Public Engagement on Olympic Route Network – Traffic Order Group 35

Engagement Report

October 2011
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1 Executive summary

A five week engagement exercise for Traffic Order Group 35 (A4 Earl’s Court Road to Hyde Park Corner) in the Royal Borough of Kensington and Chelsea (RBKC) and City of Westminster (WCC) was held between 10 August and 14 September 2011.

- Letters were sent to 1040 key stakeholders and approx 21,214 local residents and businesses within c. 400m radius of the Olympic Route Network and Paralympic Route Network (ORN and PRN). RBKC sent the letters to 355 residents' associations and tenants’ associations within the relevant area on TfL’s behalf
- 123 people attended the three drop-in sessions
- 16 responses were received via email, website, telephone and drop-in session feedback forms

Responses included concerns about the impact of banned turns on current journeys, questions and misunderstandings about how the Games Lanes will operate, concern about the number of and specific pedestrian crossing suspensions, and fears about the inability of hospital and health care services to function during the Games as they do now.

Transport for London (TfL) will consider all feedback received during the engagement process when developing the detailed designs. In particular:

- The plans to suspend the pedestrian crossing immediately east of Collingham Road have been dropped
- TfL is considering design options for Lancelot Place that could enable some access from the A4 Brompton Road. Further details will be published when available
- The crossing at Hyde Park Corner will remain open following a review indicating very high pedestrian flows in the area
- Access to Seville Street from A4 Knightsbridge East will be restricted to loading vehicles only from midnight to 06:00. There will be no entry to all vehicles from 06:00 to midnight in order to keep traffic flowing freely on the ORN/PRN and maintain journey times for the Games Family
2 Introduction

2.1 Purpose

Transport for London (TfL), acting as the delivery partner for the ORN and PRN for the Olympic Delivery Authority (ODA), has been talking to local residents and stakeholders on the temporary changes to the way the roads can be used in their local area.

Measures on the ORN and PRN will operate during the Olympic and Paralympic Games and shortly before and after them for the arrival and departure of the Games Family (comprising of athletes, officials, media and others working at the Games).

TfL expects the ORN to begin operation just a couple of days before the Games begin and certainly not before the school summer holidays, when traffic levels drop by up to 10 per cent. TfL also plans to end the operation of the ORN as soon as possible after the Olympic Games and, once again, implement the Paralympic Route Network (PRN), which will be significantly reduced in size, just a couple of days before the Paralympic Games. The Olympic Games take place from 27 July to 12 August 2012 and the Paralympics from 29 August to 9 September 2012.

This engagement aims to identify concerns and emerging issues and consider potential solutions to these when finalising the designs. It is carried out in advance of a formal statutory consultation that will take place as part of the Traffic Regulation Order (TRO) process which is required to introduce many of the changes. TfL is engaging on TROs in phases to make it easier for the public to make sense of the detailed information. This process has to be completed by November 2011 to ensure that the ORN/PRN can be constructed before the Games.

This report covers the section of the ORN known as TOG 35, which falls into phase four of the ORN and PRN engagement.

TOG 35 covers roads within the RBKC and WCC – specifically the A4 Earl’s Court Road to Hyde Park Corner.

2.2 Background

The ORN and PRN are a network of roads linking all the competition and key non-competition venues for the Olympic Games and Paralympic Games. The roads that will be used for the ORN and PRN were formally designated by the Secretary of State for Transport in summer 2009 with some minor changes made by the Designation Amendment Order in 2011.
The ORN and RPN will enable athletes, officials, media and others working at the Games (the Games Family) to reach their venues and accommodation on time, while also keeping London and the rest of the UK moving.

The Olympic Route Network and Paralympic Route Network are required in RBKC and WCC to provide a link from Heathrow Airport to the Olympic Park and other competition venues in the east via the A4.

The temporary changes that will be needed to operate the ORN and PRN have been developed in discussion with RBKC and WCC. The ORN and PRN will operate during the Olympic and Paralympic Games, and shortly before and after to accommodate the arrival and departure of the Games Family.

The proposed changes consulted on were:

- One lane in each direction on the A4 will used as a Games Lane. Only official Games vehicles and emergency vehicles will be able to use these lanes between 6am – midnight. Some sections of bus lane will be suspended to allow space for general traffic.

- There will be a series of banned turns, junction closures and some pedestrian crossings suspensions on the A4 to reduce delays and improve journey time reliability on the ORN and PRN. Motorists will be advised to find alternative routes where necessary, and signed diversion routes will be in place at heavily used junctions. Pedestrians will be able to use the next available crossing and directions to this will be provided.

- There will be a left turn only from Collingham Road into A4 Cromwell Road. Access to Sainsbury’s will be via eastbound carriageway only.

- Three bus stops will be relocated, provisions for coach parking between Lexham Gardens and Queen’s Gate will be changed and some taxi bays will be relocated to improve traffic flow.

- The one-way system on Hans Road and Basil Street will be reversed and the taxi bay on A4 Brompton Road relocated in order to free-up the ORN/PRN for Games traffic and provide taxi access to Harrods.

- Temporary changes to traffic signal timings will be needed when the network is being used by Games Family vehicles to ensure the smooth flow of traffic on the ORN. This may affect traffic on the approaches to the ORN and motorists are advised to consider alternative routes, as well as reducing their overall need to travel during Games time.
3 Stakeholder engagement

The engagement exercise has been designed to enable TfL to share the details of the proposed changes so people on or near the routes could find out how they might be affected. This has allowed TfL to gauge local opinion about the measures and gather feedback that may be used to inform local modifications.

3.1 Engagement objectives

The objectives of the consultation were:
- To tell stakeholders and the public about the proposals and allow them to respond
- To understand any issues that might affect the proposal of which we were not previously aware
- To understand concerns and objections
- To allow respondents to make suggestions

3.2 Who we engaged with

The engagement exercise sought the views of targeted stakeholders and people who live/work/run businesses near to the ORN and PRN in this TOG area including:
- **Elected politicians** – TfL informed councillors in relevant Wards, Members of Parliament, and Assembly Members to ensure they were aware of the engagement
- **Local stakeholders** – TfL engaged with local traffic police, London TravelWatch and a range of local stakeholder groups, such as residents' groups, business groups and organisations in the local area
- **Residents and businesses**
- **Emergency Services** - TfL has engaged at a strategic level with NHS London, Metropolitan Police, London Fire Brigade and London Ambulance Service

A complete list of the stakeholders is provided in Appendix C.

3.3 Engagement methodology

A public engagement plan was developed in discussion with council officers and discussions took place to discuss and agree an appropriate consultation approach. This was also supported with email and telephone correspondence on a regular basis.

The following methods have been used to inform local residents and businesses about the engagement and to encourage them to take part.
3.3.1 Meetings with key stakeholders

The ODA and TfL have engaged with relevant council officers about the design of the ORN and PRN measures since the designation of the network in 2006. This includes regular technical meetings, conferences and the borough transport forum. ODA and TfL have worked closely with RBKC and WCC officers over the months to minimise the number of interventions required and disruption to residents.

The ODA gave briefings to political and key stakeholders, followed by a consultation on the re-designated route and Penalty Charge Notification levels in summer 2009. They announced the location of the temporary Games Lanes across London and the rest of the UK in July 2010.

Regular engagement has taken place with the emergency services, in particular with the Metropolitan Police, during the design process and comments have been incorporated into latest designs.

TfL met Point West landlord and tenant representatives on 28 June to hear their concerns about proposals for Cromwell Road.

In August 2011 and prior to any public activity, written correspondence was sent to local politicians and key stakeholders informing them of the temporary changes and the public drop-in sessions in the local area.

3.3.2 Letter

A letter and map detailing the key changes was delivered by a mail delivery agency to 22,000 properties along the route and by post and email to targeted stakeholders listed in Appendix C.

The materials:
- Provided an overview of the main temporary changes
- Told people about the website which contains detailed maps
- Encouraged people to attend drop-in sessions where they would be able to ask questions and/or find out additional information
- Asked for comments about the proposed temporary changes via TfL’s online consultation tool, email, in writing or by telephone

A copy of this letter is shown in Appendix A and a map of the distribution area can be found in Appendix B.
3.3.3 Website

The website included a map showing the extent of the route, and detailed maps of the proposed changes. An online consultation tool allowed users to give their feedback.

3.3.4 Public drop-in sessions

Three drop-in sessions were held:

- **The Rembrandt Hotel**, Elizabeth Suite, 11 Thurloe Place, London SW7 2RS
  - Tuesday, 6 September 2011, 16:30 – 19:30

- **Meeting Room, St Peter’s Eaton Square**, 119 Eaton Square, London SW1W 9AL
  - Thursday, 8 September 2011, 11:30 – 14:30

- **Sainsbury’s**, 158a Cromwell Road, London SW7 4EJ
  - Friday, 9 September 2011, 16:30 – 19:30

One hundred and twentythree people attended the sessions: four people at the Tuesday session, 36 at the Thursday session, and 83 at the Friday session. In addition, as stakeholders had also been sent Central London Zone letters, one person attended a Central London Zone session at Westminster City Hall on 5 September.

The drop-in session at St Peter’s Eaton Square was combined with a Central London Zone session so that residents and businesses in the Knightsbridge area and west of the Central Zone could comment on both sets of measures.

The drop-in sessions at the Rembrandt Hotel and Sainsbury’s comprised:
- A display stand explaining the purpose of and background to the ORN/PRN
- Large overview maps showing the sections of road involved
- Large scale maps showing the proposed measures in detail (reproduced on the website)

The drop-in session at St Peter’s Eaton Square comprised:
- A display stand explaining the purpose of and background to the Central London Zone
- Large overview maps showing the sections of road involved
- Large scale maps showing the proposed measures in detail (reproduced on the website)
- A short film about the ORN/PRN
Drop-in session attendees were able to speak to the project team to gain a better understanding of the proposals and the Games in general. They were encouraged to fill out feedback forms and notes were taken of the issues raised. Analysis of these is contained within section 4. Key themes were:

- Concern about the impact of banned turns on current journeys
- Questions and concerns about how Games Lanes will operate
- Concerns about the suspension of pedestrian crossings
- The ability of hospital and health care services to function during the Games
- Concerns about bus services, suspended bus stops and the distance to relocated bus stops
- Questions about the impact of the Exhibition Road Festival during part of the Games period

3.3.5 Telephone queries

Callers were able to make an enquiry or comment on the plans through TfL’s customer services lines; the number was listed on letters, emails and the website.

3.3.6 Other publicity

A quarter page advertisement appeared in the July issue of the RBKC’s ‘Royal Borough’ magazine, alerting occupiers to the forthcoming engagement and details on the TfL website.

Details of the engagement were sent to Point West Management Office to publicise to residents and tenants.

TfL worked with the RBKC to produce a press release about the forthcoming engagement. This was published on the Royal Borough’s website on 17 August: www.rbkc.gov.uk/pressrelease/pressreleasepage.aspx?id=3823

The press release also resulted in an article in the Kensington and Chelsea Chronicle on 24 August. See: www.kensington.londoninformer.co.uk/2011/08/olympic-road-network-planned.html

National media coverage of the ORN/PRN and Central London Zone increased during August. The Daily Mail, Independent, Mail on Sunday and Sun published articles highlighting the Games Lanes as “VIP lanes” over the weekend of 27-29 August. In a similar vein, an article in the London Evening Standard on 19 August highlighted taxi drivers’ concerns about the Central London Zone.
The Together For Transport campaign to protect public transport published details of the engagement, with links to TfL’s website, on its website: http://togetherfortransport.org

4 Responses from members of the public

4.1 Public consultation results

<table>
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<th>Number</th>
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</thead>
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<td>Email</td>
<td>8</td>
</tr>
<tr>
<td>Feedback forms from drop-in session</td>
<td>7</td>
</tr>
<tr>
<td>Website consultation tool</td>
<td>5</td>
</tr>
<tr>
<td>Letter</td>
<td>3</td>
</tr>
<tr>
<td>Phone call</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>23</strong></td>
</tr>
</tbody>
</table>

*1 respondent replied via letter and online, 1 respondent replied via feedback and online. 1 online response was left blank

The above total includes responses from members of the public and stakeholder representatives. Stakeholder responses are covered in Section 5 and their issues are also noted in the themes below.

Respondents were invited to provide their name, address, telephone number, and email address and to identify whether they were a resident, councillor, organisation representative or other.

