

Proposals to extend bus lanes in Streatham High Road northbound between Becmead Avenue and Drewstead Road

Consultation Report
November 2017

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Executive summary

Between 1 February and 14 March 2017, we consulted on proposals to extend northbound bus lanes in Streatham High Road between Becmead Avenue and Drewstead Road as part of our London-wide Bus Priority Programme.

We received 455 responses to the consultation, with 325 (71%) in favour of the proposals. Of these, 236 (52%) said they strongly supported and 89 (20%) said they supported the scheme. (All these figures have been rounded to the nearest percentage.)

In addition, 89 respondents (20%) said they strongly opposed the proposals, while 26 (6%) opposed them. A further 10 respondents (2%) said they neither opposed nor supported them, and 5 (1%) did not answer this question.

The main themes raised during the consultation are highlighted below, with a fuller summary of the results in Chapter 4 and detailed analysis of comments in [Appendix A](#).

Summary of most frequently made comments

- General support for our proposals to extend bus lanes and improve bus journey times, including generally supportive comments
- Opposition to the proposals due to the potentially negative impact on congestion and general motor traffic journey times
- Calls for more to be done to improve cycling provision, in particular the installation of protected cycle tracks along the A23
- Concerns that the section of road by St Leonard's Church is a bottleneck, with calls for more to be done to improve the road layout here to benefit journey times and safety
- Concern that the scheme is not needed, would not improve bus journey times, and would be a waste of public money
- Calls for bus lanes to be extended further along the A23, beyond the area affected by these proposals, to improve bus journey times
- Opposition to the new bus lanes proposed operating hours of 7am to 7pm, with calls for them to be operational during the morning peak hours only
- Calls for more to be done to improve bus services, such as making services more frequent, extending certain routes and reducing the number of bus stops, with the aim of reducing journey times and overcrowding
- Concerns about air pollution caused by existing motor traffic using the A23 through Streatham, with calls for more to be done to improve air quality
- Concerns about the scheme causing an increase in motor traffic in nearby minor roads, with negative impacts on road safety and air pollution

Next steps

Following careful consideration of the consultation responses and further design development, we have modified the proposals and will consult on the changes.

For further information and to have your say about the latest proposal, please visit our website <https://consultations.tfl.gov.uk/roads/streatham-high-rd>. For our responses to the issues raised during consultation, please see our separate 'Response to Issues Raised' document, also published at consultations.tfl.gov.uk/streatham-high-road.

1. About the proposals

1.1 Introduction

Buses play a vital role in our transport system, providing people with easy access to workplaces, homes and town centres. We want to maintain a reliable bus service, so we regularly monitor the network to see if there are opportunities to implement bus priority measures. We developed proposals for Streatham High Road to help protect and shorten journey times for passengers. The proposals form part of our London-wide [Bus Priority Programme](#).

1.2 Detailed description

You can view detailed description of the proposals, including an annotated diagram, at <https://consultations.tfl.gov.uk/roads/streatham-high-road> .

1.2.1 Diagrams of proposed changes

The consultation diagrams are reproduced in [Appendix C](#).

1.2.2 Summary of proposed changes

The following text was used to describe the proposals:

Buses play a vital role in our transport system, providing people with easy access to homes, workplaces, town centres, and so on. We want to maintain a reliable bus network, which is why we regularly assess bus routes to see if there are opportunities to redesign the roads in a way that would make bus journeys more efficient. These changes help maintain and shorten journey times for passengers.

We would like your feedback on proposed changes to Streatham High Road northbound between Becmead Avenue and Drewstead Road. The changes are designed to reduce journey times and improve journey reliability for bus passengers.

The A23 Streatham High Road is an important bus corridor, with around 90 buses per hour in the peak period, and carrying tens of thousands of people daily. Additional sections of bus lane would help buses to bypass general traffic, while changes to parking and loading would reduce the likelihood of stationary vehicles blocking buses.

What are we proposing?

The proposed changes are described in detail below, and please also refer to the detailed drawing further down this page:

Extend northbound bus lanes

We would convert a northbound general traffic lane on Streatham High Road into a bus lane operating Mon-Sat 7am-7pm, starting north of Becmead Avenue and ending near Drewstead Road. The lane would be open to buses, coaches, motorcycles and scooters, as well as cycles and taxis.

The new bus lane would be continuous, except at the approaches to the junctions of Streatham High Road with Woodbourne Avenue, Kingscourt Road, Norfolk House Road, Mount Ephraim Road and Broadlands Avenue. At these locations, general traffic would be allowed to enter the bus lane to access the side roads.

Inset an existing loading and disabled parking bay

The existing loading and disabled parking bay outside 148 Streatham High Road (New Look, Poundland and Nationwide) would be inset one metre into the footway. This would allow buses to pass stationary vehicles, while still leaving a large area of footway. We would not change the size or operating hours of the bay.

Other potential changes in the Streatham area

We are carrying out a comprehensive review of the A23 through Streatham. This involves not only bus priority proposals, but also looking at cycling, road safety and environmental improvements. We will continue to review this busy traffic corridor and town centre in order to identify where there is scope to make changes. We would consult on any further proposals before implementation.

