Quietway 5
A23 London Road junctions with Acacia Road and Norbury Avenue – Proposed footway improvements and changes to parking and loading facilities
Consultation Summary - December 2016
Consultation Summary

Background
Between August and September 2016 we invited the public and stakeholders to comment on our proposals for changes to the cycling facilities and footways on the A23 London Road in the London Borough of Croydon between its junctions with Acacia Road and Norbury Avenue. We also proposed to shorten the existing parking and loading bays on Norbury Avenue, by Norbury Park.

The proposals form part of our Quietways programme which is a London-wide network of cycle routes predominantly using back streets with lower traffic flows.

Our designs intend to make it easier for cyclists to cross London Road as they continue their journey southbound towards Thornton Heath and Croydon or northbound to link up with Quietway 5 between Norbury and Waterloo.

Our aim is to provide a safer, higher quality and more direct cycling connection between Acacia Road and Norbury Avenue, and to help accommodate the predicted increase in the number of cyclists along these routes.

Proposals for the A23 London Road junctions with Acacia Road and Norbury Avenue include:

- Pavement resurfacing along the existing pedestrian and cyclist shared use areas of the footway from the Toucan crossing on London Road to the turns into Acacia Road and Norbury Avenue
- New dropped kerbs onto Acacia Road and Norbury Avenue to help pedestrians, wheelchair users and mobility vehicle users to cross the road
- Repositioning of street furniture to open up the space where required
- A footway build out to create a shorter crossing distance with more space for pedestrians and cyclists; and to slow traffic as it turns into Norbury Avenue

Proposals for the parking and loading bays on Norbury Avenue include:

- Shortening the existing parking bay next to Norbury Park by 13 metres (approximately three car park spaces)
- Shortening the loading bay opposite Norbury Park by four metres (approximately one car park space)
- Extension of the existing Red Route stopping restrictions (double red lines) further into Norbury Avenue up to the start of the parking and loading bays

Results of the consultation
We publicised the consultation by writing to 125 separate residential and business addresses in the area and by sending an email to local stakeholders, and community and user groups. A description and map of the proposals was
available online at https://consultations.tfl.gov.uk/roads/cycling-a23-london-road-quietway5/, along with a consultation survey.

We received 16 responses to the consultation. There were 14 responses from members of the public and two responses from stakeholders.

We had not anticipated a large response to the consultation as the proposed changes were small in scale and local to the area, and the mailing area was correspondingly small.

Of the 14 replies we received from members of the public, all were in support or partial support of our proposals. Seven respondents made additional comments.

<table>
<thead>
<tr>
<th>Issues most commonly raised</th>
<th>Total</th>
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<tbody>
<tr>
<td>Positive: improvements for cyclists welcomed</td>
<td>4</td>
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<tr>
<td>Concern: pedestrian waiting times at the crossing are too long</td>
<td>1</td>
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<tr>
<td>Negative: opposed to shared use facilities. Cyclists should have their own space</td>
<td>1</td>
</tr>
<tr>
<td>Positive: support provision of more space for pedestrians and cyclists and less space for motorised vehicles</td>
<td>1</td>
</tr>
<tr>
<td>Suggestion: consider the introduction of a 20mph zone</td>
<td>1</td>
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<tr>
<td>Suggestion: cycle route markings need to be clearly marked</td>
<td>1</td>
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<tr>
<td>Suggestion: keep street clutter to a minimum</td>
<td>1</td>
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<tr>
<td>Suggestion: Norbury Avenue should be subject to traffic calming</td>
<td>1</td>
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<tr>
<td>Suggestion: take the opportunity to introduce blended footways to emphasise that pedestrians have priority over turning vehicles</td>
<td>1</td>
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<tr>
<td>Suggestion: the Norbury Avenue parking bays also cause difficulty for traffic turning off of London Road and should be shortened even if the other proposals are not taken forward</td>
<td>1</td>
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**Stakeholder responses**

**Croydon Cycling Campaign**
Considered the proposals would not make it easier and safer for a cyclist to travel between Croydon and central London. A detailed response was submitted which included design suggestions, comments and photographs of the current junction for reference. Comments were also submitted concerning nearby Acacia Road. The main points from the response are summarised below.

Suggested alterations to the proposals included:
- A zebra crossing across Norbury Avenue to make it easier for less-experienced London-bound cyclists to manoeuvre Norbury Avenue northbound. Pedestrians would also benefit from this crossing
- Alterations to raise the crossing to the same level as the pavements to create a speed table. This, and the proposed footway build out would together boost the zebra crossing's effectiveness, making it safer for people of all ages and abilities to walk and cycle at that point
- A box junction on London Road opposite Norbury Avenue to make it easier and safer for cyclists and motorists to emerge from Norbury Avenue to join the northbound lane of London Road
- Re-positioning of the CCTV post on the London Road northbound approach to Acacia Road to create greater space for pedestrians and cyclists. This would allow room for a dropped kerb to enable northbound London Road cyclists to join the shared-use area more easily and allow them to avoid waiting at the crossing while the lights are on red

Comments and concerns regarding London Road include:
- Proposals for London Road at Norbury Avenue could put cyclists under pressure from aggressive drivers; in particular as they move from the left to the centre of the carriageway to turn into London Road heading northbound. While the new footway build-out to slow vehicle speeds might mitigate this issue to an extent, it was not considered an ideal solution
- The proposed footway resurfacing outside the former Norbury police station is considered an unnecessary and avoidable expense. The money should be used instead to resurface Acacia Road from it’s junction with London Road to the pathway leading to Colmer Road
- Currently pedestrians and cyclists using the Toucan crossing on London Road are confronted with long waiting times and short crossing phases. This needs to be adjusted to respond much more quickly to the call button, allowing a longer crossing time.

