

Westminster City

Council

Cycling Locations Survey

Report

January 2022





Contents

Introduction	3
Survey Response Analysis	5
Portland Place	5
Paddington Area	9
Buckingham Palace Road	13
Abingdon Street	17
Queensway Inverness Terrace	20
Westbourne Terrace Corridor	24
Harrow Road	28
Lupus Street	32
Northumberland Avenue	35
Paddington - Royal Oak	38
Bayswater Road	41
Quality Assurance	45

Introduction

In 2020, the council put temporary cycle lanes in place in locations across the city to encourage people to travel by bicycle when moving around. Without these measures, people would have been more likely to travel by car, leading to increased congestion and pollution. The temporary cycle lanes have been monitored over the last year and modified where necessary to improve their operation and ensure there is a balance between the needs of all road users, including drivers, cyclists and pedestrians.

The council ran a survey to consult on proposals to extend a number of traffic orders which enable these temporary cycle lanes, whilst they consider the longer-term solutions. The council is proposing to extend the temporary traffic orders for a maximum period of six months.

The sites under consultation included:

- Portland Place (Ref: MS1)
- Paddington Area (Ref: MS2)
- Buckingham Palace Road (Ref: MS3)
- Abingdon Street (Ref: MS4)
- Queensway/Inverness Terrace (Ref: MS5)
- Westbourne Terrace Corridor (Ref: MS6)
- Harrow Road (Ref: MS7)
- Lupus Street (Ref: MS8)
- Northumberland Avenue (Ref: MS9)
- Paddington – Royal Oak (Ref: MS10)
- Bayswater Road (Ref: MS11)

The aims of the survey were to understand:

- Whether people support or oppose the proposals for temporary and permanent cycle lanes at the above 11 locations.
- What people's reasons are for supporting or opposing cycle lanes in each location are in relation to the proposed scheme

Survey Questionnaire

The survey ran from 10th November to 8th December 2021 and 1,471 people responded to the questionnaire.

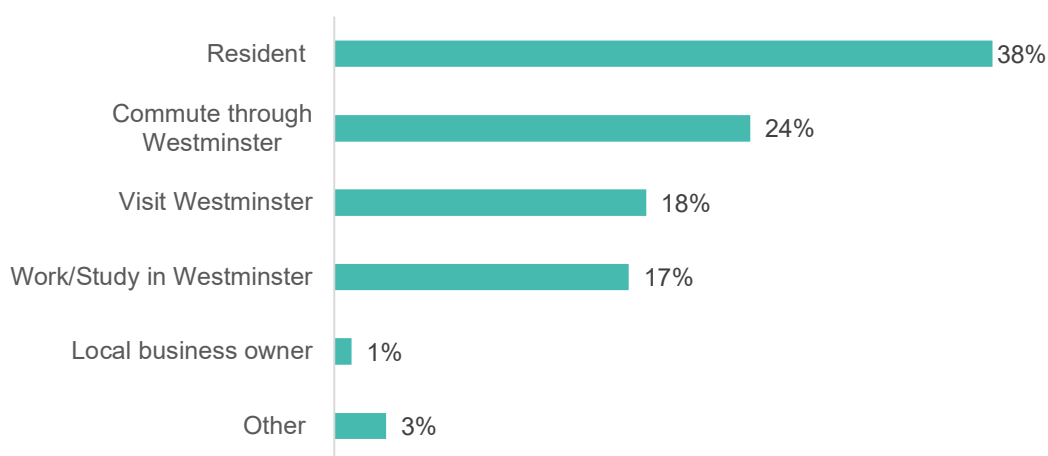
The questionnaire consisted of mainly closed questions in order to understand support / opposition regarding the proposals to keep temporary and permanent cycle lanes across 11 locations in Westminster. Closed questions used 5-point scales from 'strongly support' to 'strongly oppose'. There were opportunities to leave open comments on the 11 locations within the survey.

Survey themes included:

- Demographics and geographical locations of respondents
- Support for the proposals for temporary cycle lanes at each of the 11 locations
- Support for the proposals for permanent cycle lanes at each of the 11 locations
- Open comments on each of the 11 locations

Response overview

A broad range of responses were received across different audiences. In total, 1,471 people responded to the questionnaire. The largest groups consisted of residents (556 - 38%), followed by those who commute through Westminster (350- 24%), visitors (257 – 18%) and those who work or study in Westminster (257 - 17%).