4.2 Common themes arising from the consultation

<table>
<thead>
<tr>
<th>Issue</th>
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<tbody>
<tr>
<td>Concerns about the impact of banned turns on current journeys</td>
<td>11*</td>
</tr>
<tr>
<td>Questions and misunderstandings about how the Games Lanes will operate</td>
<td>6*</td>
</tr>
<tr>
<td>Concern about pedestrian crossings suspensions</td>
<td>6</td>
</tr>
<tr>
<td>Fears about the inability of hospital and health care services to function during the Games as at present</td>
<td>3</td>
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### Questions about impact of the Exhibition Road Festival on 28 July to 5 August

<table>
<thead>
<tr>
<th>Question</th>
<th>Responses</th>
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<tbody>
<tr>
<td>Cyclists’ use of the ORN/PRN and roads closed to traffic</td>
<td>2</td>
</tr>
<tr>
<td>Impact of the ORN/PRN on air pollution</td>
<td>1</td>
</tr>
<tr>
<td>Enforcement of ORN/PRN measures</td>
<td>1</td>
</tr>
<tr>
<td>Concern about roadworks during the Games</td>
<td>1</td>
</tr>
<tr>
<td>Concerns about bus services, suspended bus stops and walking distance to bus stops</td>
<td>Raised at drop-in sessions</td>
</tr>
<tr>
<td>Impact of Cycle Road Race on local area</td>
<td>Raised at drop-in sessions</td>
</tr>
<tr>
<td>Requests for further information and comments on materials</td>
<td>Raised at drop-in sessions</td>
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*Additional verbal comments were raised on this issue at the drop-in sessions*

Several respondents commented on more than one issue within their response.

#### 4.2.1 Banned turns

The impact of banned turns was the most frequently raised concern at the drop-in sessions and online. A number of unrecorded enquiries at the drop-in sessions related to getting from A to B and knowing which areas to avoid. How to reach Sainsbury’s Cromwell Road from Chelsea, and how to drive to Heathrow from the King’s Road were typical examples of questions addressed to the project team.

At the Cromwell Road drop-in session, several residents from Marloes Road raised specific concerns about the banned turn from Cromwell Road into Marloes Road and the need to divert via Warwick Road and Pembroke Road.

Eleven responses via feedback forms and online related to banned turns. In a written response, a cyclist queried plans to convert both Ashburn Place and Grenville Place to ‘Give Way Left Turn Only’ onto A4 Cromwell Road. As both roads are already Left Turn Only (except bicycles), he assumed this would involve removal of the traffic signal, rather than banning the right turn.

“As a daily commuter cycling straight on London Cycle Network 45 in that junction, both ways, I find crossing A4 without the signals is quite likely to be extremely unpleasant, if not practically impossible. In the spirit of encouraging cycling, since it seems you’re...”
proposing to effectively block an established cycle route please clarify what alternate route are you proposing for cyclists to get around the blockage?"

One respondent raised the effect of increased congestion on the Cromwell Road on access to the east of Kensington High Street, as more drivers would find a route via Grenville Place and Cornwall Gardens to enter Gloucester Road further up and thereby jump the traffic queue in Gloucester Road, as is already the case. The Gloucester Road resident suggested banning a left turn into Grenville Place from Cromwell Road, so that traffic could only enter Gloucester Road from Cromwell Road opposite the Underground station:

“I live in Gloucester Road so the traffic will pass my home either way. I make this suggestion not out of self-interest but with a view to keeping the traffic on the road best suited to it.”

A representative from Holy Trinity Brompton, a church with around 300 staff on three sites located both north and south of the A4 Brompton Road, raised concerns about receiving and making deliveries to the three sites. They are concerned about the impact on staff travel and for their congregation attending church services. The issue is compounded by the fact that Holy Trinity’s rear entrance is on Exhibition Road, which will be closed to traffic during the 2012 Exhibition Road Festival that will run from 28 July to 5 August.

Harrods made several representations to the engagement (see Section 5.6). The store was particularly concerned about access to its distribution centre in Trevor Square as Lancelot Place and the banned right turn from A4 Brompton Road into Brompton Place, where its cark par is located:

“This will seriously effect [sic] our customers who use this on a daily basis.”

Problems with deliveries were raised by DHL, UPS and the Brewery Logistics Group. DHS commented:

“This is always a very busy road. On this stretch there appear to be 12 no left turns and a number of other restrictions. This could result in severe congestion and significant delays to deliveries.” (see Section 5.8)

UPS’ suggested solution was to allow bicycles access to all restricted areas, unless there is a specific safety reason why not, and that all delivery bicycles, fitted with boxes to the back of the bicycle should be allowed access (see Section 5.7)

The Brewery Logistics Group raised concerns about the combined effect of the measures on congestion and banned turns on deliveries and day to day operations of commercial vehicles (see Section 5.12)

Banned turns were also a major concern for the London Ambulance Service and the taxi trade (see Sections 5.1 and 5.3 respectively)
Addressing the issues raised
As part of its Host City Contract, London 2012 is required to provide secure and reliable transport services to members of the Games Family. This is to ensure the athletes, officials, media and others working at the Games can reach their venues within the journey times specified in the Contract, and in time for their events. The ORN and PRN are being designed to minimise disruption to general road users while meeting the journey times specified in the Host City Contract, but inevitably they may cause some inconvenience. Banning right turns will help to maintain traffic flow on the ORN/PRN and keep the route safe for other road users.

Allowing exemptions to banned turns would jeopardise the journey time commitments London made as Host City by causing delays to the Games vehicles using this critical route. However, there are a number of movements general traffic will still be able to make to access and exit their properties. This may be through following a diversion route and, as a consequence of the movement restrictions, everyday journeys will take longer. For example:

- The westbound right turn from Cromwell Road into Marloes Road will not be possible during Games time. Traffic will need to take a loop around Warwick Road to Pembroke Road to Earl’s Court Road, and then turn left into Lexham Gardens and Marloes Road. Depending on the origin of the trip, the A315 Kensington Gardens from its junction with the A4 Knightsbridge could be used and then turn left onto the A3220 Warwick Gardens to Pembroke Road

- Both the Ashburn Place and Grenville Place junctions with the A4 will become ‘Give Way Left Turn Exit Only’. Cyclists are therefore advised to use crossings at Gloucester Road. Cyclists approaching from the south will be diverted at Courtfield Road to use Gloucester Road. From the north, cyclists will be diverted at Southwell Gardens to Gloucester Road

- Access to Harrods’ customer car park in Brompton Place will continue to be permitted. Westbound traffic will be able to turn left into Brompton Place. Eastbound traffic will be able to turn right at Beauchamp Place and approach Brompton Road via Walton Street, Hans Road and the A4 Brompton Road westbound. Alternatively, eastbound traffic can continue to Hyde Park Corner, travel round the gyratory and return westbound on the A4 Brompton Road.

In addition, following concerns raised, TfL will continue to liaise with the Royal Borough of Kensington and Chelsea (RBKC) regarding the representation to ban the left turn into Grenville Place from Cromwell Road.

Under ORN/PRN proposals, it will still be possible to access Exhibition Road by making a left turn in and left turn out. However, TfL is aware that RBKC plans to host the 2012 Exhibition Road Festival from 28 July to 5 August, during which the road may be closed...
to traffic. Measures on Exhibition Road have yet to be confirmed and the Royal Borough will liaise with residents, businesses and others in the area about their access requirements.

TfL is also considering design options for Lancelot Place that could enable some access from the A4 Brompton Road. Further details will be published when available.

London requires a significant reduction in travel demand to ensure the transport network continues to operate and that everyone enjoys a successful Games. It is therefore important that businesses and residents begin to think about how they might need to plan their travel activities differently during the Games. TfL and London 2012 offer advice for organisations and businesses, including on managing deliveries, staff travel and multi-site premises. This can be found online at: tfl.gov.uk/2012. Now that the engagement exercise on the ORN design has been completed, TfL and the Royal Borough will work together to communicate the changes to the road network and to help local residents and businesses prepare.

4.2.2 Games Lanes

Media coverage over the summer raised public perception of the Games Lanes as “VIP lanes” and encouraged a number of comments at the drop-in sessions. However, the drop-in sessions also revealed a significant degree of misunderstanding amongst attendees about how Games Lanes would operate, with many believing that the entire road would be closed to general traffic.

Six responses related to Games Lanes. Amongst those who understood how the Games Lanes would operate, several felt it would increase congestion and disruption on the A4, affecting the lives of people who live and work in the area. One local resident commented:

“With all the usual traffic crammed into a single lane, this will produce a constant gap-free stream of traffic which, combined with the pedestrian crossing closures, will create an impenetrable barrier of moving metal that will make the road impossible to cross safely for several weeks in 2012.”

Another made the observation: “Cromwell Road will come to standstill - major local impact”

Harrods was concerned that congestion resulting from the Games Lanes would affect travel for its customers and staff.

“It has been stated that it is going to take an extra 3 hours travelling time per day to get too [sic] and from Knightsbridge which we feel is totally unacceptable on an 8 hour shift.”
At a drop-in session, one person asked whether diplomatic vehicles would be allowed to use the Games Lanes and whether there would be dedicated parking for them at venues.

**Addressing the issues raised**

TfL is confident that it will meet the transport challenge posed by the Games, but not complacent. People will need to change the way they travel, when they travel or work in different ways during the Games.

TfL has carried out extensive modelling of the ORN and PRN and, if travel demand is managed sufficiently in the area, is confident that the A4 will operate smoothly during Games time. As all traffic is subject to the operational timings of London’s traffic signals, general traffic will be constrained approaching the A4 Cromwell Road. The amount of general traffic on the A4 will also be constrained by the number of traffic lanes available to it and therefore flows should be less than at present. However, this may affect journey times on roads on the approach to the A4 and TfL would advise motorists to consider alternative routes, as well as reducing their overall need to travel during Games time.

London 2012 is working with businesses and organisations to help them plan for the Games and to minimise the demands they make on the road network by reducing non-essential journeys and managing essential journeys. Further information is available on: www.London2012.com/traveladviceforbusiness

For safety reasons, TfL encourages all pedestrians to cross the A4 at the designated crossing points. Only six crossings are being closed along this section with alternative facilities only a short walk away (see Section 4.2.3).

Diplomatic vehicles will only be permitted to use Games Lanes and park at venues if they are travelling with a Venue Access and Parking Permit (VAPP). The parking entitlement is displayed on the VAPP and is not tied to the level of accreditation a person may be wearing in the vehicle. No vehicles have dedicated parking spaces at Games venues. The allocation of VAPPs is determined through LOCOG which is responsible for the International and Domestic Dignitary Programme. This programme liaises directly with National Olympic Committees who are responsible for deciding on VAPP allocations to diplomats.

**4.2.3 Pedestrian crossings**

Pedestrian crossing closures were raised in six written responses. At the drop-in sessions, a number of people were confused over whether all the pedestrian crossings on the A4 would be suspended, even though the maps only identified those that would be closed. The London Surrey Cycle Classic test event had also raised local residents’ and businesses’ awareness of crossing suspensions, especially as some people had allegedly been prevented by marshals from crossing the A4 to attend church on the
Sunday morning. Several drop-in session attendees therefore sought reassurance this
would not happen during the Games.

Some specific crossings were highlighted in responses. One local resident was
concerned about access to Sainsbury’s supermarket on Cromwell Road and the belief
that people would be “trapped” on the south side of the street:

“Closure of the pedestrian crossings and the effect of the Games Lanes..., will mean that
residents on this stretch of the Cromwell Road will be prevented from safely accessing
the Sainsbury’s supermarket (or indeed anywhere to the north of Cromwell Road, eg
Kensington High Street/Hyde Park) for several weeks during 2012.”

A representative of the Knightsbridge Association raised concerns at a drop-in session
about pedestrians’ ability to cross the Cromwell Road, particularly given the additional
numbers attending the 2012 Exhibition Road Festival from 28 July to 5 August 2012,
most of whom would arrive and depart via South Kensington Underground station on the
south side of the A4.

A representative of Brompton Oratory raised objection to the closure of pedestrian
crossings in Kensington and Chelsea:

“Though these changes are temporary, no dates are given and we are told they may be
in force for longer than is expected. To say the changes expedite the travel of the
Olympic Family between Heathrow and East London is not good enough in a city that is
already and all times a major tourist attraction.”

One resident asked for the crossing outside Brompton Oratory to be opened temporarily
during the Road Events.

Public safety was a key issue in the responses, highlighted by one as:

“Aside from the inconvenience, there is a safety risk as people will, inevitably, try to cross
what, even with crossings, is a dangerous stretch of road.”

At the Cromwell Road drop-in session, three Marloes Road residents called for a
pedestrian crossing on their street as legacy.

A request was made at the Eaton Square drop-in session not to close the pedestrian
crossing over Knightsbridge at Hyde Park, particularly given the very heavy pedestrian
flows into and out of Hyde Park at this point.

Addressing the issues raised
Six controlled crossing sites will be suspended along this section of the ORN/PRN (West
Cromwell Road to the A4/A315 Knightsbridge junction). All other crossings will remain
open, including Brompton Square and all crossings at Exhibition Road. There are no
plans to marshal crossings on this section of the ORN/PRN, although marshals are likely
to be used at this point during the cycle Road Race. The Road Event plans are still being developed and will be communicated to occupiers in the spring.