2. About the consultation

2.1 Purpose

The objectives of the consultation were:

- To give stakeholders and the public easily-understandable information about the proposals and allow them to respond
- To understand the level of support or opposition for the proposals
- 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

2.2 Potential outcomes

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the scheme as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with a revised scheme
- Following careful consideration of the consultation responses, we decide not to proceed with the scheme
- Following careful consideration of the consultation responses and further design development, we modify the proposals and consult on new or additional proposals

The next steps for this scheme are set out in this report and the Response to Issues Raised document, which can be found at consultations.tfl.gov.uk/roads/streatham-high-road.

2.3 Who we consulted

We consulted relevant stakeholders who may be interested in or impacted by the proposals, along with customers / members of the public identified as likely to benefit or disbenefit from our scheme. These included bus passengers, cyclists and motorists using routes in this area or living in this area.

2.4 Dates and duration

The consultation was open for six weeks, from 1 February to 14 March 2017.

2.5 What we asked

For those who responded via the online questionnaire, we asked a mandatory¹ closed question about the proposals asking respondents to indicate their level of support or otherwise for the scheme. We also gave respondents an opportunity to comment on the proposals.

In addition, we gave respondents the option to answer our standard set of questions designed to give us more information about respondents such as name, postcode, stakeholder status and so on. All questions are reproduced in [Appendix D](#).

2.6 Methods of responding

We accepted responses through our standard consultation response channels:

- Via our website's online survey
- Email to consultations@tfl.gov.uk
- Letter or paper survey sent to FREEPOST TFL CONSULTATIONS
- Telephone call to our Customer Service Team

2.7 Consultation materials and publicity

2.7.1 Website

We published materials at consultations.tfl.gov.uk/roads/streatham-high-road explaining our proposals.

2.7.2 Letters

Members of the public and stakeholders near the scheme were informed via a consultation notification letter sent on the first day of the consultation. The letter was sent to 943 properties within 50 metres of the scheme. The letter is reproduced in [Appendix D](#).

¹ The question was mandatory when responding via our online survey. Those who responded via email did not have to answer any of the survey questions. Overall, 11 people responded by email and did not answer the question asking for their level of support. For 6 of these people, we could interpret a level of support from their comments. However, for the other 5 respondents, it was not possible to interpret the level of support from their comments, and these people are recorded as 'did not answer'.

2.7.3 Emails to public

We emailed customers on our customer database who had been identified as having a potential interest in this scheme. This comprised registered customers who use bus routes affected by the scheme, or live in the area of the scheme and cycle or drive. The email was sent to 12,881 recipients. The text of the email is reproduced in [Appendix D](#).

2.7.4 Emails to stakeholders

We sent an email notification to 335 stakeholders identified as relevant to bus schemes or schemes in this area. The text of the email is reproduced in [Appendix D](#) and the list of stakeholders is reproduced in [Appendix E](#).

2.7.5 Face-to-face engagement

We visited businesses in Streatham High Road most likely to be affected by the scheme, answering questions about the proposals and encouraging them to respond. We also attended a meeting with Streatham Action, during which stakeholders and members of the public could ask questions about the scheme.

2.7.4 Social media

The consultation was publicised by various social media accounts, including [@LambethCyclists](#) (2,356 followers), [@streathamaction](#) (4,215 followers).

2.8 Equalities assessment of the consultation

We took steps to ensure that all groups in the community, such as elderly, disabled or faith organisations were made aware of the consultation, the potential impacts of the scheme, and how to respond to the consultation. Measures taken included:

- Identifying and emailing relevant stakeholders including but not limited to the Age UK London, Guide Dogs, Royal National Institute for the Blind, and Action on Hearing Loss, inviting them to respond to the consultation
- Ensuring the materials were written in plain English, and were available on request in different formats such as Braille, large print and other languages

We are fully aware of our obligations under the Equality Act 2010, in particular the effect of the public sector equality duty on our decision-making.

2.9 Analysis of consultation responses

Analysis of consultation responses was carried out by the consultation specialist leading on the project. We used our standard peer-review processes to verify the coding of comments. Detailed comment analysis can be found in [Appendix A](#).

3. About the respondents

This section presents information about those who responded to this consultation.

3.1 Number of respondents

Respondents	Total	%
Public responses	443	97
Stakeholder responses	12	3
Total	455	100

3.2 How respondents heard about the consultation

How respondents heard	Total	%
Email from TfL	322	71
Social media	37	8
Friend, relative or neighbour	30	7
TfL website	19	4
Letter from TfL	12	3
Local stakeholder	9	2
Read about in the press	4	1
Not answered	22	5
Total	455	100

3.3 Methods of responding

Methods of responding	Total	%
Website	444	98
Email	11	2
Total	455	100

3.4 Postcodes of respondents

Postcode	Total	%
SW16	336	74
SW2	17	4
Other SW	7	2
CR	7	2
Others	19	4
Not answered	69	15
Total	455	100

3.5 Interest in the scheme

We asked respondents to identify what interest(s) they had in the scheme. Some respondents did not answer, while others chose one or more interests.