Source: Q1. 'Are you a Westminster resident? Q4. Which if the following best describes you? **Base:** 1,471 respondents to the Cycling Movement Strategy Survey 2021, November – December 2021.

Maildrop Analysis

A maildrop was conducted among addresses close to the 11 areas to advertise the survey. A small number of responses came from people who live within the maildrop area. These findings have been reported on within this report as one group as there were not enough responses per area to report on their findings. So for the purposes of this report we have collated the views of this group. As the numbers are small results should be treated as indicative only and not a robust measure of views.

Analysis Methodology

A total of 1,471 people responded to the online questionnaire.

At times throughout the report we will compare the response to a particular question by different groups. These comparisons are only possible where enough members of a group have responded to the questionnaire. Therefore, in most of this report we avoided describing and comparing figures for groups with a base size of below 50. When a base

size is below 50 it does not allow for reliable statistical comparisons against other samples.

All the open-ended questions in the questionnaire were coded into themes to allow the responses to be quantified. This encompassed reading every response to these questions and creating a code frame.



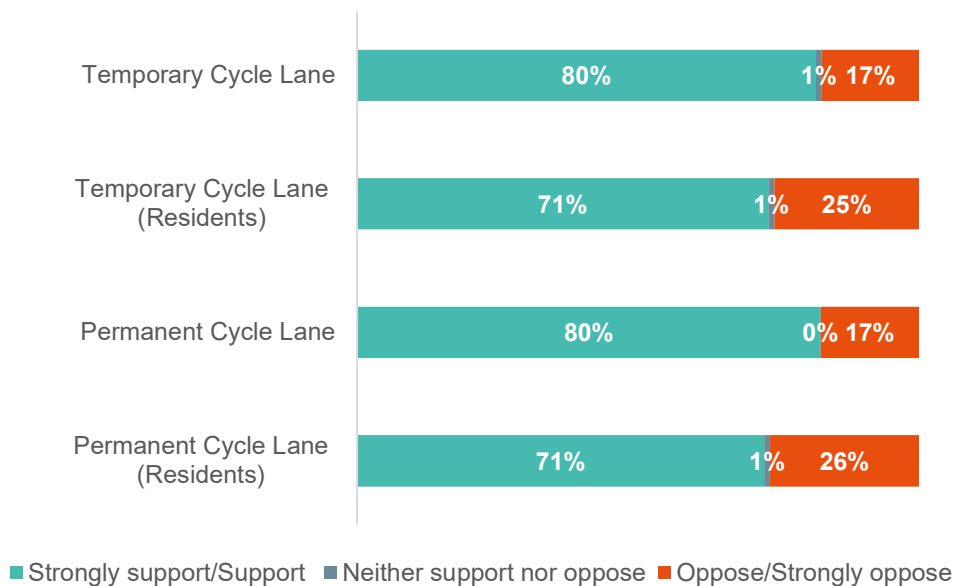
Survey Response Analysis

Portland Place

Overall, four in five respondents support the proposals for both a 'Temporary Cycle Lane' (80%) and a 'Permanent Cycle Lane' (80%). Slightly fewer than one in five oppose a 'Temporary Cycle Lane' (17%) and a 'Permanent Cycle Lane' (17%).

Resident Views

Almost three quarters of residents, who answered the survey, are in favour of proposals for both a 'Temporary Cycle Lane' (71%) and a 'Permanent Cycle Lane' (71%). Around one quarter oppose a 'Temporary Cycle Lane' (25%) and the idea of a 'Permanent Cycle Lane' (26%).