Comments concerning the Acacia Road Quietway which were out of the scope of the consultation included:
- The exit from the Acacia Road car park to the shared use path connecting the route with Colmer Road needs to have one of the two (rarely used) parking spaces removed, and markings put down to ensure drivers don't block it
- A dropped kerb should be installed on Acacia Road as it approaches Colmer Road
- The sign on Acacia Road advising cyclists of the route to Croydon needs to be moved, as it is currently obscured by a tree
- One of the signs along the shared use path connecting Acacia Road with Colmer Road is upside down and covered in graffiti
- Signage along Colmer Road suggests to the unwary that it is part of London Cycle Network route 5. As it is not correct, the signs should be removed
In addition to the comments above, a Freedom of Information Request was submitted asking for details of before and after Cycling Level of Service assessments of the proposals.

A meeting on site at London Road was also requested to review the comments submitted in more detail.

**London Fire and Emergency Planning Authority**
Have considered the proposals and have visited the area for proposed improvements. Confirmed there would be no issues for fire appliances gaining access should these improvements be implemented; and that the improvements should have no effect their attendance times.

A response was not received from the London Borough of Croydon

**Next steps**
We have now reviewed the responses received during consultation, and have decided to proceed with these changes as originally proposed.

We expect to start work during summer 2017. We will write to local residents and stakeholders in in advance of this work with further details nearer to the time.

Following the request received from Croydon Cycling Campaign (CCC), we met on site at London Road on Friday 11 November 2016. At this meeting we discussed the points raised by CCC in more detail. Our feedback to CCC is contained within the ‘Response to the main issues raised’ section of this report.
Response to the main issues raised

Freedom of Information Request - details of before and after Cycling Level of Service assessments of the proposals
A Cycling Level of Service (CLoS) assessment has not been carried for this project.

The CLoS and Junction Assessment Tool (JAT) can aid decision making when multiple options are available to identify the best solution for cyclists. They are not used to provide a minimum benchmark against which all schemes are assessed. These tools do not substitute for other important aspects of the design process. The use of the CLoS and JAT at this location was not thought to be relevant given the anticipated low level of intervention on the existing level of infrastructure. A single option of using the existing Toucan crossing was established early on as the preferred arrangement given the site conditions.

The proposal has been rigorously assessed against a set of design objectives, directly referencing the London Cycling Design Standards (LCDS) and has been through an internal Sponsor Review process to ensure that the minimum requirements of the Quietway are met.

Request for a meeting on site at A23 London Road
We met with Croydon Cycling Campaign along with our Quietways Programme Manager and an officer from the London Borough of Croydon on Friday 11 November 2016.

Suggestion to install a raised zebra crossing across Norbury Avenue close to its junction with London Road
A zebra crossing would not be suitable at this location due to its proximity to the junction. It would be difficult to identify a safe location close enough to the area, with enough space for the crossing itself, and the required zig-zag keep clear lines to go either side of it. This would only prove possible if we were to remove all remaining parking and loading facilities. When balancing the needs of all road users, we consider that the proposed improvements across Norbury Avenue will offer improved crossing facilities whilst retaining a suitable level of parking provision.

Suggest a box junction on London Road opposite Norbury Avenue
It is not possible to provide a yellow box junction at this location due to the current loading and parking bays which exist outside the shops on London Road. Parking and loading is not permitted in a yellow box junction. These bays are used by local residents and businesses for servicing and short-stay customer parking.

Suggested relocation of the CCTV post on the London Road northbound approach to Acacia Road to create space for a dropped kerb
There are insufficient benefits to cyclists and pedestrians to justify the costs of relocating the CCTV post and camera.

**London-bound cyclists from Norbury Avenue will be under pressure from aggressive drivers as they move across to the Quietway shared area and crossing facility**

The Quietway route is planned on quieter roads. Whilst some motorists may drive inappropriately, the planned new white road markings will clearly show the road layout and assist cyclists by better directing them to the start of Quietway 5 at the junction with Norbury Avenue, and the shared space area towards the Toucan crossing on London Road.

**Resources for resurfacing should be reallocated to areas where it is needed more, such as on Acacia Road**

Acacia Road falls under the authority of the London Borough of Croydon. The area of Acacia Road from number eight up to the junction with London Road has now been resurfaced by Croydon Council as part of their own improvement works programme. We consider that the pavement outside the old Police station is in poor condition, and will proceed with the planned resurfacing of this area as part of these improvement works.

**The Toucan crossing on London Road takes too long to respond to the call button and does not provide enough time to cross the road**

We routinely monitor traffic flow across the whole of the Transport for London Road Network (TLRN) as part of our commitment to keep traffic moving. The A23 is a strategically important route on the TLRN.

At the moment, taking into account the balancing of the needs of all road users, we consider that the A23 London Road Toucan crossing does operate at optimum capacity. Any amendment to the traffic signal timings at this crossing would be likely to have an unacceptable impact on traffic delays and queuing on the approach to the crossing. We will however continue to monitor this crossing and should it become possible to make adjustments, we will take action to do so.

**Poorly placed signage at the London Road junction with Acacia Road**

We noted that existing signage is poorly placed and in one case, signage has been obscured by foliage. Both these issues will be addressed as part of our Quietways programme of works. Planned improvement works for Quietway 5 will also resolve issues with signage at Colmer Road.

**Quietway 5: Colmer Road and Acacia Road**

We also noted the comments made concerning Colmer Road and Acacia Road which form part of Quietway 5. This area will be looked at in greater detail as part of our Quietways Programme. We will engage with local stakeholders and residents separately regarding any future proposals for these areas.