The proposed suspension of the pedestrian crossing immediately east of Collingham Road has been reviewed, as indicated on the map, and will not now go ahead. The crossing will remain open during Games time and direct pedestrian access to Sainsbury’s Cromwell Road will be maintained.

No additional provision has been made for people moving from Exhibition Road to South Kensington Underground Station as part of the ORN/PRN, as the existing provision is already very good. All crossings at the A4/Exhibition Rd will remain open during the Games and the subway from Exhibition Road to South Kensington Underground station has recently seen improvements aimed to increase capacity.

TfL has worked hard to minimise the impact of the ORN on London’s pedestrians. Where crossings have been suspended, there will be guardrail and clear directions to the closest available crossing facility, which will be no more than a three minute walk. Road safety audits were carried out on all the pedestrian crossings proposed to be temporarily suspended during Games time. In choosing which crossings to retain, pedestrian demand, public transport connections, associated facilities and land use were taken into consideration.

TfL regularly monitors road safety across London and prioritises locations where the need is the greatest so that the limited budget achieves maximum value for money. The Marloes Road junction is not considered a priority for investment at this time. Furthermore the introduction of an additional pedestrian crossing at this junction would not be supported during Games Times as it would impact on journey times.

The crossing at Hyde Park Corner has been reviewed, given the expected very high pedestrian flows in the area. It is unlikely any pedestrian crossing facilities will be suspended at Hyde Park Corner for the London 2012 Games and this crossing will now remain open.

4.2.4 Hospital and health care services

Concerns about maintaining hospital and health care services were raised by three respondents.

Imperial College Healthcare NHS Trust raised the issue of patient access to its hospital sites in West London (Hammersmith, Charing Cross, St Mary’s, The Western Eye and St Charles Hospitals and renal dialysis units across West London). In particular, the impact on access for dialysis patients, and the urgent transport of pathology samples and blood
products, none of which would be ‘blue light’ 999 emergencies but none-the-less urgent and, in some cases, life dependent. This is considered in section five of this report.

A consultant and professor specialising in intensive care medicine at St Bartholomew’s Hospital and the London NHS Trust and Queen Mary University of London, who lives in Knightsbridge, raised concerns about access to St Bartholomew’s Hospital when he is on call during the Olympic and Paralympic Games: “If I am called to an emergency I would normally expect to arrive in the hospital within 20-30 minutes travelling by car. The underground system is not sufficiently reliable under these circumstances and... telephone contact with the Intensive Care Unit is not possible whilst travelling in the tube. Certainly the buses are far too slow and unreliable, particularly when there is traffic congestion. Cycling is simply impractical, too slow and dangerous. Of course these difficulties are even worse during the night.”

Both respondents were concerned about patient safety and the need to maintain health services at a time when demand would be increased by additional visitors to London and possible casualties from any incident occurring in association with the Games.

The London Ambulance Service raised a number of concerns about blue light service access to Major Trauma Centres, specific roads on the ORN and barriered roads.

Addressing the issues raised
TfL is working with the emergency services to ensure that vehicles attending emergencies can move around the city safely and easily. It recognises that health and hospital services will face particular challenges and is working with NHS London to help health services prepare for the Games.

The consultant’s journey from Knightsbridge to St Bartholomew’s Hospital is likely to take longer during the Olympic and Paralympic Games as London traffic signals will operate to encourage the ORN and PRN to flow freely. Whilst a journey taken on the ORN, in the general traffic lane should be free of congestion, journeys on the approaches to the ORN/PRN will take longer and anyone making this journey should therefore allow additional time. However, journeys taken outside peak hours and after midnight should be quicker, especially as Games Lanes on the ORN and PRN will, in most cases, be open to general traffic from midnight to 6am.

Furthermore, St Bartholomew’s Hospital and the London Hospitals NHS Trust has been designated a back-up trauma care provider for athletes and team officials, technical officials and Olympic and Paralympic Family members during the Games. As part of this role, TfL is aware that the Hospital is already considering providing temporary accommodation to on-call staff where appropriate. Further information is available from the Trust’s 2012 coordinator.
London 2012’s Travel Advice for Business team is working closely with NHS London and also providing site specific advice to some NHS Trusts and Hospitals on how to operate during the Games. TfL understands that Imperial College is already receiving this service. TfL’s website provides consolidated information on all transport aspects for the Games, including business advice. Visit: tfl.gov.uk/2012

For the response to London Ambulance Service’s concerns see Section 5.1 of this report.

4.2.5 Exhibition Road

Three responses (Holy Trinity Church, Metropolitan Police and Knightsbridge Association) requested information about plans for Exhibition Road, where the 2012 Exhibition Road Festival will take place from 28 July to 5 August.

The Knightsbridge Association was concerned about crowd safety, particularly the use of the underground foot tunnel from Exhibition Road to South Kensington Underground station.

Addressing the issues raised
TfL is aware the Royal Borough of Kensington and Chelsea plans to host the 2012 Exhibition Road Festival from 28 July to 5 August, during which the road may be closed to traffic. Traffic measures are being developed by the Royal Borough and will take into account planned measures for the ORN/PRN and Road Events.

Six controlled crossing sites will be suspended along this section of the ORN/PRN (West Cromwell Road to the A4/A315 Knightsbridge junction). All other crossings will remain open, including Brompton Square and all crossings at Exhibition Road. There are no plans to marshal crossings on this section of the ORN/PRN, although marshals are likely to be used at this point during the cycle Road Race. The Road Event plans are still being developed and will be communicated to occupiers in the spring.

No additional provision has been made for people moving from Exhibition Road to South Kensington Underground Station as part of the ORN/PRN, as the existing provision is already very good. The existing pedestrian crossings are to be retained during the Games and the subway from Exhibition Road to South Kensington Underground station has recently seen improvements aimed at taking higher numbers of pedestrians.

There is an established safety planning process for the Exhibition Road Festival that advises on all aspects of its safe delivery, including crowd management with representation from TfL, the Metropolitan Police and other key stakeholders. This planning process involves a resident grouping that has representation from the
Knightsbridge Association. However, any decision on the use of the underground foot tunnel during the Festival would remain with London Underground.

Queries about the Festival should be emailed to the Royal Borough’s 2012 Unit: 2012Unit@rbkc.gov.uk

4.2.6 Cycling on the ORN and closed roads

Two respondents commented on cycling on the ORN/PRN. One, a resident and commuter cyclist, raised the issue of removing traffic signals at Ashburn Place and Grenville Place and the effect on crossing the A4 (see Banned turns above).

The second, UPS Ltd, suggested using bicycles with boxes on wheels attached to the back, as delivery vehicles during the Games, and asked for all bicycles, including these modified vehicles to be exempted from restricted movements.

Addressing the issues raised

Both the Ashburn Place and Grenville Place junctions with the A4 will become ‘Give Way Left Turn Exit Only’. Cyclists are therefore advised to use crossings at Gloucester Road. Cyclists approaching from the south will be diverted at Courtfield Road to use Gloucester Road. From the north cyclists will be diverted at Southwell Gardens to Gloucester Road.

For response to UPS see Section 5.7.

4.2.7 Air pollution

The Campaign for Clean Air in London (CAL) raised concerns about the potential implications for air quality of the ORN. This is addressed in Section 5.5 of this report.

4.2.8 Enforcement

One respondent, the Metropolitan Police, asked how road restrictions on the ORN will be managed, the enforcement options for non-compliance and for permitted turns on the Cromwell Road at Knaresborough Place and Queensberry Place.

The police also asked what would prevent u-turns after banned turns at junctions in the Cromwell Road. These concerns are addressed in Section 5.2 of this report.
4.2.9 Roadworks

One respondent, the Brompton Oratory, raised concerns about the "plague of roadworks" in London and hoped this would not be the case during the Games.

Addressing the issues raised
From the end of March 2012, there will be no planned roadworks on the ORN. For the actual Games period itself, this will be extended to cover all ‘A’ and ‘B’ roads in London. Londoners will therefore benefit significantly from reduced roadworks disruption both before and during the Games period. Contingency plans between utility companies and highway authorities will be put in place for unforeseen emergency roadworks, such as a burst water main, to guarantee they are dealt with promptly and any disruption is kept to a minimum.

TfL and the Department for Transport are also consulting on a proposed scheme to reduce disruption from roadworks in London. This will allow TfL to charge companies a daily fee for digging up London’s busiest roads at the busiest times and will help incentivise more efficient working practices. The consultation runs from 23 August to 14 November 2011. Details of the proposed TfL Lane Rental Scheme can be found online at: consultations.tfl.gov.uk/streets/lane-rental

4.2.10 Bus services

At the drop-in sessions there were a number of enquiries about changes to bus services, especially routes 74 and 14 which cover all or part of the ORN.

Addressing the issues raised
TfL is working to maintain the existing comprehensive bus network during the Games. Extra buses will be added, where necessary, to cater for additional passengers.

Some bus routes will be diverted and/or disrupted during the Games, particularly due to road closures when road events are taking place. Where changes, such as diversions are needed as a result of temporary changes to the road network, TfL is working to minimise disruption to passengers and local communities. All service changes will be publicised to passengers well in advance of the Games.

4.2.11 Cycle Road Race

The London - Surrey Cycle Classic test event on 14 August had raised awareness of how road changes would affect residents and businesses during the Games, particularly given the cycle route had included the A4 Brompton Road to Hyde Park Corner stretch of the ORN. Two written comments were received and a number of remarks were made at the drop-in session on Brompton Road.
At the drop-in sessions, there were requests for more information about the Cycle Road Race and its effect on movement. People sought maps of the route and general information nearer the time.

Harrods also queried whether measures for the Olympic Cycle Road Race would remain in place between the men’s race on 28 July 2012 and the women’s race on 29 July 2012.

Addressing the issues raised
For each Olympic Road Event, including the cycle road races on the 28 and 29 July 2012, there will be a number of road closures to facilitate a safe competition environment for the athletes and to avoid vehicle-spectator conflict in the areas adjacent to the race route. As each of the road events are different in duration and extent, the amount and extent of required road closures will vary. To ensure safety and for the installation of barriers, the roads must be closed a few hours before the race starts, and open again as soon as is safe to do so after completion. TfL is currently developing detailed plans, as a number of factors, such as the event requirements and the Olympic Route Network requirements, must be taken into account to determine exact timings.

A number of lessons from the August 2011 London - Surrey Cycle Classic test event must also be taken into consideration. More information on the road closure programme will be available in the spring and TfL will engage with those affected at that time, including holding drop-in sessions and distributing leaflets.

TfL currently anticipates that the road will re-open between the men’s cycle road race on 28 July and the women’s cycle road race on 29 July.

4.2.12 Information and materials
At drop-in sessions, several attendees requested additional information about the ORN, hard copies of maps and follow-up information. They included a representative of an unidentified residents’ organisation who wanted to distribute the materials to people who did not have internet access.

At the Brompton Road drop-in session, two attendees claimed not to have received the pack and suggested that local small businesses had been unaware of the proposals.

One person was critical of TfL putting “Further details to follow” on the materials. They claimed it was unacceptable to start a public engagement without knowing all the details and asked how TfL expected them to comment if they do not know the full impact.

Addressing the issues raised
TfL used a delivery company to hand-deliver the information materials (letter, FAQ and maps) to businesses and residents within 400m of the ORN/PRN. Information was also published on the TfL website (tfl.gov.uk/ORN) and displayed at three drop-in sessions.
where people could question the project team. These sessions were advertised in the local press and in the letters.

After the delivery had taken place, TfL received a report listing any addresses that could not be reached and a copy of the letter was then posted to these, first class via Royal Mail. Some 228 of the 21,214 addresses within 400m of the ORN/PRN were re-delivered in this way. The delivery company guarantees a 97 per cent delivery rate, which is independently audited by StepCheck and the Audit Bureau of Circulation.

As a high number of small and medium businesses will be affected by the Games, London 2012 is running a series of workshops to help them plan. Details are available online at tfl.gov.uk/2012.

TfL is developing designs and operational plans in line with emerging information. TfL remains committed to engaging with residents, businesses and other transport network users regarding these designs and plans.
5 Responses from statutory bodies and other stakeholders

5.1 London Ambulance Service

The London Ambulance Service (LAS) pointed out that the nearest Major Trauma Centre for Knightsbridge, Kensington, Chelsea and Fulham is St Mary’s Hospital in Paddington. Patients with an acute heart attack need to go to the Hammersmith Hospital. LAS claimed the measures restricting turns along the ORN in this area would pose significant problems in conveying patients to these locations when Exhibition Road would be closed for some of this time for the Festival, and the loss of access through Hyde Park. The next nearest centres for these time-critical patients are St George’s Hospital Tooting and St Thomas’ Hospital. The latter will be particularly difficult to access given the ORN measures in Westminster.

LAS also commented on specific measures:

Junction of Marloes Road/Cromwell Road - No right turn from Cromwell Road
This is problematic for the LAS as this route provides a route into North Kensington from Knightsbridge and South Kensington. LAS proposes the junction be designed to allow an ambulance/response car on blue lights to be able to achieve a right hand turn from Cromwell Road.

