Ethnic Group – Kurdish
- Other Ethnic Group – Latin American
- Other Ethnic Group – Turkish
- White – British
- White – Irish
- White – Other
- Prefer not to say

Age:

Please select only one item

- Under 15
- 16-20
- 21-25
- 26-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61-65
- 66-70
- 71+
- Prefer not to say

Sexual Orientation:

Please select only one item

- Heterosexual
- Bisexual
- Gay man
- Lesbian
- Other
- Prefer not to say

Religious faith:

Please select only one item

- Buddhist
- Christian
- Hindu
- Muslim
- Sikh
- Jewish

- Other
- No religion
- Prefer not to say

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Please include problems related to old age)

Please select only one item

- Yes, limited a lot
- Yes, limited a little
- No
- Prefer not to say

Appendix C: Consultation letter/email

Customer marketing message:

Dear Xxx

We would like to know what you think about our proposed changes to route W19.

We are proposing to re-route the W19 direct from South Access Road into Argall Avenue avoiding the Council depot. We are also proposing to extend the W19 to finish at Argall Avenue at all times. The route operates every 20 minutes after 8pm.

For further information and to give us your views please visit our website:

<https://consultations.tfl.gov.uk/buses/w19-rerouting/>

This consultation will run until **Sunday 8 March 2020**.

Yours sincerely

Claire Mann
Director of Bus Operations
Transport for London

Stakeholder email:

Dear Stakeholder

We are proposing some changes to route W19 in Walthamstow.

We are proposing to re-route the W19 direct from South Access Road into Argall Avenue avoiding the Council depot. We are also proposing to extend the W19 to terminate at Argall Avenue at all times.

The proposed changes will enable route W19 to serve all locations beyond South Grove in Walthamstow in the evenings providing additional benefits to the local community – particularly to those passengers who want to travel beyond South Grove later in the day. This re-routeing of W19 will also support new housing developments along South Access Road and Lea Bridge Road.

We would like to know what you think about our proposals. To find out more and to have your say, please visit our website:

<https://consultations.tfl.gov.uk/buses/w19-rerouting/>

This consultation will run until **Sunday 8 March 2020**.

Yours faithfully

Muhammed Mashud
Local Communities and Partnerships
Transport for London

Appendix D: Summary of Stakeholder replies

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

Save Our Buses (SOB)

Save Our Buses (SOB) welcomed the proposals. They said that the changes proposed would bring particular benefits to residents in the Markhouse Avenue area of Walthamstow and will assist in offering an improved public transport alternative to the car. They suggested that the departures from both termini at midnight, or later, could improve connections with stations at Walthamstow Central, Leytonstone, Manor Park and Ilford. They also suggested that further extension of the W19 from Argall Avenue to Lea Bridge Station and Leyton Mills retail park via Orient Way would provide an improved public transport offering.

Cllr Terry Wheeler, LB Waltham Forest

Cllr Wheeler said that we should consider further extension to the route along Orient Way to ASDA/Leyton Underground Station. He pointed out that there have been a number of housing developments in the area in the recent past. He also said that the proposals would add resilience to the bus and rail network in the area.

Appendix E: List of stakeholders consulted with

Local and pan-London stakeholders:

Stella Creasy MP
John Cryer MP
Elected members, London Borough of Waltham Forest
Relevant officers, London Borough of Waltham Forest
Relevant officers, London Borough of Redbridge
A B O U T
AA
Abellio
Access in London
Action on Disability and Work UK
Action on Hearing Loss
AECOM
Age UK London
Age UK Waltham Forest
Aid & Trade London
Alive in Space Landscape and Urban Design Studio
All Party Parliamentary Cycling Group
Alliance Healthcare
Alzheimer's Society
Alzheimer's Society Waltham Forest
Angel
Ann Frye
Anxiety Alliance