Interest	Total	%
Local resident	385	85
Commuter to or through the area	61	13
Employed or studying locally	26	6
Visitor to the area	23	5
Business owner	23	5
Not local but interested in the scheme	13	3
Taxi driver	2	<1
Landlord of local property	2	<1
Total	535	100

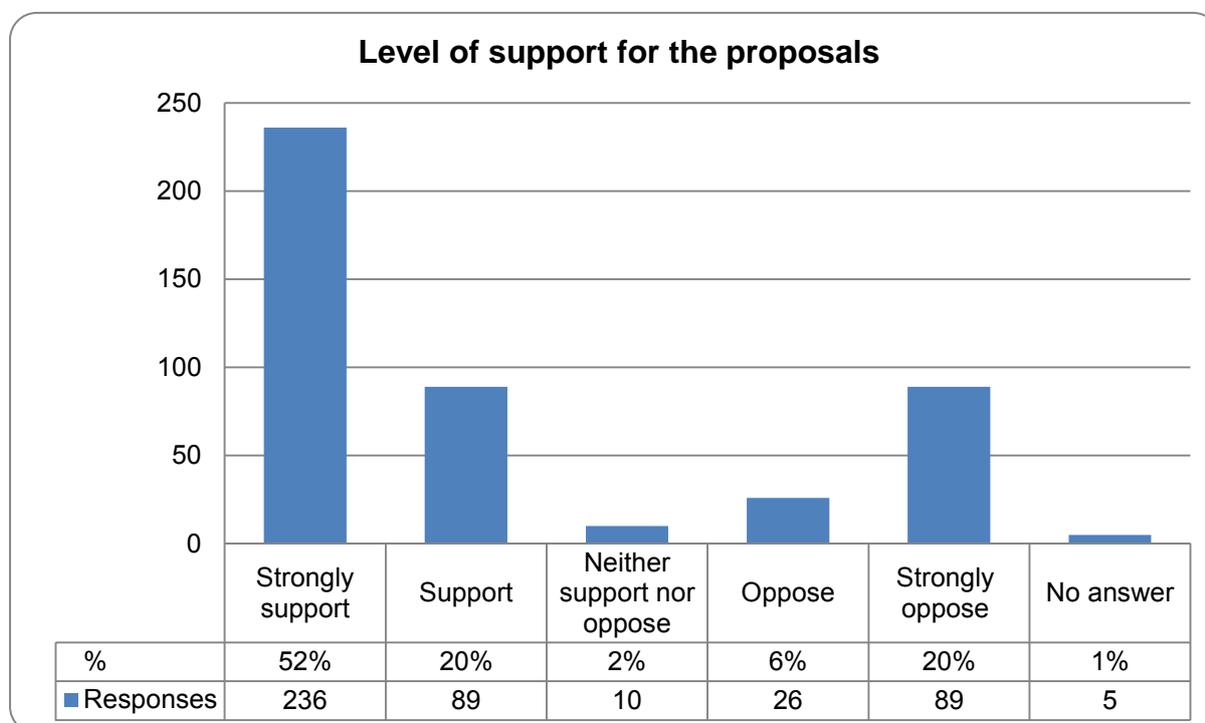
4. Summary of consultation responses

4.1 Summary of responses

We received 455 responses to this consultation. The breakdown of responses to the closed question about the level of support for the proposals is shown below².

4.1.1 Level of support for the proposals

	All responses	Public	Stakeholder
Strongly supported	236 (52%)	235 (52%)	1 (<1%)
Supported	89 (20%)	87 (20%)	2 (<1%)
Neither supported nor opposed	10 (2%)	8 (2%)	2 (<1%)
Opposed	26 (6%)	25 (6%)	1 (<1%)
Strongly opposed	89 (20%)	88 (20%)	6 (1%)
Did not answer	5 (1%)	5 (1%)	0 (0%)
Total	455 (100%)	443 (98%)	12 (2%)



² 11 people responded by email and did not answer the question asking for their level of support. For 6 of these, we interpreted a level of support from their comments. For the other 5, we could not clearly interpret a level of support from their comments, and these people are recorded as 'did not answer'.

4.1.2 Issues commonly raised

Of the 455 response to this consultation, 168 of these also included a comment on the proposals. The comments most commonly made in these comments were these:

Issue	Public	Stakeholder	Total
General support for our proposals to extend bus lanes and improve bus journey times, including generally supportive comments	86	2	88
Opposition to the proposals due to the potentially negative impact on congestion and general motor traffic journey times	72	6	78
Calls for more to be done to improve cycling provision, in particular the installation of protected cycle tracks along the A23	36	4	40
Concern that the scheme is not needed, would not improve bus journey times, and would be a waste of public money	38	1	39
Concerns about the scheme causing an increase in motor traffic in nearby minor roads, with negative impacts on road safety and air pollution	23	0	23
Concerns that the section of road by St Leonard's Church is a bottleneck, with calls for more to be done to improve the road layout here to benefit journey times and safety	22	1	23
Opposition to the new bus lanes due to a perception that their presence will increase air pollution	19	1	19
Opposition to the new bus lanes proposed operating hours of 7am to 7pm, with calls for them to be operational during the morning peak hours only	18	1	19
Calls for bus lanes to be extended further along the A23, beyond the area affected by these proposals, to improve bus journey times	16	0	16
Demands for a transport improvement in this area that is out of the scope of this consultation, such as a new Underground line or improved rail services	15	0	15

For our responses to the issues raised during consultation, please see the 'Response to Issues Raised' at consultations.tfl.gov.uk/streatham-high-road.

4.2 Summary of stakeholder responses

This section provides summaries of the feedback we received from stakeholders. Answers to the closed question about support for the scheme are shown in italics after the stakeholder name. Although we summarise responses here, the full stakeholder responses are always used for analysis purposes.