No right turn from Collingham Road into Cromwell Road
This ban, which appears to be supported by a barrier across the junction, will reduce flexibility in responses in this area. LAS proposes the junction be designed to allow an ambulance/response car on blue lights to be able to achieve a right hand turn from Cromwell Road.

Ashburn Gardens and Cromwell Road - pedestrian crossing signal suspension
LAS is concerned about public safety given the proximity of the pedestrian crossing to a supermarket.

Cromwell Road/Queen’s Gate
This route will be essential during the Games as a festival will be taking place in Exhibition Road, evenings and weekends, removing it as a routing option. LAS is seeking assurance that the banned right hand turn from Queen’s Gate into Cromwell Road is not enforced by barriers.

Brompton Road/Thurloe Place - banned right turn
This is an essential route for responses to 999 calls within the area. There is another un-signalled pedestrian crossing at this location – see comment above. LAS seeks reassurance that this turn will not be barriered as well as the lane closure and that an ambulance on blue lights would be able to negotiate this turn.
Brompton Road/Hans Road
The reversal of direction on Hans Road will mean it will be difficult for ambulances responding to Harrods to utilise the side entrance. This will mean that they will stop on the Brompton Road at the front entrances. It should be noted that LAS responds to between 14-20 999 calls a month to these premises (based on January - September 2011).

The additional delineators on the Brompton Road, coupled with existing lack of right turns off the Brompton Road, between the London Oratory and Knightsbridge and the ORN banned turns will make it difficult to respond to calls in the road south of this area from the west/north. This has the potential to cause significant delays in responses in the area. Given the length of time that these measures will be in place, the risk becomes significant. LAS requests further discussions to look at this area as a whole, to see where access may be achieved effectively.

Brompton Road/Knightsbridge/Sloane Street
The loss of turning movements through this junction is a concern. The side roads in the area which could allow ambulances to make the changes in direction usually achieved through this junction are small and congested in normal traffic conditions. Given TfL assumptions about increasing congestion on roads approaching/.Joining the ORN during the Games this is likely to impede emergency responses in this area. LAS proposes further discussions to design the lane closures/barriers to facilitate emergency responses through the junction.

Knightsbridge Sloane Street to William Street
The placement of delineators along this stretch of road to prevent U-turns will significantly impede LAS responses when considered in conjunction with the other measures.

Addressing the issues raised
TfL is working with the emergency services to ensure that vehicles attending emergencies can move around the city safely and easily. The only circumstance in which police and emergency services vehicles can use Games Lanes is when attending a ‘blue light’ emergency and the traffic orders will include this standard exemption.

In response to specific issues raised:

Junction of Marloes Road/Cromwell Road - No right turn from Cromwell Road
Barriers will prevent vehicles turning right into Marloes Road and Collingham Road. To provide LAS with the best possible facilities and ensure the public highway is safe at all times, TfL and LAS would need to develop an operational commitment with one another. TfL’s contractors could provide traffic management equipment that would permit LAS vehicles on a ‘blue light’ emergency to navigate or move the equipment into a neutral part of the carriageway within the closure zone. However, whilst this approach
could be achieved in the entry zone on Cromwell Road, LAS staff would be required to replace the barriers on the exit zone, otherwise they would be an obstacle in the public highway. LAS would be required to either replace the traffic management equipment, or communicate through pre-determined channels for TfL’s highway’s contractors to replace immediately. This arrangement would only be acceptable for ‘blue light’ emergencies. LAS should consider the lost time in performing this operation and may wish to consider using The A3220 Warwick Road.

Junction of Cromwell Road/Collingham Road - No right turn from Cromwell Road Collingham Road is a ‘one-way’ road northbound, TfL would not support physical measures to support this proposal, even on a ‘blue light’. There will be a gated closure of the right turn into Knaresborough Road to allow access for Royal Borough of Kensington and Chelsea service vehicles and, potentially, emergency services vehicles. In addition, emergency services on a blue light will be able to use the Games Lanes which will improve their progression along the A4.

The proposed suspension of the pedestrian crossing immediately east of Collingham Road has been reviewed and will not now go ahead. The crossing will now remain open during Games time.

Ashburn Gardens and Cromwell Road - pedestrian crossing signal suspension At Ashburn Gardens, the only formal pedestrian crossing facility is across the ‘Point West’ exit for the Sainsbury’s store. This crossing will remain uncontrolled as it serves an east-west movement. There is no formal controlled crossing across the A4 at this junction. In discussions with Point West Management (involving Sainsbury’s), it was agreed that the preferred pedestrian crossing facility to keep open across the A4 Cromwell Road would be the crossing to the east of Collingham Road.

There will be a set of barriers along each kerbside and the pedestrian island will also be barriered off. This design has been safety audited.

Cromwell Road/Queen’s Gate
There will be no barriers preventing the right turn from Queen’s Gate into Cromwell Road in an emergency. However, TfL asks LAS to note that it will be difficult to make this turn because of high vehicle flows and there will be no signal stage for this movement. However, on a blue light’ emergency services are permitted to turn at this junction.

Brompton Road/Thurloe Place - banned right turn
The type of barrier method to be used to enforce this banned turn has yet to be finalised. TfL will continue to engage with the emergency services on defining suitable barrier types that can be navigated by emergency service vehicles.
Brompton Road/Hans Road
Hans Road will continue to be accessible to traffic but its one-way system will be reversed. Ambulances will be able to access the side entrance of Harrods via Beauchamp Place and Walton Place, or via Basil Street. There are no width restrictions in this area and ambulances should be able to access Harrods’ side entrance. Ambulances on a ‘blue light’ emergency will also be able to stop on the Brompton Road, if necessary.

Brompton Road/Knightsbridge/Sloane Street
Eastbound traffic, including ambulances, will continue to be able to turn right from the A4 Brompton Road at Beauchamp Place. In addition, ambulances on a ‘blue light’ 999 call will be able to use the Games Lanes.

A number of movements are restricted at the A4/A315 Scotch House Corner junction. However, under a blue light, an ambulance should still be able to exit northbound at Sloane Street and undertake the left turn onto A315 Knightsbridge. To provide LAS with the best possible facilities and ensure the public highway is safe at all times, TfL and LAS would need to develop an operational commitment with one another. TfL’s contractors could provide traffic management equipment that would permit LAS vehicles on a ‘blue light’ emergency to navigate or move the equipment into a neutral part of the carriageway within the closure zone. However whilst this approach could be achieved in the entry zone on Knightsbridge, LAS staff would be required the replace the barriers on the exit zone, otherwise they would present an obstacle in the running carriageway. LAS would be required to either replace the traffic management equipment, or communicate through pre-determined channels for TfL’s highway’s contractors to replace immediately. This arrangement would only be acceptable for ‘blue light’ emergencies.

Knightsbridge Sloane Street to William Street
The intention is that delineators/barriers will be placed along the centre of the carriageway along large sections of this part of the A4, these will prevent u-turns and right turns that would otherwise delay Games vehicles as well as general traffic. The precise extent of these restraints are yet to be finalised and we will engage further with the emergency services to better understand their routes and priority movements so barrier types used can be navigated by emergency service vehicles.
5.2 Metropolitan Police

The Metropolitan Police, asked how road restrictions on the ORN will be managed (stewarded closures or signage). They wanted to know the enforcement options for non compliance and for permitted turns on the Cromwell Road at Knaresborough Place and Queensberry Place. They also sought clarification as to how U-turns after banned turns at junctions in the Cromwell Road will be prevented.

They asked why details of the Exhibition Road closure were not shown on the map.

Addressing the issues raised

To ensure the smooth running of the ORN and PRN, and to keep the rest of London moving, it is essential that motorists comply with the traffic regulations. To promote compliance, TfL and the ODA will continue to communicate extensively where the ORN and Games Lanes will operate so all road users will be aware of where, when and how they can use the designated roads.

Traffic regulations on the ORN and PRN will be monitored both by CCTV and by teams of highly visible on-street Civil Enforcement Officers (CEOs). The aim is to provide a clear deterrent to contravention of traffic regulations. A number of highway authorities will have responsibility for enforcement on the ORN and PRN and will provide resources through their existing local arrangements.

In the event that a vehicle is parked illegally on the ORN/PRN or observed in contravention of an ORN/PRN moving regulation (ie Games Lane or restricted turn), CEOs will have the ability to issue a Penalty Charge Notice (PCN) to the registered keeper of that vehicle. The level of this charge is not yet finalised but, following a public consultation carried out by the ODA, a proposal of £200 (with a 50 per cent discount for early payment) has been made to Ministers by the ODA. This decision currently rests with the Secretary of State for Transport for approval.

Abandoned, broken down or illegally parked vehicles causing an obstruction on the ORN will also be subject to relocation by a rapid response vehicle removals service. Any relocated vehicles will be registered with the recognised tracking service (TRACE) to enable the owner to recover their vehicle.

Road restrictions on the ORN/PRN will be managed by physical barriers, signs and lines. Marshals will generally only be used close to the venues. There will be central carriageway delineators on Brompton Road to prevent u-turns.

The design of right turn restrictions at Knaresborough Place and Queensbury Place is still being developed and TfL will provide further information on this when available.
TfL is aware that RBKC’s plans to host the 2012 Exhibition Road Festival from 28 July to 5 August, during which the road may be closed to traffic. Traffic measures are still being developed by the Royal Borough and will take into account the proposed measures for the ORN/PRN and Road Events.

5.3 Licensed Taxi Drivers’ Association

The Licensed Taxi Drivers’ Association (LTDA) provided a response to all sections of the ORN/PRN within tranche four of the public engagement exercise. The response was made on behalf of the LTDA along with Unite the Union Cab Trade section, ComCab, London Cab Drivers Club, Dial A Cab and Radio Taxis. Issues raised for this TOG were:

- Right turn at Gloucester Road requested
- Suspension of taxi ranks to be lifted after midnight to serve night clubs. Taxi shelter bays to be re-sited
- Query whether right turns will be permitted from Cromwell Place and Exhibition Road into A4 Cromwell Road and Cromwell Gardens
- Will right turns be permitted at Montpelier Street into A4 Brompton Road?
- Clarification of the arrangements for taxis at Harrods
- Taxi access to Hyde Park Corner from Grosvenor Crescent

Addressing the issues raised

Taxis and other vehicles are currently not permitted to turn right into Gloucester Road from the A4. It is not possible to permit a taxi exemption as to allow a right turn at this point would create unacceptable delay to Games vehicles.

The central carriageway bays on A4 Thurloe Place will be suspended from 06:00 to midnight but available from midnight to 06:00. Additional all day provision for taxis will be available on the eastbound carriageway near the Victoria and Albert Museum (V&A). The refreshment cabin on A4 Thurloe Place will remain open and drivers will be able to reach it by crossing at the unsignalled crossing outside the V&A and walking through the suspended central taxis stands.

Right turns will be permitted from Cromwell Place into A4 Cromwell Road and Cromwell Gardens. Right turns will not, however, be permitted from Exhibition Road into A4 as this would delay Games vehicles. To provide a new right turn here would require a change to the traffic signal phasing that would adversely affect the progression of vehicles along the A4.

It will not be possible to turn right from Montpelier Street into A4 Brompton Road as there will be offside Games Lanes in each direction along this section which general
traffic cannot enter from 06:00 to midnight. Additionally barriers will be placed down the centre of the road to prevent U-turns and right turns. Banned turns will be in operation for 24 hours a day.

The taxi bay at the front of Harrods on the A4 Brompton Road is to be suspended in order to allow traffic on the ORN/PRN to flow freely. Instead, taxis servicing Harrods will be re-routed around the back via Sloane Street, Basil Street, Hans Crescent and Hans Road, where the one-way system will be reversed.

To reach Hyde Park Corner from Grosvenor Crescent, taxis will travel south to Sloane Square and approach Hyde Park Corner from Grosvenor Place.

TfL and representatives from the Licensed Taxi Drivers’ Association, London Cab Drivers Club and Unite have been in discussions with TfL regarding the proposed ORN and the traffic management arrangements necessary to facilitate the network, in particular, the ability for taxis to make the same turning movements and access to Games Lanes as granted to local buses on the ORN during Games times. TfL is currently reviewing all such suspended turns and sections of Games Lanes on the network and examining the impact on traffic flows before making recommendations of access. TfL is scheduling further meetings with the taxi trade to discuss its findings and will be meeting with the driver associations on a monthly basis between now and the Games to work together on other issues and initiatives relating the Games.

5.4 Imperial College Healthcare NHS Trust

Imperial College Healthcare NHS Trust stated it has a statutory obligation to recognise and deliver on its duty of care to its patients who must reach its hospitals and treatment centres in a timely fashion to receive treatment, either as an admission, a day case, or as an outpatient.