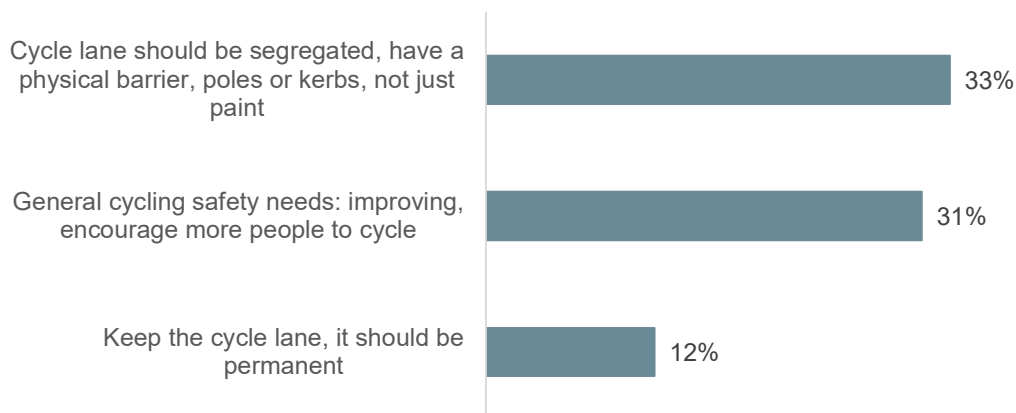


Source: Q12. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Portland Place until consultation has been undertaken on a permanent cycle lane design? Q13. To what extent do you support or oppose the proposal to create a permanent cycle lane for Portland Place?

Base: All Respondents wishing to comment on MS1: Portland Place: 981, Residents: 255.

Further comments on Portland Place

310 respondents left a comment about Portland place. A third of these comments were about how the 'cycle lane should be segregated...' (33%), slightly fewer than a third made comments on 'general cycling safety needs...' (31%) and slightly more than one in ten of those respondents want to 'keep the cycle lane...' (12%).



Source: Q14. Further comments on the cycle lane in Portland Place. **Base:** All Respondents who commented on MS1: Portland Place (310 respondents).

Resident comments on Portland Place

107 residents left a comment about Portland Place, of which 65 were from those who support the cycle lane and 41 were from those who oppose the cycle lane.

Support comments

Residents who said they support the proposals were most likely to leave comments on the cycle lane being segregated, having a physical barrier/poles, or kerbs not just paint. Several residents highlight the benefits of segregated cycle lanes, having physical barriers and explained how cyclists should be protected. For instance, one respondent said

'Ideally, it would have a physical divider to protect cyclists.' Likewise, another resident feels *'Without physical segregation I don't think these cycle lanes will make people feel safe enough to cycle more'.*

As indicated above, residents also raised concerns about their safety, and for that reason 'general cycling safety needs: improving, encourage more people to cycle' is also discussed by around two in five residents (42%). One resident expressed concern on how *'Cars speed up to the lights on Portland place, often undertaking cyclists who are looking to turn.'*

Comments	No.	% of all those who left a comment in support of proposals (65)
Cycle lane should be segregated, have a physical barrier, poles, or kerbs, not just paint	27	42%
General cycling safety needs: improving, encourage more people to cycle	27	42%

Cycle lane should be for bike only, mandatory, enforced	12	18%
'Float' the cycle lane between parked cars and the pavement	8	12%
Location specific comments	8	12%
Keep the cycle lane, it should be permanent	7	11%

Opposition comments

The most frequent comments related to congestion and pollution. For instance, one resident explained: *'The existing lane creates more traffic congestion and therefore pollution.'* Some residents feel it is not necessary/needed, because on the occasions I have driven down Portland Place I have rarely if ever seen a bicycle in the lanes.'

One resident said: *'The increase in daily traffic is negatively affecting all of the residents and business lives.'* In a similar way, another resident feels that *'No one knows that the Portland Place cycle lane is advisory. No one really uses it, and it just generates more traffic.'*

Some residents highlighted the negative impact it has had on vulnerable groups. *'We need to think also of cars and disabled and elderly people.'*

Maidrop analysis

31 residents within the maildrop areas responded to this question. Across all residents almost three quarters (71%) support the proposal of a temporary cycle lane at Portland Place. However among the maildrop group, around a half support the proposal for a temporary cycle lane (55%). Similarly around a quarter of all residents oppose the proposal for a temporary cycle lane (25%), whereas over two in five of residents from the maildrop group feel this way (45%).

With support for a permanent cycle lane, the views are similar to the results above. The average number of residents who support the proposal of a permanent cycle lane is much higher (71%) than those residents in the maildrop group who support it (55%). Likewise, a quarter of all residents oppose the proposal for a permanent cycle lane (26%), whereas among residents in the maildrop group more than two in five oppose the proposal for a permanent cycle lane (45%).