Politicians, government departments and parliamentary bodies

Scott Ainslie, Labour cllr for St Leonards ward, LB of Lambeth – Supported

The councillor supported prioritising public transport over general traffic, but was concerned about safety for cycling where cycles and buses share space, particularly where drivers have to cut across the bus lane to access side roads.

He called for more cycle routes in this part of Lambeth, which he said was under-represented by existing and future schemes. He supported measures to encourage people to walk and cycle more, and to drive less.

He expressed concern that buses and cycles would have to pull out into general traffic in order to get past parked cars during off-peak hours when the parking and loading bays were operational.

He asked whether right-turning traffic into Leigham Avenue would be accommodated with a separate turning lane.

Transport and road user groups

Lambeth Cyclists – Neither supported nor opposed

Lambeth Cyclists said they would like to see child-friendly cycle tracks along Streatham High Road. They said the proposed bus lane would be better than no new cycling facilities, but would not achieve Lambeth Council's target of 20% of journeys being cycled by 2020.

Safer A23 in Streatham – Supported

The group supported improved bus flow through Streatham, encouraging people to switch from cars to buses, with benefits in reduced collisions and improved air quality. They also called for improved rail provision for Streatham to help reduce traffic volumes and collisions.

They expressed concern that the scheme would not encourage cycling, which is a stated aim of both TfL and Lambeth Council's transport strategies. They expressed concern about cyclists sharing lanes with buses and called for more cycle routes in this part of Lambeth.

They asked whether loading and parking bays would be lost, and said parking restrictions in side streets could be changed to allow disabled shoppers to visit local businesses.

Sense with Roads – Strongly opposed

The group expressed concern about the potential impact of the scheme on congestion, in particular potential delays to commercial traffic. They said they expected motor traffic to reassign into nearby minor roads, and that any benefits to buses would be outweighed by negative impacts on other road users.

Streatham Action – Opposed

The group said it was generally supportive of bus lanes in Streatham High Road, but opposed this proposal. They asked for more background information to back up any modelling predictions. They expressed concern about the loss of footway outside Poundland and Nationwide, which they said was the busiest part of Streatham High Road for people on foot. They asked why inseting the loading bay is being proposed now when it has been rejected previously.

They expressed concern about potential congestion on the A23, particularly due to the need for motor traffic to make right turns into Leigham Avenue, with congestion having negative impacts on pollution in an area where air quality is already poor.

They claimed the presence of five side roads on this stretch of Streatham High Road would negatively affect bus and general traffic flow, as vehicles seek to turn left blocking bus and general traffic lanes.

They opposed the proposed 7am-7pm operating times for the bus lane, recommending it be peak hours only Monday to Saturday.

They expressed concern at motor traffic reassigning into nearby minor roads due to increased congestion along Streatham High Road.

Businesses

Bunnyfoot – Strongly supported

The business welcomed efforts to make the A23 better to cyclists and public transport users, but called for more enforcement of motor traffic speeds on the A23 to improve safety for vulnerable road users. They noted the importance of the buses to Brixton due to the poor rail services provided by Thameslink and Southern.

The business called for more bus lanes, cycle lanes, and Santander Cycle Hire bikes in this area, and also asked TfL to take over trains services to and from Streatham.

Five Bells Public House – *Neither supported nor opposed*

The business confirmed that they would be able receive deliveries if the scheme went ahead. They expressed the view that the existing traffic flow was good, even at peak times.

Kara Boutique – Strongly opposed

The business said existing motor traffic congestion was negatively affecting businesses, that journey times were getting longer for general traffic, and they objected to the proposed new bus lanes.

Krystal Dry Cleaning – Strongly opposed

The business said the proposals would increase congestion, which would negatively affect businesses in the area. They said the bus lanes would be blocked by parked cars.

New Zealand Cellar – Strongly opposed

The business opposed the proposals due to the potential for congestion on Streatham High Road, which they said would negatively affect residents.

Smokin' Lotus – Strongly opposed

The business opposed the proposals due to the potential for existing congestion on Streatham High Road to get worse, which would negatively affect this mobile catering business.

The Standard Public House – Strongly opposed

They said the proposals were pointless and a waste of money.

4.4 Comments on the consultation

We asked all respondents to rate the quality of our consultation by choosing one of the following descriptions: Very good; Good; Acceptable; Poor; Very poor. The question was not mandatory and 29 people chose not to answer.

Interest	Total	%
Very good	135	30%
Good	176	39%
Acceptable	91	20%
Poor	15	3%
Very poor	9	2%
Not answered	29	6%
Total	455	100%

We also gave respondents the opportunity to comment on the quality of the consultation and the materials. The topics raised are summarised below:

- 18 respondents (4% of all respondents) said the consultation needed more publicity
- 13 respondents (3%) used this space to make a further comment on the scheme or on another aspect of Streatham transport, rather than the consultation
- 10 respondents (2%) said the maps could be clearer
- 7 respondents (2%) said the consultation materials were good
- 7 respondents (2%) called for more information to be provided in the consultation materials
- 4 respondents (1%) asked for more modelling information to be published with the consultation
- 4 respondents (1%) praised the consultation in general terms
- 4 respondents (1%) cast doubt on the authenticity of the consultation process
- 4 respondents (1%) said the survey was too limited
- 2 respondents (1%) praised the survey

5. Next steps

Following careful consideration of the consultation responses and further design development, we have modified the proposals and will consult on the changes.