Its main concerns are:

- Dealing with patient referrals from across the UK and overseas - access to its various hospital sites
- Patients delivered to hospital via contracted patient transport vehicles, especially renal dialysis patients
- Transporting time-limited pathology samples and blood products
- Allowing patient, pathology and blood transport to be able to use the ORN or, as a minimum, the bus lanes

Imperial College NHS Trust notes the ORN, PRN and management plans for roads around venues make no mention or provision, at this stage, of any exemptions, special
or different arrangements for patient transport vehicles which are taxed as NHS vehicles and categorised as ambulances.

Imperial College Healthcare NHS Trust incorporates, Hammersmith Hospital, Charing Cross Hospital, St Mary’s Hospital, The Western Eye Hospital and runs clinical services from St Charles Hospital, the Trust also provides satellite renal Dialysis units across West London.

Imperial College’s patient base however is geographically large. Being a major national teaching campus and an Academic Health Science Centre, it is referred patients from across the country and indeed from abroad so access to its sites can be from all points of the compass.

The vast majority of its patients are able to self present at its treatment centres but it currently provides approx 30,000 patient journeys per month delivered by a diverse fleet of 109 contracted vehicles (operated on its behalf by DHL) to cater for the less able bodied patients who have a variety of mobility and health needs. The service covers not only walking patients who are unable to use public transport due to immuno suppressed conditions, but wheelchair, stretcher and even high dependency patients who may be coming in for treatment or indeed being transferred to or from our major trauma centre. Most of these journeys would not be “blue light” 999 emergencies but none the less would be urgent and, in some cases, life dependant especially in the case of renal dialysis patients who incidentally represent the largest group of patients we provide a transport service to.

In addition Imperial College transports pathology samples and blood products for transfusions. These are essential for the diagnosis of patients attending primary care and those at Chelsea and Westminster Hospital for whom it provides an off site service. With the increased population attending the Games and the risk and potential for a major Trauma Centre at St Mary’s, the need for the urgent transport of both samples and blood products is likely to increase during the Olympics.

It asks TfL to consider allowing patient, pathology and blood transport to be able to use the ORN or as a minimum the bus lanes. This is essential to avoid clinical risk to patients and maintain the reputation of the NHS.

Addressing the issues raised
TfL is working with the emergency services to ensure that vehicles attending emergencies can move around the city safely and easily. It recognises that health and hospital services will face particular challenges and is working with NHS London to help health services prepare for the Games.

The ORN/PRN is made up of a number of roads that link all competition and other key venues to provide reliable journey times for the Games Family, comprising athletes,
officials, media and others working at the Games. The ORN will be on just 109 miles, around 1 per cent of London’s roads. The PRN will be much smaller, covering around 83 miles. Every effort has been made to keep the number of roads required for the routes to an absolute minimum. Roads on the ORN will remain open to general traffic, including patient transport vehicles and ambulances not on a blue light.

Around a third of the ORN and PRN (30 miles) will have dedicated ‘Games Lanes’. Games Lanes will only operate on the busiest parts of the ORN and PRN, for the use of the athletes, officials, media and others working at the Games and on call emergency vehicles. Around a quarter (24 per cent) of the Games Lanes will be created by replacing or sharing existing bus lanes and will therefore have limited impact on regular traffic.

Along the A4 Earl’s Court Road to Hyde Park Corner, the Games Lanes will be in the offside (centre lanes) of both carriageway. General traffic, including non-emergency ambulances and patient transport vehicles, will still be able to travel in the nearside lane. Where there is no nearside lane, for example eastbound from Brompton Square to Lancelot Place, general traffic will use the suspended bus lane.

The only circumstance in which police and emergency services vehicles can use Games Lanes will be when attending a ‘blue light’ emergency and the traffic orders will include this standard exemption. There is significant demand from the police, utilities and others to use the Games Lanes for critical operational reasons which fall short of actual emergencies. To give blanket approval to all of these would undermine the performance of the whole ORN and PRN and in particular jeopardise the journey time commitments in the Host City Contract.

General exemption to using all bus lanes across London would not be possible during Games time as a priority has to be given to public transport at this time in order to minimise the volume of road traffic. The benefits for one group must be balanced against other factors, particularly the fact that bus lanes allow large numbers of bus passengers to have a quicker, more reliable journey. TfL is already increasing the number and frequency of buses to cater for the predicted demand during the Games and so London’s bus lanes will become more heavily used and relied upon at this time. Therefore there are no plans to permit non emergency vehicles into bus lanes. TfL understands that Imperial College is already receiving site specific advice from London 2012’s Travel Advice for Business team. This information and advice is specific to the fact that NHS service providers need to communicate early and clearly with patients, that travel times will be increased and travel itself will be more difficult. As far as deliveries are concerned, TfL is developing a web-based Freight Journey Planner that will enable operators to plan their journeys during the Games, including multiple drops. The Planner is in development and should go live in the spring. Details will be published on tfl.gov.uk/2012.
5.5 Campaign for Clean Air in London

The Campaign for Clean Air in London (CAL) wrote to TfL in mid-September, towards the end of the informal TRO consultation. The Campaign was responding to the consultation process that had been underway since late spring 2011 in broad terms but also cited some concerns about specific locations in the ‘Phase 4 engagement process’ in west and central London. CAL had last written to TfL and the ODA in April 2011.

CAL claims that plans for the ORN may be unlawful and subject to legal challenge; that consultation processes were inadequate; that the strategy of reducing traffic volumes through communicating impacts was discredited and would not work, therefore increasing air pollution because there would be more delays and congestion; at the same time, physical restraint measures would also increase congestion for other road users and that the environmental impact of the proposals had not been made clear.

Addressing the issues raised
The Commissioner of Transport for London has responded to CAL addressing the criticism of the consultation process (and how it generated hundreds of responses); re-emphasising the purpose and modest extent of the ORN/PRN in relation to London’s total road network; citing the limited date range that will now apply to its operation and referring to previous discussions with CAL about emissions zones.

TfL states that, as previously promised, further work will be undertaken about the potential implications for air quality of the ORN and the effect of the Travel Demand Management measures to mitigate this. This work will use the more detailed information and data on the potential traffic impacts and Travel Demand Management that is now available – reflective of the evolving detailed design process of the routes and associated traffic management. TfL also confirms that it will be considering (with the ODA) any other mitigation measures that may be necessary in light of this work.

TfL points out that this work is not part of the statutory consultation on the Traffic Regulation Order for the (fourth phase of) the ORN. TfL is committed to share the results of the work being undertaken through the London 2012 Sustainability Forum (and any other interested parties).

TfL also offers to meet with CAL in the interim to discuss the issues it had raised.
5.6 Harrods

Harrods made several representations to the engagement (online, at the drop-in session and via their Travel Advice for Business 2012 advisor) their issues concerned:

Games Lanes
Harrods feel that having a Games Lane on parts of the Brompton Road will cause extra disruption on traffic on the already busy Brompton Road. This will affect the travel for its customers but more so for the staff who have to be in store to work. Their representative wrote:
“I am sure there has been a lot of thought gone into how the official Olympic people are going to get to and from the stadium but little thought seems to have gone to the people who need to carry on working during this period.”

Harrods states that an extra three hours travelling time per day to get to and from Knightsbridge is “totally unacceptable” on an 8 hour shift.

Banned turns
The main issue is their access requirement to Lancelot Place from A4 Brompton Road. Harrods needs access via Lancelot Place to its distribution centre in Trevor Square. It cannot access the centre via A315 Knightsbridge because the road is narrow and has road humps.

Harrods states that a suggestion of using permits for these vehicles would be totally unacceptable as it uses a lot of small companies and doesn’t always know the vehicles they will use for delivery.
“Most are unable to use the side roads to get to Trevor Square as they are too large and there will be an issue with the residents living in that area.”

In addition, Harrods is concerned about the banned right turn into Brompton Place which will affect customers using the car park located there and which is in use on a daily basis.

Cycle Road Race
Harrods also asked whether measures for the cycle Road Race would stand down between the men's and women's events.

Addressing the issues raised
TfL has carried out extensive modelling of the ORN and PRN and, if management of travel demand is achieved in the area, is confident that the A4 will operate smoothly during Games time.

It is important to note, however, that temporary changes to traffic signal timings will be needed when the network is being used by Games vehicles to ensure the smooth flow
of traffic on the ORN and PRN. This may affect traffic on the approaches to the A4 and motorists are advised to leave longer to make their journeys, consider alternative routes, as well as reducing their overall need to travel during Games time.

TfL is confident that it will meet the transport challenge posed by the Games, but not complacent. People will need to change the way they travel, when they travel or work in different ways during the Games. London is used to hosting successful major events, and we will do so again. All partners are fully focused on delivering a fantastic London 2012 Games and legacy for the Capital and UK.

TfL is considering design options for Lancelot Place that could enable some access from A4 Brompton Road. Further details will be shared with Harrods when available.

Access to the Harrods’ customer car park in Brompton Place will continue to be permitted. Westbound traffic will be able to turn left into Brompton Place. Eastbound traffic will be able to turn right at Beauchamp Place and approach Brompton Place via Walton Street, Hans Road and the A4 Brompton Road westbound. Alternatively, eastbound traffic can continue to Hyde Park Corner, travel round the gyratory and return westbound on the A4 Brompton Road.

TfL anticipates that the road will reopen between the men’s cycle road race on 28 July and the women's cycle road race on 29 July.

5.7 UPS

Express package delivery company UPS responded to all Traffic Order Groupings in this tranche of engagement.

Commenting on the proposals, UPS explained that, every day, its 400,600 employees manage the flow of goods, funds and information in more than 200 countries and territories. “We have a significant presence in and commitment to the London economy and will need to continue serving customers before, during and after London 2012. We believe we can operate with the proposed restrictions in place. However, we would not want these to alter and would certainly not want to see any additional restrictions.”

UPS recognises that it will not be ‘business as normal’ with the traffic restrictions in place and will seek to find ways to overcome the additional congestion and other traffic problems to ensure its customers continue to have the best possible service in London.

It suggests one possible solution could be the use of bicycles with boxes on wheels attached to the back of the bicycles. UPS asks that bicycles have access to all restricted areas (unless there is a specific safety reason why they should be denied access) and
that all delivery bicycles (ie with boxes attached to the back of the bicycle) should also be allowed access.

UPS sees two main benefits to this approach:

- It would overcome the restrictions and associated increase in congestion
- It could be viewed as an opportunity for delivery companies that do not currently use bicycles within their delivery fleet to undertake an extensive trial to determine whether they could continue to be used after London 2012. “It is possible that as a result of their extensive use during London 2012 that some companies decide to retain them in their London fleet and, as a result, improve the fleet’s sustainability.”

Addressing the issues raised

TfL encourages businesses to consider alternative modes of transport to carry out their activities, especially walking and cycling, and welcomes this approach. The use of bicycles to transport freight is of interest to TfL and in 2009 it published a study investigating the use of load carrying cycles. A copy can be found at: tfl.gov.uk/assets/downloads/businessandpartners/cycle-as-freight-may-2009.pdf

Bicycles, with a box either mounted on the cycle or on a trailer that allows the cycle to be operated safely, are already used in London by some courier and delivery companies. If however, UPS was considering the use of electrically assisted cycles or tricycles, they should refer to the Electrically Assisted Pedal Regulations 1983. TfL does not endorse the use of pedicabs (which are designed for carrying people) for carrying cargo.

The ORN/PRN design allows cyclists to enter the majority of Games Lanes where they are on the nearside, as this is seen as the normal cycling position on the road. Cyclists will not be allowed to enter the offside Games Lanes or to make other movements that would be deemed unsafe.

Cyclists are allowed to access and exit side roads where it is safe to do so. In most instances, this will be a left turn in and left turn out. Where access for cyclists is allowed, a standard 1.2 metre to 1.5 metre gap has been left to enable cycles to enter or exit, assuming a one directional flow. TfL believes this will be sufficient for cyclists with panniers to make the turn. However, any proposed boxes on wheels would need to ensure they can fit the space and make the turning movement without obstructing other road users. As boxes are wider than panniers, there could also be a safety concern for staff on bicycles who tow the boxes, which UPS would need to address.

Provided the boxes meet road safety considerations and the cyclists conform to ORN/PRN demands and road traffic legislation, bicycles with boxes on wheels could provide a viable business option.
TfL is happy to work with businesses to help them plan ahead and discuss their options so that they can ‘keep on running’ during the Games. For details, visit: Tfl.gov.uk/2012

5.8 DHL

DHL commented on banned turns on this part of the ORN/PRN. It said that this was always a very busy road. On this stretch, it suggested there were twelve no left turns and a number of other restrictions which could result in severe congestion and significant delays to deliveries.

Addressing the issues raised
As part of its Host City Contract, London 2012 is required to provide secure and reliable transport services to members of the Games Family. This is to ensure the athletes, officials, media and others working at the Games can reach their venues within the journey times specified in the Contract, and in time for their events. The ORN and PRN are being designed to minimise disruption to general road users while meeting the journey times specified in the Host City Contract, but inevitably they may cause some inconvenience and standing traffic in some areas at times. Banning right turns will help to maintain traffic flow on the ORN/PRN and keep the route safe for other road users.