Argos
Arriva
Arriva London
Arriva London North Limited/ Arriva London South Limited/ Arriva Kent Thameside/ TGM Group Limited/ Arriva The Shires Ltd
Arriva London North Ltd,
Arun Access Group for the Disabled
Arup
AS Watson (Health and Beauty UK)
Asda
Asian Peoples Disabilities Alliance
Aspire
Association of British Drivers
Association of Car Fleet Operators
Association of International & Express Couriers
Association of Town Centre Management
AT Coaches t/a Abbey Travel,
ATOMONOUS
Attitude is Everything
Auxins-Social Mobility
Badaccessuk
Barn Croft Primary School
Barts Health Trust
BATS
BBC
Best Bike Training //Cycletastic

Better Bankside BID
bhs bikeability
Bidvest Logistics
bikeXcite
Blue Triangle Buses Limited / Docklands Buses Limited / London Central Bus Company Limited / London General Transport Services Limited / Metrobus Limited
Borough Cycling Officers Group
Brakes Group
Breakspears Road Project
Brewery Logistics Group
Brewing, Food & Beverage Industry Suppliers Association
British Airways
British Association of Removers
British Beer & Pub Association (BBPA)
British Cycling
British Land
British Medical Association
British Motorcycle Federation
British Polio Fellowship
BT
Bucks Cycle Training
Buses4homeless
Bushwood Area Residents Association
C T Plus C I C
Campaign for Better Transport
Campbell's

Canal & River Trust
Capital City School Sport Partnership
Carers First
Carers Information Service
Carousel
Cemex
Central London CTC
centre for accessible environments
charity/non-profit
Chartered Institute of Logistics and Transport (CILT)
Chauffeur and Executive Association
Citizens UK
CityCommunity and Children's Services
Citymapper
CitySprint
Clear Channel UK
Community Waltham Forest
Computer Cab
Confederation of Passanger transport
Connect
Coop
Coppermill Primary School
Costain
Cross River Partnership
CTC
Cycle Confidence

Cycle Experience
Cycle Systems
Cycle Training UK (CTUK)
Cyclelyn
Cycling Embassy of Great Britain
cycling4all
Cyclists in the City
DHL
Dial-a-Cab
Disability Alliance
Disability Rights UK
Disabled Go
Dogs for Good
Douglas Campbell Consulting
DPDgroup UK
DPTAC
East Finchley Bus Watch
East London Bus and Coach Company Ltd/ South East London and Kent Bus Company Ltd
EDF Energy
Edinburgh Primary School
Edmonton CLP
ELB Partners
English Heritage
English Heritage - London
Enjoy Waltham Forest

Ensignbus
ETOA – European tourism association
Euromix Concrete
European Dysmelia Reference Information Centre
Eurostar Group
Evolution Cycle Training
experts by experience
Eyes For Success
Federation of Wholesale Distributors (FWD)
Fowler Welch
Freight Transport Association
Friends of Capital Transport
Friends of Gipsy Hill
Friends of the Earth
Fujitsu
GBM Drivers
GeoPost UK
Glenthorne School, Sutton
Gnewt Cargo
Golden Tours (Transport) Ltd,
Goss Consultancy Ltd
Greenhill Cumberland Group
Guide Dogs
Guide Dogs for the Blind Association
HA Boyse and Son
Harrow Mencap

HCT Group
Health Poverty Action
Heart of London Business Alliance
Higham Residents Association
Highams Park Plan
Highams Park Planning Group Transport Group
Highgate Society
ICE -London
Independent Disability Advisory Group
Institute for Sustainability
Institute of Advanced Motorists
Institute Of Couriers
Institution of Civil Engineers
IOD
James Bikeability
John Hersov and Co (Valuing People (TfL's learning disability group))
John Lewis Partnership
Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)
Joint Mobility Unit
Kelly Group
KIPPA
Learning Disabled service User
Lee Valley Ice Centre
Lee Valley Riding Centre
Leonard Cheshire
Leonard Cheshire Disability