	Temporary Cycle Lane (%)	Permanent Cycle Lane (%)
Strongly Support	52	52
Tend to support	3	3
Neither support nor oppose	0	0
Tend to oppose	13	10
Strongly oppose	32	35
Support	55	55
Oppose	45	45

Source: Q12. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Portland Place until consultation has been undertaken on a permanent cycle lane design? Q13. To what extent do you support or oppose the proposal to create a permanent cycle lane for Portland Place?
Base: All respondents who should have received a letter regarding the survey: 31

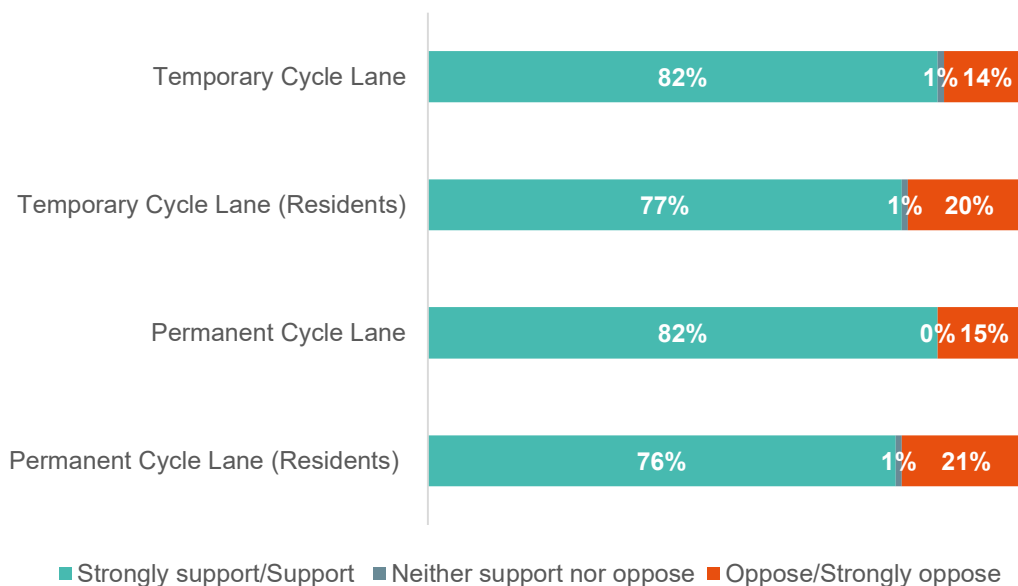


Paddington Area

Slightly more than four in five respondents support the proposals for both a 'Temporary Cycle Lane' (82%) and a 'Permanent Cycle Lane' (82%). Fewer than one in five oppose both a 'Temporary Cycle Lane' (14%) and a 'Permanent Cycle Lane' (15%).

Resident Views

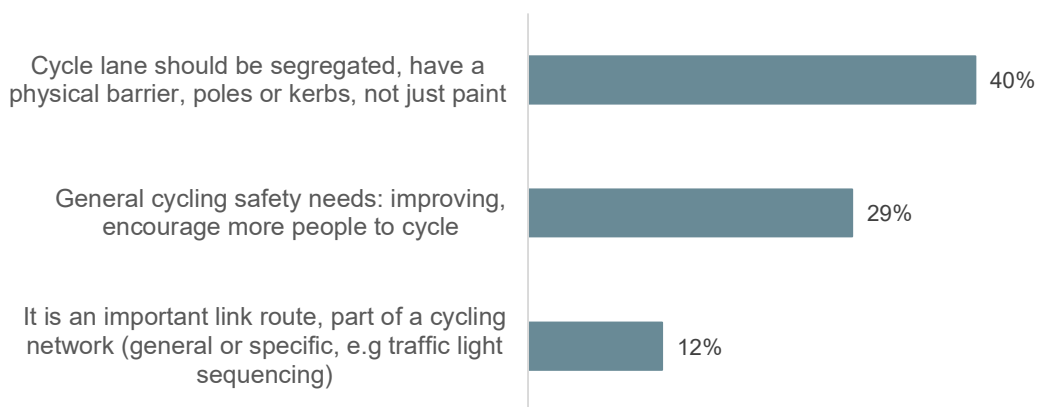
Slightly more than three quarter of residents who answered the survey, support the proposals for both a 'Temporary Cycle Lane' (77%) and a 'Permanent Cycle Lane' (76%). Around one in five oppose both a 'Temporary Cycle Lane' (20%) a 'Permanent Cycle Lane' (21%).