For further information and to have your say about the latest proposal, please visit our website <https://consultations.tfl.gov.uk/roads/streatham-high-road>.

For our responses to the issues raised during consultation, please see our separate 'Response to Issues Raised' document, also published at consultations.tfl.gov.uk/streatham-high-road.

Appendix A: Detailed analysis of comments

Of the 455 respondents, 278 provided comments on the scheme. We have summarised the significant issues raised below. Percentages are calculated based on the total number of respondents.

Impact on bus passengers

158 respondents (35%) commented on how they expected the proposals to affect bus passengers:

- 88 respondents (19%) provided a general comment in support of the scheme
- 39 respondents (9%) said the scheme was unnecessary, would not improve bus journey times, and would be a waste of money
- 18 respondents (4%) said the scheme was not needed or would not benefit bus passengers
- 16 respondents (4%) called for bus lanes to be extended elsewhere along the A23 to reduce journey times
- 16 respondents (4%) said the operating hours of the new bus lanes should be morning peak times only
- 14 respondents (3%) called for changes to bus operations to reduce journey times, such as reducing the number of bus stops, more frequent services or changes to routes
- 10 respondents (2%) called for bus lanes operating hours to be extended, such as 24 hours or on Sundays
- 8 respondents (2%) said the unreliable train services from Streatham necessitated a high-quality bus service to reach Brixton Underground station
- 6 respondents (1%) called for more enforcement to prevent stationary vehicles illegally blocking bus lanes
- 6 respondents (1%) supported insetting the loading bay to prevent stationary vehicles blocking bus lanes
- 4 respondents (1%) said a rise in the number of new flats being built in the area warranted substantial improvements to public transport

Impact on general traffic

85 respondents (19%) commented on how they expected the proposals to affect general traffic:

- 78 respondents (17%) expressed concern that proposals would have a negative impact on journey times for general traffic in this area
- 11 respondents (2%) called for the new bus lane to operate during the morning peak hours only to reduce the impact on general motor traffic
- 4 respondents (1%) called for changes to traffic light phasing to reduce journey times for general traffic
- 3 respondents (1%) said the proposals would make general traffic journeys slower elsewhere

Impact on cycling

43 respondents (9%) commented on how they expected the proposals to affect cycling:

- 40 respondents (9%) called for improved cycling provision along the A23, in particular the installation of protected cycle tracks
- 8 respondents (2%) supported the proposals because they said they would benefit cyclists using the A23

Impact on road safety

30 respondents (7%) commented on how the scheme might affect road safety:

- 23 respondents (5%) expressed concern that the new bus lane would cause motor traffic to reassign into local roads, with a negative impact on safety in some residential roads
- 10 respondents (2%) called for more enforcement of speed limits on the A23 to reduce risk to pedestrians and cyclists
- 5 respondents (1%) called for more to be done to improve road safety

Impact on pollution

30 respondents (7%) commented on air pollution:

- 19 respondents (4%) said these proposals would be bad for air quality in this area because it would increase motor traffic congestion
- 13 respondents (2%) called for more to be done to address the poor air quality in this area

Comments on St Leonard's junction

23 respondents (5%) commented on the St Leonard's junction, saying it needed intervention to make it operate more efficiently and/or safely

Impact on parking/loading

18 respondents (4%) commented parking and loading:

- 7 respondents (2%) called for more parking spaces on Streatham High Road to make it easier for people who shop by car to visit local businesses
- 6 respondents (1%) supported the inseting of the loading bay to benefit other road users
- 6 respondents (1%) expressed concern that parking and loading spaces on Streatham High Road would be lost due to the new bus lanes
- 2 respondents (1%) called for the introduction Controlled Parking Zones in this area to make parking easier for local residents

Impact on pedestrians

17 respondents (4%) commented on how they expected the proposals to affect pedestrian:

- 14 respondents (3%) called for more to be done to make this part of the A23 suitable for pedestrians
- 10 respondents (2%) opposed inseting the loading bay saying it would negatively affect pedestrians, especially those with reduced mobility such disabled people, elderly people and parents with buggies

Impact on business

6 respondents (1%) said the changes would negatively affect businesses and commercial motor traffic