Licenced Private Hire Car Association
Licensed Taxi Drivers Association
Living Streets
Living Streets London
London Association of Funeral Directors
London Bike Hub
London Cab Drivers Club
London Chamber of Commerce and Industry (LCCI)
London Cycling Campaign
London First
London General
London Gypsies & Travellers
London Hire Ltd
London Older People's Strategy Group
London Omnibus Traction Society
London Private Hire Board
London Region National Pensioners Convention
London Riverside
London Strategic Health Authority
London Suburban Taxi-drivers' Coalition
London Taxi PR
London TravelWatch
London United Busways Ltd,
London Visual Impairment Forum
London Wildlife Trust
Look Ahead

Loomis UK
Marble Arch
Marks & Spencer
Martin-Brower UK
Mcdonnell transport
McNicholas
Mencap
Metroline Ltd
Metroline Travel Limited/ Metroline West Limited
MIND
MITIE
MJB Research Services
Mode Transport
Motorcycle Action Group
MTR Crossrail
National Express
National Express Ltd
National Federation of the Blind
National Federation of the Blind of the UK
National Grid
National Grid - electricity
Network Rail
NFB London Branch
NFBUK
NHS London
No Panic

Northbank BID
Nutmeg
Ocean Youth Connexions
Office Depot
On Demand Transport
On Your Bike Cycle Training
One Place East
Parkinson's UK
Parkinson's UK Waltham Forest
PCS (Public & Commercial Services Union)
Philip Barham Freelance Consulting Ltd
Philip kemp cycle training
Pimlico FREDA
Planning Design
President National Federation of the Blind of the UK
Prevention Team (Healthy London Partnership)
PrioritEyes Ltd
Private Hire Board
PTRC Training
Purley BID
Puzzle Focus Ltd
Queen Elizabeth's Foundation for Disabled People
Queens Road Learning Centre
RAC Motoring Foundation
Rail Delivery Group
React Accessibility Ltd

Real
Research Institute for Disabled Consumers
Reynolds
Richmond access forum
Riverford
RLSB
RMT London Taxi
RMT Union
RNIB
Road Danger Reduction Forum
Road Haulage Association
Roadpeace
Royal Association for Deaf people
Royal Institute of Chartered Surveyors
Royal London Society for Blind People
Royal Mail
Royal Mail Parcel Force
Royal Parks
Royal Society of Blind Children
Royal Town Planning Institute (RTPI)
RSSB
Sainsbury's Supermarkets
Scope
Sense
Shopmobility Waltham Forest
SITA UK

Skanska
Smiths News
South Grove Primary School
South Herts Plus Cycle Training
South Leytonstone Area Development Association (SLADA)
South West Rail
Southeastern railway
Space Syntax
Spokes Cycling Instruction
Station to Station
Stay Safe
Strategic Access Panel
Stroke Association
Sullivan Bus and Coach
Sustrans
Sutton Centre for Voluntary Sector
Technicolour Tyre Company
Thames Water
Thamesmead Business Services
The Association of Guide Dogs for the Blind
The Big Bus Company Ltd,
The British Dyslexia Association
The British Motorcyclists' Federation
The Children's Trust
The Co-operative Group
The Driver-Guides Association

The Fitzrovia Partnership
The Original Tour
The Purple Penguin Club
The Royal Geographical Society
The Royal Parks
The Salvation Army
The Tower Project
Theobald associates
Thomas Pocklington Trust
TKMaxx
TNT
Tony Gee and Partners
Tour Guides
Tower Transit Operations
Tradeteam
Transport Focus
Transport for All
Transport Systems Catapult
Try Twickenham
Twelve Winds
Tyssen Community School Cycle Training
UCLH
UK Power Networks
Unions Together
Unite
Unite the Union

UPS
Urban Movement
Vandome Cycles
Vision 2020
Walk London
Waltham Forest Civic Society
Waltham Forest Dementia Action Alliance
Waltham Forest Streets for All
Waltham Forest Vision
Walthamstow Pumphouse Museum
Walthamstow Village Residents Association
Warburton
Westcombe Society and Greenwich Line Users Group
Westway Community Transport
Wheels for Wellbeing
Whitbread Group
Whizz-Kidz
Women in Transport
www.cyclinginstructor.com