TfL has carried out extensive modelling of the ORN and PRN and, if management of travel demand is achieved in the area, is confident that the A4 will operate smoothly during Games time. Whilst a journey taken on the ORN, in the general traffic lane, should be free of congestion, journeys on the approaches to the ORN/PRN will take longer and anyone making this journey should therefore allow additional time. However, journeys taken outside peak hours and after midnight should be quicker, especially as Games Lanes on the ORN and PRN will, in most cases, be open to general traffic from midnight to 6am.

The Travel Advice for Business programme is working with businesses and freight industry representatives in particular to ensure the impact of the Games is known and understood. It is promoting advance planning by operators to understand the potential changes to journey times and routes and how they can mitigate them. TfL will continue to work with partners and companies such as DHL to keep businesses and traffic working smoothly during Games time.
5.9 Holy Trinity Brompton

A representative from Holy Trinity Brompton, a church with around 300 staff on three sites located both north and south of the A4 Brompton Road, raised concerns about receiving and making deliveries to the three sites. They are concerned about the impact on staff travel and for their congregation attending church services. The issue is compounded by the fact that Holy Trinity’s rear entrance is on Exhibition Road, which will be closed to traffic during the 2012 Exhibition Road Festival that will run from 28 July to 5 August.

Addressing the issues raised
TfL would ask that the Holy Trinity Brompton begin to communicate to staff and their congregation about the changes they will need to make to their travel in the area next summer.

It is possible to cross the A4 ORN/PRN at a number of junctions, the principal roads being: the A3220 Warwick Road/ Earls Court Road, Queens Gate Mews, B235 Gloucester Road, and Exhibition Road.

Under ORN/PRN proposals, it will still be possible to access Exhibition Road by making a left turn in and left turn out. However, TfL is aware that RBKC plans to host the 2012 Exhibition Road Festival from 28 July to 5 August, during which the road may be closed to traffic. Measures on Exhibition Road have yet to be confirmed and the Royal Borough will liaise with residents, businesses and others in the area about their access requirements.

Enquiries about the Festival should be addressed to the Royal Borough’s 2012 Unit: 2012Unit@rbkc.gov.uk

London 2012 is also running a series of workshops providing travel advice for different sectors with multiple sites. They include workshops aimed at the charity sector and TfL would urge the Holy Trinity Brompton to sign up by emailing keeponrunning@london2012.com.

5.10 Brompton Oratory

Brompton Oratory raised an objection to the closure of pedestrian crossings in Kensington and Chelsea. The Oratory also raised concerns about the "plague of roadworks" in London and hoped this would not be the case during the Games.

Addressing the issues raised
Six controlled crossing sites will be suspended along this section of the ORN/PRN (West Cromwell Road to the A4/A315 Knightsbridge junction). All other crossings will
remain open, including Brompton Square and all crossings at Exhibition Road. There are no plans to marshal crossings as part of the ORN/PRN, although some may be marshalled for the Road Events. The Road Event plans are still being developed and will be communicated to occupiers in the spring.

The proposed suspension of the pedestrian crossing immediately east of Collingham Road has been reviewed, as indicated on the map, and will not now go ahead. The crossing will remain open during Games time.

From the end of March 2012, there will be no planned roadworks on the ORN. For the actual Games period itself, this will be extended to cover all ‘A’ and ‘B’ roads in London. Londoners will therefore benefit significantly from reduced roadworks disruption both before and during the Games period. Contingency plans between utility companies and highway authorities will be put in place for unforeseen emergency roadworks, such as a burst water main, to guarantee they are dealt with promptly and any disruption is kept to a minimum.

TfL and the Department for Transport are also consulting on a proposed scheme to reduce disruption from roadworks in London. This will allow TfL to charge companies a daily fee for digging up London’s busiest roads at the busiest times and will help incentivise more efficient working practices. The consultation runs from 23 August to 14 November 2011. Details of the proposed TfL Lane Rental Scheme can be found online at: consultations.tfl.gov.uk/streets/lane-rental

5.11 Knightsbridge Association

A representative of the Knightsbridge Association raised concerns at a drop-in session about pedestrians’ ability to cross the Cromwell Road, particularly given the additional numbers will attending the 2012 Exhibition Road Festival from 28 July to 5 August 2012, most of whom will arrive and depart via South Kensington Underground station on the south side of the A4.

The Knightsbridge Association was concerned about crowd safety, particularly the use of the underground foot tunnel from Exhibition Road to South Kensington Underground Station.

Addressing the issues raised
No additional provision has been made for people moving from Exhibition Road to South Kensington Underground Station as part of the ORN/PRN, as the existing provision is already very good. The existing pedestrian crossings are to be retained during the Games and the subway from Exhibition Road to South Kensington Underground Station has recently seen improvements aimed at taking higher numbers of pedestrians.
TfL is aware the RBKC’s plans to host the 2012 Exhibition Road Festival from 28 July to 5 August, during which the road may be closed to traffic. Traffic measures are being developed by the Royal Borough and will take into account planned measures for the ORN/PRN and Road Events.

There is an established safety planning process for the Exhibition Road Festival that advises on all aspects of its safe delivery including crowd management, with representation from TfL, the Metropolitan Police and other key stakeholders. This planning process involves a resident grouping that has representation from the Knightsbridge Association. However, any decision on the use of the underground foot tunnel during the Festival would remain with London Underground.

Queries about the Festival should be emailed to the Royal Borough’s 2012 Unit: 2012Unit@rbkc.gov.uk

5.12 Brewery Logistics Group

The Brewery Logistics Group raised concerns about the combined effect of the measures on congestion and banned turns on deliveries and day to day operations of commercial vehicles. They were also concerned how drivers would know about all the restrictions.

Addressing the issues raised
TfL appreciates it will be harder to get around certain areas of the city and that journeys by road will take longer. TfL is working with businesses and the freight industry to ensure as much information is available as early as possible to help them make alternative plans, reduce non-essential journeys and manage essential journeys. If everyone plays their part TfL is confident London can keep moving but this will involve everyone in the business community, whether it be the retailer or the supplier, looking to change how they operate to ensure they are able to take advantage of the Games.

TfL and London 2012 are working with the Brewery Logistics Group to look specifically at how the industry will be affected by the Games and what they can do to support the Group’s continued operations.

As far as drivers not knowing the routes are concerned, there will be signed diversion routes at key locations. In addition, TfL is developing a freight journey planner for the industry to enable drivers to plan their pick-ups and deliveries during the Games.
6 Conclusion and actions from engagement

6.1 Conclusions and actions

Transport for London (TfL) will consider all feedback received during the engagement process when developing the detailed designs. In particular, the pedestrian crossing immediately east of Collingham Road will not be suspended and will remain open during Games time.

TfL is also considering design options for Lancelot Place that could enable some access from the A4 Brompton Road. Further details will be published when available.

The crossing at Hyde Park Corner has been reviewed, given the expected very high pedestrian flows in the area. It is unlikely any pedestrian crossing facilities will be suspended at Hyde Park Corner for the London 2012 Games and this crossing will now remain open.

Finally, following a review of the ORN/PRN proposals, access to Seville Street from A4 Knightsbridge East will be restricted to loading vehicles only from midnight to 06:00. There will be no entry to all vehicles from 06:00 to midnight in order to keep traffic flowing freely on the ORN/PRN and maintain journey times for the Games Family.

6.2 Next steps

TfL will continue consultation with the community and local stakeholders as part of the process of making Traffic Regulation Orders. Traffic Regulation Orders will follow the statutory process set out in the Road Traffic Regulation Act 1984, and will be made by the Olympic Delivery Authority using powers set out in the London Olympic Games and Paralympic Games Act 2006.

7 Appendices

Appendix A – Engagement Materials
Appendix B – Distribution Area
Appendix C – Stakeholder List
Dear Occupier

Temporary road changes for the London 2012 Games in your area

Next summer, London will host the world’s two largest spectacular events, the Olympic and Paralympic Games – the equivalent of hosting 26 major world sports championships together in the same city at the same time! Competitors, visitors, Games officials and the international media will be coming to London and the focus of the world will be on our city. This letter explains how you can play your part in helping to make the 2012 Games a success for visitors, businesses and Londoners alike.

As part of London’s successful 2012 bid, a fast-track route, called the Olympic and Paralympic Route Network (ORN/PRN), will be created so that athletes, officials, media and others working at the Games can get to events on time. Transport for London (TfL) is responsible for ensuring this Network operates effectively during the Games period, with the minimum of disruption for those who live and work in the capital.

Olympic and Paralympic Route Network (ORN/PRN)

In your area, on the A4 from Earl’s Court Road to Hyde Park Corner, the route will link Heathrow to the Olympic Park and other competition venues in the east via the A4.

General traffic will still be able to use this part of the ORN and residents and businesses will still have access to their properties. However, to keep traffic moving on the route there will be some temporary changes to the way roads in the area can be used.

Among these changes will be a special lane for official Games vehicles (the athletes, officials, media and others) as well as restrictions on turns into roads, some parking and loading suspensions and changes to bus lanes and stops. Where there is a Games Lane, a separate lane will still be available for general traffic. I am enclosing a map and factsheet which show more detail.

The Games are a unique and exciting opportunity for London and we have worked with the local council to try to find the safest and most effective solution for this area. TfL understands that, in some cases, your journeys might take longer and you may have to make adjustments to deliveries and parking.

What you need to do

This letter is the first stage in helping you to prepare for the Olympic and Paralympic Games.

Please see the attached overview map and visit our website for more details: tfl.gov.uk/ORN.

We will also be holding drop in sessions in your area, where you will be able to see the plans and speak to the project team.

They will take place at:

Our Ref: 35/001
8 August 2011
The Rembrandt Hotel, Elizabeth Suite, 11 Thurloe Place, London SW7 2RST
•  Tuesday, 6 September 2011, 16:30 – 19:30

Meeting Room, St Peter’s Eaton Square, 119 Eaton Square, London SW1W 9AL
•  Thursday, 8 September 2011, 11:30 – 14:30

Sainsbury’s, 158a Cromwell Road, London SW7 4EJ
•  Friday, 9 September 2011, 16:30 – 19:30

We welcome any comments you may have on the proposed changes. They will help us create a workable route that helps the Games to run smoothly and keeps London working. You can send us your comments in the following ways:

- Website:  [tfl.gov.uk/ORN](http://tfl.gov.uk/ORN) and click on ‘A4 Earl’s Court Road to Hyde Park Corner’ to use the online form
- Email:  [ORNandPRNengagement@tfl.gov.uk](mailto:ORNandPRNengagement@tfl.gov.uk)
- Write to:  TfL Olympic and Paralympic Route Network Engagement
  Transport for London
  5th Floor, Palestra
  197 Blackfriars Road
  London, SE1 8NJ
- Telephone:  0845 305 1234 08:00 – 20:00, Monday- Friday (You’ll pay no more than 5p per minute if calling from a BT landline. Charges from mobiles or other landline providers may vary)

When submitting your views please quote reference [35/001](#). Please note that the deadline for receiving your feedback on the plans is **14 September 2011**.

The ORN has been divided into sections for the purposes of consultation. You may receive more than one letter if you are on the border of two sections or if you are on the border with the Central London Zone which involves additional measures to manage the extra pedestrians expected in the area.

**What happens next?**
Your feedback will be taken in to account before we begin the statutory consultation process, which is part of the legal procedure for implementing the final measures. The statutory consultation process, which is currently due to start in late October, will be the opportunity for you to make formal representation about the proposals and this will be advertised locally.

In addition, before and during the Games extensive travel information will be available to help you plan ahead and prepare for this once in a lifetime event.

Yours faithfully

Guy Conway
Head of Games Local Engagement
Olympic and Paralympic Route Network – A4 Earl’s Court Road to Hyde Park Corner

How this could affect you

The roads remain open for use by general traffic, but to keep traffic moving on this priority route, there will be some temporary changes to the way the road can be used. They are expected to be in place during the Olympic and Paralympic Games and shortly before and after for the arrival and departure of the Games Family. The proposed changes include:

• One lane in each direction on the A4 will used as a Games Lane. Only official Games vehicles and emergency vehicles will be able to use these lanes between 6am – midnight. Some sections of bus lane will be suspended to allow space for general traffic

• There will be a series of banned turns, junction closures and some pedestrian crossings suspensions on the A4 to reduce delays and improve journey time reliability on the ORN. Motorists will be advised to find alternative routes where necessary, and signed diversion routes will be in place at heavily used junctions. Pedestrians will be able to use the next available crossing and directions to this will be provided

• There will be a left turn only from Collingham Road into A4 Cromwell Road. Access to Sainsbury’s will be via eastbound carriageway only

• Three bus stops will be relocated, provisions for coach parking between Lexham Gardens and Queen’s Gate will be changed and some taxi bays will be relocated to improve traffic flow

• The one way system on Hans Road and Basil Street will be reversed and the taxi bay on A4 Brompton Road relocated in order to free-up the ORN for Games traffic and provide taxi access to Harrods

• Temporary changes to traffic signal timings will be needed when the network is being used by Games Family vehicles to ensure the smooth flow of traffic on the ORN. This may affect traffic on the approaches to the ORN and motorists are advised to consider alternative routes, as well as reducing their overall need to travel during Games time

Please visit tfl.gov.uk/ORN for full details of proposed changes.