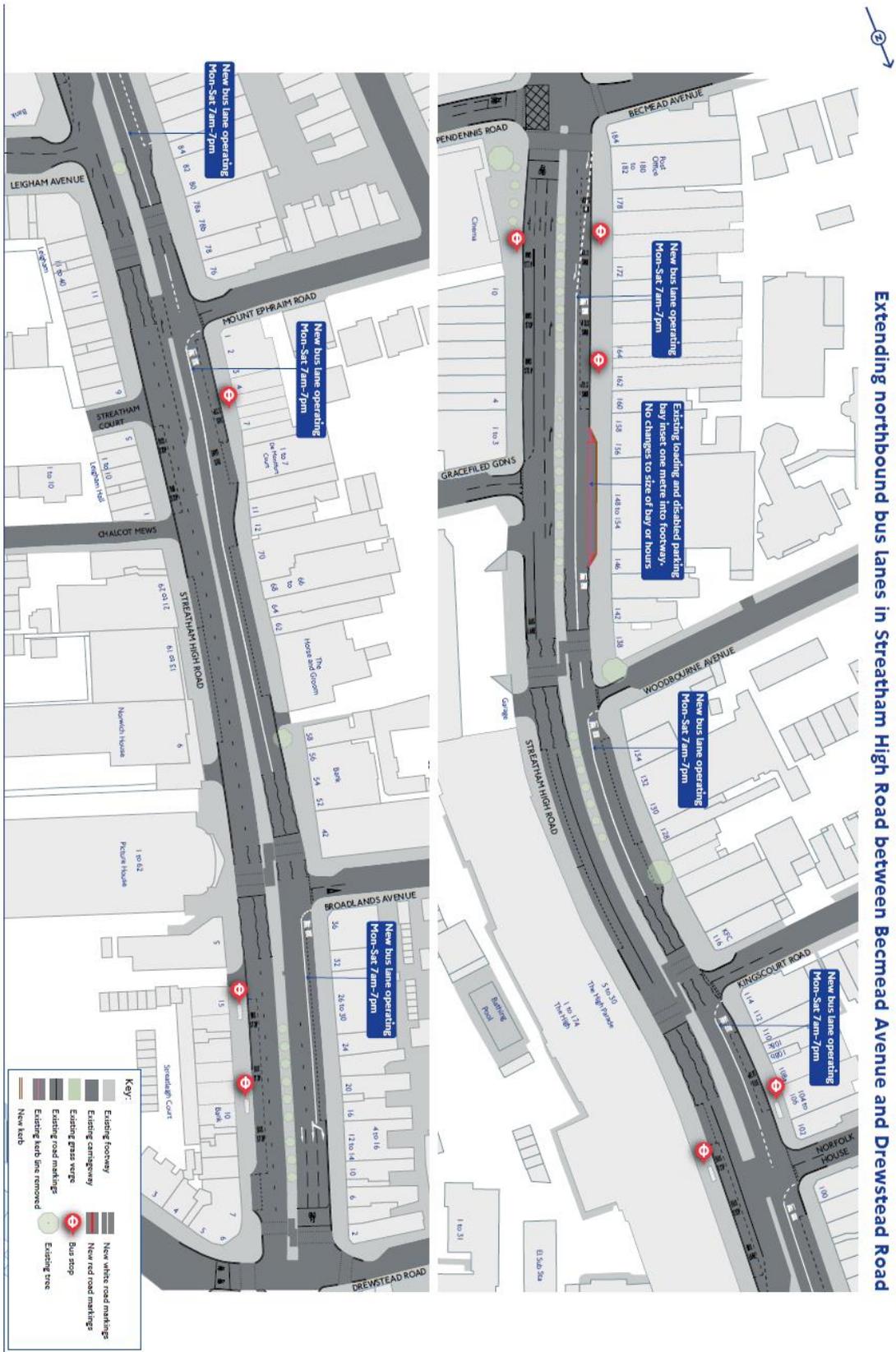
Impact on motorcycling

2 respondents (1%) called for more to be done to improve motorcycle safety

Comments out of scope

15 respondents (3%) called for major changes to the transport network out of the scope of the current consultation, such as a road tunnel under Streatham, an Underground extension, or for TfL to take over local rail services

Appendix B: Consultation drawing



Appendix C: Survey questions

We asked respondents the following questions, with only Question 1 being mandatory:

1. Do you support our proposals for Streatham High Road to improve northbound bus journey times and reliability?

- Strongly support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose

2. If you have any comments on our proposals, please write these below:

3. What is your name?

4. What is your email address?

5. Please provide us with your postcode?

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

- Local resident
- Business Owner
- Employed locally
- Visitor to the area
- Commuter to the area
- Not local but interested in the scheme
- Other (Please specify)

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

8. How did you find out about this consultation?

- Received an email from TfL
- Received a letter from TfL
- Read about in the press
- Saw it on the TfL website

- Social media
- Other (please specify)

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

- Very good
- Good
- Acceptable
- Poor
- Very poor

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

Appendix D: Notification letter and emails

Notification letter

The following letter was sent to all properties within 250 metres of the scheme, which included 2,334 addresses. The letter also included copies of the consultation drawings in [Appendix C](#).



Transport for London



Transport for London
Consultation Team
FREEPOST TFL
CONSULTATIONS
consultations@tfl.gov.uk
consultations.tfl.gov.uk/
roads/streatham-high-road

Wednesday 1 February 2017

Dear Sir or Madam,

Have your say on proposals to extend northbound bus lanes in Streatham High Road between Becmead Avenue and Drewstead Road, with changes to parking and loading

We would like your feedback on proposed changes to Streatham High Road northbound between Becmead Avenue and Drewstead Road, designed to reduce bus journey times.

The A23 Streatham High Road is an important bus corridor, with around 90 buses per hour in the peak period, carrying tens of thousands of people daily. We are proposing to extend the existing bus lanes to help buses bypass general traffic. Proposed changes to loading and disabled parking would reduce the likelihood of stationary vehicles blocking buses.

What we are proposing:

- *Extending northbound bus lanes*
We would convert a northbound general traffic lane in Streatham High Road into a bus lane operating Mon-Sat 7am-7pm, starting north of Becmead Avenue and ending near Drewstead Road. The extended bus lane would be open to buses, coaches, motorcycles and scooters, as well as cycles and taxis. The bus lane would be continuous, although general traffic would be allowed to enter it to access side roads
- *Inserting an existing loading and disabled parking bay*
The existing loading and disabled parking bay outside 148 Streatham High Road (New Look, Poundland and Nationwide) would be inset one metre into the footway to allow buses to pass stationary vehicles, while still leaving a large area of footway. There would be no change to the loading bay's size or operating hours

Visit consultations.tfl.gov.uk/roads/streatham-high-road to respond to this consultation.

You can also respond to this consultation by emailing or writing to us using the addresses at the top of this letter. You have until **Tuesday 14 March 2017** to respond. Please contact us if you would like Braille, large print or foreign language versions of consultation materials.

We are carrying out a comprehensive review of the A23 through Streatham. This involves not only bus priority proposals, but also looking at cycling, road safety and environmental improvements. We will continue to review this busy traffic corridor and town centre to identify where there is scope to make changes. We would consult on any further proposals.

Yours faithfully



Mike Cavenett
Consultation Team
Transport for London



MAYOR OF LONDON



WKT number 756 2769 90

Customer database email

The following email was sent to 12,881 recipients on our customer database who were identified as having an interest in the consultation.

Home Plan journey Status update Driving



TRANSPORT FOR LONDON

We would like your views on proposals to extend the northbound bus lanes and make changes to loading and disabled parking along Streatham High Road. This is intended to improve bus journey times, as well as allowing cyclists, motorcyclists and taxis to use the bus lanes.

For full details, and to share your views, please [click here](#)

This consultation will run until 14 March.

Yours sincerely,



Nigel Hardy
Head of Project Sponsorship
Road Space Management

These are our consultation customer service updates. To unsubscribe, please [click here](#)

MAYOR OF LONDON  **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

Email sign up Social Media Fares & Payments Maps

Stakeholder email

The following email was sent to 335 stakeholders that had been identified as having an interest in the in the proposals:

Dear Stakeholder,

We would like your views on proposals to improve bus journey times and reliability along Streatham High Road, which is an important bus corridor. We are proposing to extend bus lanes and partially inset one loading bay.

For more details, please visit consultations.tfl.gov.uk/roads/streatham-high-road.

This consultation is open until Tuesday 14 March 2017.

Yours faithfully

A handwritten signature in black ink, appearing to read 'MC', followed by a large, stylized circular flourish.

*Mike Cavenett
Consultation Team
Transport for London*

Appendix E: List of stakeholders

AA
Abbey Travel
Abellio Surrey
Action for Blind People
Action on Hearing Loss (formerly RNID)
Addison Lee
Age UK London
Airport bus Express
All Party Parliamentary Cycling Group
Anderson Travel
Angel BID
APC Overnight
Argall BID
Arriva London North
Arriva The Shires E Herts and Essex
Association of British Drivers
Association of Guide Dogs for the Blind
Association of Town Centre Management
Aswaston Superdrug
Baker Street Quarter
Bankside Residents' Forum
Barking and Dagenham
Bayswater BID
Best Bike Training Cycletastic
Better Bankside
Bexley Accessible Transport Scheme,
Bexley Council
Bexleyheath BID
BHS Bikeability
BidVest
Big Bus Company
Bikeworks
Bikexcite
Borough Cycling Officers Group
Breakspears Road Project
Brentwood Community Transport
Brewery Logistics Group
British Cycling
British Land
British Medical Association
British Motorcycle Federation
British Motorcyclists' Federation

British Retail Association
Bucks Cycle Training
Buzzlines
Camden Council
Camden mobility forum
Camden Town Unlimited
Campaign for Better Transport
Campbell's
Canal & River Trust
Capital City School Sport Partnership
CBI-London
Centaur Overland Travel
Central London CTC
Central London Forward
Central London Freight Quality Partnership
Central London NHS Trust
Centre for Accessible Environments
Chalkwell Garage & Coach Hire
CILT
City Bikes (Vauxhall Walk)
City Link
City of London
City of London Access Forum
City of London Police
City of Oxford Motor Services
Clapham Society
Clapham Transport Users Group
Clarke's of London
Clipper
Cllr Amelie Treppass, Streatham Wells, Lambeth
Cllr Clair Wilcox, Streatham South, Lambeth
Cllr Danial Adilypour, Streatham South, Lambeth
Cllr Iain Simpson, Streatham Hill, Lambeth
Cllr John Kazantzis, Streatham South, Lambeth
Cllr Liz Atkins, Streatham Hill, Lambeth
Cllr Malcolm Clark, Streatham Wells, Lambeth
Cllr Mohammed Seedat, Streatham Wells, Lambeth
Cllr Rezina Chowdhury, Streatham Hill, Lambeth
Cllr Robert Hill, St Leonards, Lambeth

Cllr Saleha Jaffer, St Leonards, Lambeth
Cllr Scott Ainslie, St Leonards, Lambeth
Coaches Excetera
Cobra Corporate Servics Ltd,
Community Transport Association
Confederation of Passenger Transport UK
Covent Garden Market Authority
Cross River Partnership
Croydon BID
Croydon Mobility Forum
Cycle Confidence
Cycle Confident
Cycle Experience
Cycle Newham
Cycle Systems
Cycle Training East
Cyclelyn
Cycle-wise Thames Valley
Cycling Embassy of Great Britain
Cycling UK (formerly CTC)
Cycling4all
Cyclinginstructor.com
Cyclists in the City
Department for Transport
Design for London
DHL
Disability Foundation
E11 BID
Ealing Broadway BID
Ealing Council
East and South East London Thames Gateway Transport Partnership
Edgware Road Partnership
Enfield Council
English Heritage
English Heritage - London
Ensign Bus Company
Eurostar Group
Evolution Cycle Training
Express Network Forum
First Beeline Buses
Fitzrovia Partnership
Freight Transport Association
Friends of the Earth
Future Inclusion