Key points to note

• The proposed road changes are temporary and required to meet the needs of the London 2012 Games. They will operate 24 hours a day unless otherwise stated

• The time required for installing and removing some physical measures will be advised at a later date and may extend the period that the changes are in place

• Parking, loading and waiting controls remain unaltered unless otherwise stated

• This design may change if the needs of the London 2012 Games alter
What is the Olympic and Paralympic Route Network?
The Olympic Route Network/Paralympic Route Network (ORN/PRN) is part of London’s successful bid to host the 2012 Games. It is made up of a number of roads that link all competitions and key venues, so that athletes, officials, media and others working at the Games can get to events easily and on time.

A number of temporary traffic changes will be needed to make sure the ORN/PRN remains open and free from congestion. These changes might include different traffic signal timings, side road closures to general traffic or the suspension of parking, loading and waiting bays.

Does this mean roads on the ORN/PRN will be out of bounds to everyone except Games traffic?
No. In most cases, roads on the ORN will remain open to general traffic. Some roads will also have a designated Games Lane, which will only be available to the Olympic Family, including athletes, officials, media and others working at the Games, and emergency vehicles. When this happens, there will be another lane available for general traffic. You should, however, expect general traffic around the ORN/PRN to be more congested and should bear this in mind when you plan your journey.

How long will the ORN/PRN be in operation?
The ORN and associated traffic changes will operate during the Olympic and Paralympic Games, and shortly before and after them for the arrival and departure of the Games Family. Some sections will last for a shorter period because they will not be needed for the Paralympic Games.

Will restrictions on the ORN apply 24 hours a day?
Restrictions on the ORN will vary from place to place, but will generally apply 24 hours a day. Hours of operation for Games Lanes are typically 6am – midnight unless otherwise stated. Once finalised, information about all the changes will be published locally and on the TfL website.

Will the ORN/PRN be in use between the Olympic and Paralympics?
There is a transition period between the end of the Olympic Games and the start of the Paralympic Games. During this time, thousands of athletes, officials and spectators will be leaving and arriving in London. The operating times and dates of the ORN/PRN are being reviewed and exact details will be confirmed in nearer the time though it is expected that most restrictions will be removed in between the two periods.

Why is special treatment being given to VIPs, rather than residents and businesses?
The ORN and PRN were a core part in the success of London’s bid to host the 2012 Games. It is a tried and tested approach that has been used to transport the Olympic Family in previous Games in Sydney, Athens, Beijing and Vancouver. The ORN/PRN ensures the people who ‘make the Games happen’ can reach their venues in time for their events. London wants to make sure all those who have worked so hard to compete in the Games are given the best possible chance to succeed.

The work carried out to produce the ORN/PRN will mean that Londoners will benefit in the longer term from better traffic signalling, a new Traffic Coordination Centre and new CCTV and junction upgrades, which will make it easier to move through London.
APPENDIX C Stakeholder list TOG 35 Earl's Court Road to Hyde Park Corner

Royal Borough of Kensington and Chelsea

Political Stakeholders
- Caroline Pidgeon  Assembly Member  GLA Transport Committee
- Valerie Shawcross  Assembly Member  GLA Transport Committee
- Richard Tracey  Assembly Member  GLA Transport Committee
- Jenny Jones  Assembly Member  GLA Transport Committee
- Kit Malthouse  Assembly Member  West Central
- Sir Malcolm Rifkind  MP for Kensington
- Greg Hands  MP for Chelsea & Fulham

Council
- Sir Merrick Cockell  Leader of the Council
- Nicholas Paget-Brown  Cabinet Member for Transport, Environment and Leisure
- Warwick Lightfoot  2012 Member Lead and Cabinet Member for Finance and IT
- Prof Sir Anthony Coates  Courtfield Ward Councillor
- Tony Holt Ward  Courtfield Ward Councillor
- Elizabeth Rutherford  Courtfield Ward Councillor
- Victoria Borwick  Abingdon Ward Councillor
- Joanna Gardner  Abingdon Ward Councillor
- James Husband  Abingdon Ward Councillor
- Terence Buxton  Earls Court Ward Councillor
- Jonathon Read  Earls Court Ward Councillor
- Linda Wade  Earls Court Ward Councillor
- Quentin Marshall  Brompton Ward Councillor
- Louis Mosley  Brompton Ward Councillor
- Baroness Ritchie  Brompton Ward Councillor
- Fiona Buxton  Queen's Gate Ward Councillor
- Sam Mackover  Queen's Gate Ward Councillor
- Daniel Moylan  Queen's Gate Ward Councillor
- Mahmood Siddiqi  Head of Highways & Traffic
- Suzel Pitty  2012 Coordinator
- Hugh Donohoe  Media and Communications Officer
LONDON WIDE STAKEHOLDERS

AA
AA Roadwatch
Abellio Surrey / Abellio London
Age Concern London
Anderson Travel Ltd
Arriva Kent Thameside/Kent & Sussex
Arriva The Shires / E Herts & Essex
Association of British Drivers
Association of Car Fleet Operators
Association of Guide Dogs for the Blind
Better Bankside
Better Transport Campaign
The Big Bus Company Ltd
Brewery Logistics Group
British Motorcyclists Federation
Buzzlines Ltd
BVRLA
Carousel Buses Ltd
Central London Cab Trade Section
Central London FQP
Chalkwell Garage & Coach Hire Ltd
Chartered Institute of Logistics and Transportation
Chauffeur & Executive Association
Children's Society
Community Transport Association
Computer Cab
Confederation of Passenger Transport UK
Crossrail
Croydon Coaches (UK) Ltd
CT Plus Ltd t/a Hackney Community Transport
Department for Transport
Dial-a-Cab
Disabled Persons Transport Advisory Committee - DfT
E Clarke & Son (Coaches) Ltd
E11 BID
East Surrey Rural Transport Partnership t/a Polestar Travel
Edward Thomas & Son
Ensign Bus Company Ltd
Epsom Buses
First Beeline Buses Ltd
Flights Hallmark Ltd
Freight Transport Association
Garratt Business Park
Gatwick Flyer Ltd
The Ghost Bus Tours Ltd
GLA
Golden Tours (Transport) Ltd
Green Urban Transport Ltd
Greenflag Group
Health and Safety Executive
Heart of London Bid
Heathrow Taxis
IDAG
Ilford BID
Imperial Bus Co Ltd
Inclusion London
Independent Disability Advisory Group
InMidTown
The Kings Ferry Ltd
The Licensed Taxi Drivers’ Association
Licences Private Hire Car Association (LPHCA)
Link Line Coaches Ltd
Living Streets
LOCOG
Logistics London Ltd t/a Allways Express
London Cab Drivers’ Club (LCDC)
London Central/London General
London Chamber of Commerce
London Civic Forum
London Councils
London Cycling Campaign
London Duck Tours Ltd
London First
London Mencap
London Suburban Taxi Drivers’ Coalition
London Travel Watch
London United Busways Ltd
London Visual Impairment Forum
London Voluntary Service Council
LPCHA
LTDA
Marshalls Coaches
The Means - Lambeth Prospective BID
Megabus
MET
Metrobus Ltd
MiNet
Motorcycle Action Group
Motorcycle Industry Association
Motorist's Forum
MPS
MS Society
Mullany’s Coaches
National Express Ltd
New West End Company
NHS London
Noise Abatement Society
NVCO
ODA
Olympus Bus & Coach Ltd
The Owner Drivers' Society Oxford Tube (Thames Transit)
The Oxford Bus Company
P & M Coaches
P & R Coaches Ltd
Paddington BID Waterside Partnership
Park Royal Partnership
PCO
People First
PIE Group
Porcellio Ltd t/a Meridian Duck Tours
Premium Coaches Ltd
Private Car Hire Association
Private Hire Board
Private Hire Car Association (Addision Lee)
Purple Parking Ltd
R Hearn t/a Hearn's Coaches
RAC
RADAR London Access Forum
Radio Taxis
Red Rose Travel Ltd
Redline Buses
Redwing Coaches (Pullmanor Ltd)
Reliance Travel
RMT London Taxi section (in correspondence only)
RNIB
RNID (Royal National Institute for Deaf People)
Road Haulage Association
ROTA
Royal Mail
SCOPE
Singh Executive Travel Ltd
South Bank Employers Group
South London FQP
Southdown PSV Ltd
Southgate & Finchley Coaches Ltd
Stephensons of Essex Ltd
Sullivan Bus & Coach Ltd
Sunray Travel Ltd
Sustrans London
Team London Bridge
Tellings Golden Miller Coaches Ltd
Terravision Transport Ltd
Thames Gateway FQP
Thomas's London Day Schools (Transport) Ltd
TOLST /London Pride Sightseeing Ltd
Trailblazers, Muscular Dystrophy UK
Transport for All
Travel with Hunny (TWH Bus & Coach)
UK Citizens

Unite London cab trade section
Universitybus Ltd t/a uno
The Victoria Partnership
Visit London
VOSA
Walk England
Waterloo Quarter Business Alliance
West London FQP
Westbus Coach Services Ltd
Westminster Commercial Delivery Group
Whizz-Kidz
Willow Lane Industrial Park
OTHER LOCAL STAKEHOLDERS

Business Improvement District:
Bayswater BID
Better Bankside
Camden Town Unlimited
Hammersmith London
Heart of London Business Alliance
Inmidtown
New West End Company
Paddington Waterside Partnership
South Bank Employers Group
Team London Bridge
Victoria BID
Victoria Partnership
Waterloo Quarter Business Alliance
West End Local Area Renewal Partnership

Businesses:
BMW Park Lane
BP Connect
Britain & London Visitor Centre
British Film Institute
Broadwick (Stirling Court)
Burberry
Business Link in London
Cavendish Hotel
Christies Salerooms
Claridges
Clydesdale Bank
Connaught Hotel
Courtauld Institute of Art
David Lloyd, Cromwell Road
Debenhams
The Dorchester
Dukes Hotel
Economist
EDF Energy
Fenwicks
Fine & Country Estate Agents
Fortnum & Mason
Four Seasons Hotel
Franklin + Andrews
Grosvenor House Hotel
Harrods
Harrods Estates
Hilton Park Lane
H R Owen
Hyder Consulting Ltd
Infrastructure Investors
John Lewis Partnership
The Lanesborough
Les Ambassadeurs Club
London Group
London Hilton
London Marriott Hotel
London Studios Ltd
Mini Park Lane
National Westminster Bank plc
Naval & Military Club
PA Consulting Group
Portobello Business Centre
Primark
Radisson Blu Portman Hotel
Rio Tinto
Ritz Hotel Casino Ltd
Sainsbury’s, Cromwell Road
Sir Robert McAlpine Ltd
Sofitel (St James)
Stafford Hotel
Stratstone Aston Martin
The Dorchester Hotel
Thistle Marble Arch
3i Group
Avenue Restaurant & Bar
Borderline
Management Company Ltd
CLS Communication
Crown Estate
Drifters Travel
Edelman
Jermyn Street Association
Marks & Spencer
Selfridges
The Football Association
Somerset House
JLT
IPA
LCCI
ABHI
Paramount
Crest of London
Waffle Meister
Ice Bar London
London Marriott Hotel Park Lane
Harry Winston (UK) Ltd
Wolford
The Welcome People
Small Back Room
Rainforest Cafe
J Wetherspoon
KFC
Boots
Planet Hollywood
American Express Travel
Morgans Hotel Group
New Look
Grosvenor
Bank of England
Shaftesbury Estates
Soho Estates
Montagu Evans LLP
PA Consulting
Peter Brett Associates LLP
Franklin & Andrews
Shell International Ltd
Galliford Try Construction South

**Business Groups:**
Afro Caribbean Business Network
BRX Westminster
CBI London
Civil Engineering Contractors Association
Covent Garden Business Forum
Covent Garden Restaurant Association
London First
London Chamber of Commerce and Industry
London Chinatown Chinese Association
Federation of Small Businesses
Society of London Theatre
Central London Taskforce for the 2012 Games
ComRes
Covent Garden London
Association for Consultancy & Engineering (ACE)
Association of Town Centre Management
Better Bankside
Bond Street Association
British Chambers of Commerce
British Property Federation
British Retail Consortium
Federation of Small Businesses
Heart of London Business Alliance
Kensington and Chelsea Chamber of Commerce
Leicester Square Association
London Business Network
Regent Street Association
Royal Institute of British Architects
Shaftesbury Estates
Strand, Aldwych & Trafalgar Square Association
Westminster Council Economic/Business unit