Garratt Business Park
Gatwick Flyer
Ghost Bus Tours
GLA Strategy Access Panel members
GMB
Go-Coach Hire
Golden Tours (Transport)
Greater London Authority
Greater London Forum for Older People
Guide Dogs
Guide Dogs Association
Guide Dogs for the Blind - Inner London District
Hackney Community Transport
Hainault Business Park
Hammersmith London
Health Poverty Action
Hearn's Coaches
Heart of London Business Alliance
Hermes Europe
Herne Hill Forum
Hillingdon Council
Hillingdon Mobility Forum
Hounslow Mobility Forum
House of Commons
IBM
Ilford Town BID
Inclusion London
Independent Disability Advisory Group
Independent Shoreditch
InMidtown
Institute for Sustainability
Institute of Advanced Motorists
Institution of Civil Engineers
InStreatham
Islington Council
Islington Mobility Forum
James Bikeability
John Lewis Partnership
K&C Mobility Forum
Keltbray Construction
Kimpton Industrial Park
Kings Ferry
Kingston First
Kingston mobility forum

Laing O'Rourke
Lambeth Cyclists
Lambeth Cyclists
Lambeth Safer Transport Team
LB of Lewisham
LB of Sutton
LCDC
Leonard Cheshire Disability
Lewisham Council
Link Line Coaches (TGM),
Little Bus Company
Living Streets
Living Streets - Brentwood
Living Streets - Camden
Living Streets - Islington
Living Streets - Merton
Living Streets - Sutton
Living Streets - Tower Hamlets
Living Streets - Wandsworth
Living Streets Action Group
Living Streets London
Living Streets Southwark
Living Streets
Local Government Ombudsman
London ambulance Service
London Bike Hub
London Borough of Croydon
London Borough of Havering
London Business Forum
London Chamber of Commerce and Industry
London City Tour
London Climate Change Partnership
London Councils
London Cycling Campaign
London Duck Tours
London European Partnership for Transport
London Fire Brigade
London First
London General
London Mencap
London Omnibus Traction Society
London Riverside (Rainham)
London Strategic Health Authority
London Tourist Coach Operators Association

London TravelWatch
London United Busways
London Visual Impairment Forum
LoveWimbledon BID
LPHCA
LTDA
M&S
Marshalls Coaches,
Meridian Duck Tours
Merton Council
Metrobus
Metroline
Metropolitan Police
Metropolitan Police Service
Mobile Cycle Training Service
Mode Transport
Motorcycle Action Group (MAG)
Mullany's Coaches
National Autistic Society
National Express
National Motorcycle Council
New Addington BID
New West End
NHS London
Northbank BID
Northbank Guild
Ocean Youth Connexions
On Your Bike Cycle Training
Orpington 1st
Oxford Tube (Thames Transit)
Paddington
Parliamentary Advisory Council for Transport Safety
Passenger Focus
Philip Kemp Cycle Training
Planning Design
Polestar Travel
Premium Coaches
Purple Parking
Puzzle Focus
Quality Line
Queen Mary University of London
RAC
RAC Foundation for Motoring
Red Eagle

Red Rose Travel
Redbridge Cycling Centre
Reliance Travel
Richmond Council
RMT
RNIB
Road Danger Reduction Forum
Road Haulage Association
RoadPeace
Royal Borough of Kingston upon Thames
Royal Institute of British Architects
Royal Institute of Chartered Surveyors
Royal London Society for Blind People
Royal Mail
Royal Town Planning Institute
Sainsbury's Supermarkets
Smart Move Cards
South Bucks Cycle Training
South East London PCT
South Herts Plus Cycle Training
South London Business Forum
South London Partnership
Southbank Employers Group
Southdown PSV
Southgate & Finchley Coaches
Southwark Cyclists
Space Syntax
Spokes Cycling Instruction
Stratford Renaissance Partnership
Streatham Vale Property Occupiers Association
Successful Sutton
Sullivan Bus and Coach
Sunwin Service Group
Sustrans
Sutton Mobility Forum
Team London Bridge
Technicolour Tyre Company
Terravision Transport
Tesco
Thamesmead Business Services

The Expeditional
The Royal Parks
The Southwark Cyclists
Time for Twickenham
TNT
Tour Guides
Tower Transit Operations Ltd,
Trailblazers, Muscular Dystrophy UK
Transport for All
Travis Perkins
Tyssen Community School Cycle Training
Uber
UCG
UK Power Networks
Unite
University College London
UPS
Urban Movement
Vandome Cycles
Vauxhall Gardens Estate Tenants & Residents Association
Vauxhall One BID
Victoria BID
Virtual Norwood Forum
Vision Impairment Forum
Vision Zero
Walk London
Wandsworth Cycling Campaign
Wandsworth Mobility Forum
Waterloo Quarter
Westminster Council
Westminster Cyclists
Wheels for Wellbeing
Whizz-Kidz
Willow Lane Trading Estate (Merton)
Wilson's Cycles
Wincanton
Yodel
Young Lewisham and Greenwich Cyclists