**Central Government:**
Cabinet Office
Crown Prosecution Service
Department for Culture Media & Sport
Department for International Development
Department for Transport
Department of Education
Department for Environment, Food & Rural Affairs
Department of Health
Department for Local Communities and Local Government Department of Trade & Industry
Department for Work & Pensions
Disabled Persons Transport Advisory Committee
DIUS
Food Standards Agency
Foreign & Commonwealth Office
Government Communications HQ
HM Prisons
HM Revenue & Customs
HM Treasury
Home Office
House of Commons
House of Lords
Ministry of Defence
Ministry of Justice
National Audit Office
No 10
No 10 Policy and Government Directorate
Office for National Statistics
Parliament
Scotland Office
Sustainable Development Commission
Treasury Solicitor's Department
Attorney General
Business Innovation & Skills
DEFRA
Department for Communities and Local Government Communities
Department for Children Schools & Families
Department of Energy & Climate Change
Department for Work & Pensions
Highways Agency (London)
Intellectual Property Office
Land Registry
Public Prosecutions Office
Northern Ireland Office
Rural Payments Agency
Royal Parks
Rural Payments Agency
UK Border Agency

**Charities:**
Child Poverty Unit
Look Ahead
National Theatre
Notting Hill Housing Trust
Royal Horticultural Society
Royal Opera House
Southbank Centre
St Luke's Hospital for the Clergy
Wallace Collection
Age Concern Kensington & Chelsea
British Council
British Library
Cardinal Hume Centre
Institution of Civil Engineers (ICE)
Lupus Street Day Resource Centre
Natural History Museum
National Portrait Gallery
Royal London Society for the Blind
St James' Place Association
St Marylebone Society
Suzy Lamplugh Trust
The Theatres Trust
Thorney Island Society
United Westminster Almshouses
Volunteer Centre Westminster
Westminster Bangladeshi Association
Westminster Society

Coaches/LSP Specific:
Go-ahead Group Plc

Community Groups:
Ebury Bridge Bengali Association
London Chinatown Chinese Association
South Westminster Action Network
South Westminster Local Area Renewal
Abbey Community Centre
Brindley Community Association
Chinese Community Centre
Chinese Information and Advice Centre
Community Development, Central & Cecil
Covent Garden Community Association
Ebury Street Tenants Association
Fitzrovia Neighbourhood Association
Kensington and Chelsea Social Council
Marylebone Bangladesh Society
Migrants Resource Centre
North Westminster Bengali Woman
Pimlico Youth Project
Partnership
Volunteer Centre Kensington and Chelsea
West End Culture Quarter
Westway Development Trust

Diplomatic:
Brazilian Consulate General
Brazilian Embassy
Embassy of the Arab Republic
Italian Cultural Institute
New Zealand High Commission
Slovenian Embassy
The Embassy of Sudan
Barbados High Commission
Belize High Commission
Bolivian Embassy
Botswana High Commission
Brunei Darussalam High Commission
Canadian High Commission
Consulate General of Monaco
Consulate General of The Republic of Poland
Embassy of the Argentine Republic
Embassy of Austria
Embassy of Belgium
Embassy of Brazil
Embassy of Chile
Embassy of Colombia
Embassy of Honduras
Embassy of Ecuador
Embassy of El Salvador
Embassy of France
Embassy of Greece
Embassy of Iceland
Embassy of Ireland
Embassy of Japan
Embassy of Luxembourg
Embassy of Mexico
Embassy of Peru
Embassy of Panama
Embassy of Portugal
Embassy of Spain
Embassy of Sweden
Embassy of Switzerland
Embassy of Turkmenistan
Embassy of the Arab Republic of Egypt
Embassy of the Bolivarian Republic of Venezuela
Embassy of the Federal Republic of Germany
Embassy of the Kingdom of Bahrain
Embassy of the Kyrgyz Republic
Embassy of the People's Republic of China
Embassy of the Republic of Cote d'Ivoire
Embassy of the Republic of Albania
Embassy of the Republic of Cuba
Embassy of the Republic of Croatia
Embassy of the Republic of Equatorial Guinea
Embassy of the Republic of Hungary
Embassy of the Republic of Indonesia
Embassy of the Republic of Latvia
Embassy of the Republic of Liberia
Embassy of the Republic of Korea
Embassy of the State of Kuwait
Embassy of the Republic of Lithuania
Embassy of the Republic of Macedonia
Embassy of the Republic of Rwanda
Embassy of the Republic of the Philippines
Embassy of the Republic of Poland
Embassy of the Republic of Serbia
Embassy of the Republic of the Sudan
Embassy of the Republic of Slovenia
Embassy of the Republic of Turkey
Embassy of the Republic of Zimbabwe
Embassy of the state of Eritrea
Embassy of the State of Qatar
Embassy of the Syrian Arab Republic
Embassy of the Union of Myanmar
High Commission for Antigua and Barbuda
High Commission of the Commonwealth of the Bahamas
High Commission for the Federal Republic of Nigeria
High Commission for the Democratic Socialist Republic of Sri Lanka
High Commission for the Republic of Cyprus
High Commission of the Kingdom of Lesotho
High Commission of the Republic of Maldives
High Commission for the Republic of Mozambique
High Commission for the Republic of Namibia
High Commission for the Republic of Singapore
High Commissioner of the Republic of Trinidad and Tobago
High Commission for the United Republic of Tanzania
Italian Embassy
JLGC
Kenya High Commission
Kingdom of Swaziland High Commission
Malaysian High Commission
Malta High Commission
New Zealand High Commission
Office of the High Commissioner for Ghana
Office of the High Commissioner for India
Papua New Guinea High Commission
Quebec Government Office
Royal Danish Embassy
Royal Embassy of Saudi Arabia
Royal Norwegian Embassy
South African High Commission
Sierra Leone High Commission
The Seychelles High Commission
The American Embassy
The Embassy of Finland
The High Commission for the Islamic Republic of Pakistan
The People's Bureau of The Great Socialist People's Libyan Arab Jamahiriya
Tonga High Commission
Uganda High Commission

Disability
ADKC

Education:
Abingdon House School
All Souls CE Primary School
Burdett Coutts CE Primary School
City Lit
Chelsea College of Art and Design
Collingham Sixth Form College
Duff Miller College
Eaton House The Vale School
Falkner House School
Glendower Preparatory School
GEMS Hampshire School
Hampden Gurney CE Primary School
Hill House International School
Kensington & Chelsea College
Knightsbridge School
London School of Economics & Political Science
Lycee Francais Charles De Gaulle
Mander Portman Woodward
More House School
Oratory RC Primary School
Our Lady of Victories RC Primary School
Pooh Corner Kindergarten
Queen College
Queen's Gate School
Ravenstone Preparatory School and Nursery
St Marylebone CE School
St Mary’s Bryanston Square CE School
St Philips School
St Vincent’s Roman Catholic Primary School
Snowflake School
Soho Parish CE Primary School
St Barnabas CE Primary School
St Barnabas and St Philips CE Primary School
St Cuthbert's with St Matthias CE Primary School
St George's Hanover Square
St Peter's Eaton Square CE School
St Vincent De Paul RC School
Thomas's School Kensington University of Westminster
Westminster City School
Westminster Kingsway College

Fire and ambulance
London Ambulance Service
London Fire Brigade Kensington and Chelsea Station

Freight Specific:
Freight Transport Association

Housing Association:
Pimlico Street Properties Association
South Westminster Triangle Association
Threshold Housing
Soho Housing Association
Tavistock Housing Co-operative Ltd
Willow Housing

Land and Property Owners:
British Land Corporation Ltd
Cadogan Estate
City of London
Consolidated Development Ltd
Cosgrave Developments
Cosgrave Group
The Crown Estate
Derwent Valley Holdings Plc
Derwent London
Dolphin Square Trust Ltd
Great Portland Estates plc
Grosvenor Ltd
Hide Tower RMB
Howard de Walden Estate
Land Securities PLC
Little Venice Co-operative
Martlett Court Co-op
Millbank Estate Management Organisation
Peabody Trust
Pimlico Village Housing Co-operative
Point West (Kensington & Chelsea)
The Portman Estate
Prudential Property Investment Management Ltd
Regent Street Association
Sanctuary Housing
Seven Dials Housing Co-operative
Seymour Housing Co-op
Shaftsbury PLC
Targetfollow Group Limited
The Warwick Square Company Limited

Law:
Royal Courts of Justice

Lobbying Groups:
Adam Smith Institute
Civitas
Fabian Society
Localis
Mayfair & St James's Association
Natural England
Social Market Foundation

Local Authority:
City Hall One Stop
Kensington Central Library
Local Government Association
Mayfair Library
Oasis Sports Centre
Pimlico Library
Seymour Leisure Centre
Westminster Business Council
Westminster City Council Sheltered and Supported Housing Teams
Victoria Library

NHS
Camden & Islington Community Health Services NHS Trust
Chelsea and Westminster Healthcare NHS Trust
Cromwell Hospital
Heart Hospital
Kensington & Chelsea PCT
Regional Public Health Group – London
Royal National Orthopaedic Hospital
Westminster Primary Care Trust

Other Government:
Bank of England
British Foreign & Commonwealth Office
Buckingham Palace
European Parliament (United Kingdom Office)
Foreign & Commonwealth Office
Forensic Science Service
High Sheriff of Greater London
Homes and Communities Agency
ISS St Vincent
London Region (HCA)
Northern Ireland Office
Public & Commercial Services Union
Royal Household
Royal Parks
Private Secretary's Office
Royal Military Police (HQ London District)
Scotland Office
UK Commission for Employment and Skills
UK Parliament
Welsh Government

Other Public Sector:
The British Library
Emergency Planning College
Health & Safety Executive
HM Courts
Job Centre Plus
LOCOG
Ministry of Defence
Natural History Museum
Office for National Statistics
Westminster Cathedral

Police
Association of Chief Police Officers
Metropolitan Police Service
British Transport Police

Private Healthcare:
Devonshire Hospital
The London Clinic
Medical Express Clinic
The Portland Hospital for Women and Children
Princess Grace Hospital

Religious:
All Saints Church
Archdiocese of Westminster
Centre for Jewish Life
Church of England - London
Inter Faith Network UK
Mount Street Jesuit Centre
National Church Institutions
St Clement Danes
St Mary le Strand
St Mary's Church
Tyburn Convent
Western Marble Arch Synagogue

Resident Groups:
Arlington House Residents Management Ltd
Ashley Court Residents Ltd
Belgravia Residents' Association
Grosvenor Mayfair Residents' Association
Luxborough Tower Residents Association
Pimlico FREDA
Soho Society

Abbots Manor Tenants Association
Ashley Gardens Residents Association
Belgravia Court Tenants Association
Belgravia Residents' Association
Bosanquet Residents' Association
Brunswick & Dalkeith Residents' Association
Cathedral Area Residents' Group
Churchill Gardens Residents Association
Claverton & Lupus Street Residents' Association
Cleveland Square Residents' Association
Crawford Mansions Tenants & Residents Association
Cumberland Street Residents Association
Dolphin Blue Tenants Association
Dufours Residents Association
Eccleston Square Residents Association
Fitzrovia Court Residents Association
Freshwater Court Residents' Association
Gatiliff Close Residents Association
Grosvenor & Regency Management Organisation
Harrowby & District Residents' Association
Holcroft Court Residents Association
Kemp House Residents Association
Kensington and Chelsea Tenant Management Organisation
The Knightsbridge Association
Mayfair Residents Group
Marylebone Association
Morpeth Mansions Residents' Association
Odhams Walk RM Ltd
Sarah Bramah Resident Association for Lillington & Longmoore Gardens Estates
The Residents' Society of Mayfair and St James's
Russell House Residents' Association
Semley House Residents' Association
Siddons & Stirling Residents Association
Soho Family Centre
Studio Place Tenants Association
Tachbrook Estate Tenants Association
Vale Royal House Tenants Association
Vincent Square Residents' Association
Westminster Advocacy Service for Senior Residents
Westminster Federation of Residents' Associations
Westmoreland Triangle Resident's Association
York Mansions Residents' Association

Royal Parks SKH
English Heritage
Veolia Environmental Services
Vinci Facilities
Westminster Transerv
Fat Bike Tire Tours
London Parks and Gardens Trust
Magneta Security
Metropolitan Police
Natural England
Park Cycle
The Dorchester Hotel
The National Gallery
West End Conservative Committee
Will to Win

**Transport Groups:**

British Air Transport Association
Cycling England
Kensington & Chelsea Safer Transport Team
London Travel Watch
Low Carbon Vehicle Partnership
National Joint Utilities Group
Network Rail
RAC Foundation for Motoring
Road Safe
SMMT (Society of Motor Manufacturers and Traders)