Source: Q15. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Paddington Area until consultation has been undertaken on a permanent cycle lane design? Q16. To what extent do you support or oppose the proposal to create a permanent cycle lane for Paddington Area? Changes would be subject to formal consultation before they are implemented. **Base:** All Respondents wishing to comment on MS2: Paddington Area: 1005, Residents: 302.

Further comments on Paddington Area

234 respondents left a comment on Paddington. Two in five of these respondents commented on how 'cycle lane should be segregated...' (40%). Almost three in ten made comments on 'general cycling safety needs...' (29%) and around one in ten said, 'it is an important link route...' (12%).



Source: Q17. Further comments on the cycle lane in Paddington Area. **Base:** All Respondents who commented on MS2: Paddington Area (234 respondents)

Resident comments on Paddington Area

88 residents left a comment about Paddington Area, of which 65 were from those who support the cycle lane and 24 were from those who oppose the cycle lane.

Support comments

Around one third of residents who support the proposals for Paddington area made comments on 'General cycling safety needs: improving, encourage more people to cycle' (35%). The importance of safety is highlighted by several residents, for instance one resident explains how they cycle through Paddington Area often and now feel *'it is noticeably safer since the introduction of the cycle lane'* another explained *'all cycle lanes are desperately needed, and we need more in order to make cycling safer so that more people will adopt it as a means of transport.'*

In a similar way, around one third of supportive residents also made comments on how the 'Cycle Lane should be segregated, have a physical barrier/poles or kerbs, not just paint' (35%) For instance one resident described *'We need safer cycle access to Paddington station. Current arrangements are a nightmare'* They went on to suggest the following: *'Existing cycle lanes need protection through wands or by the elimination of through traffic through low traffic neighbourhoods...Making Brook Street and Spring Street two-way for cycling...Adding a signalised right turn for cycles from Brook St onto the Bayswater Road cycle lane.'*

Comments	No.	% of all those who left a comment in support of proposals (65)
General cycling safety needs: improving, encourage more people to cycle	23	35%
Cycle lane should be segregated, have a physical barrier, poles or kerbs, not just paint	23	35%
Location specific comments	11	17%
Cycle lane should be for bikes only, mandatory, enforced	8	12%
It is an important link route, part of a cycling network (general or specific, e.g traffic light sequencing)	6	9%
Keep the cycle lane, it should be permanent	6	9%
Concerns about vehicles pulling across cycle lane(s) at junctions, joining or leaving the main road. Left hooks	6	9%
Concerns about parking in cycle lanes	6	9%

Opposition comments

The majority of residents who were against the proposal commented on why it is not needed, as they feel the cycle lanes are hardly used, for instance one resident explains *'As the picture shows this lane is most of the time empty. No need for this'* Whilst, another says something along the same nature; *This is a quiet area - no obvious need for a cycle lane - which anyway suddenly appears and then fizzles out.'*

Other residents who opposed the proposals commented on how the cycle lanes create unnecessary traffic. Several residents indicate this view, as one resident explained: *'It is severely impacting Connaught Village by moving the traffic through the quiet streets.'*

Another commented *'The cycle lanes are very little used but they have a big impact on traffic flow by causing traffic jams and cars driving through the small residential roads instead'*.

Maildrop analysis

52 residents in the maildrop area answered this question. There is little difference between those residents who received a letter about the survey and residents across the wider borough, regarding their view towards temporary/permanent cycle lanes at Paddington.

The average number of residents who support the proposal of a temporary cycle lane is slightly lower (71%) than those residents who received a letter on the survey (73%). A quarter of residents on average, oppose a proposal for a temporary cycle lane (25%) and a similar proportion of the maildrop group oppose it (27%).

Around three quarter of residents (76%) support the proposal for a permanent lane at this location compared to slightly fewer in the maildrop group – 71%. There is a slight difference in those who oppose it, around one in five residents across the borough oppose the proposal for a permanent cycle lane, but over a quarter of residents in the maildrop group oppose it (21% and 29%).

	Temporary Cycle Lane (%)	Permanent Cycle Lane (%)
Strongly support	67	69
Tend to support	6	2
Neither support nor oppose	0	0
Tend to oppose	6	4
Strongly oppose	21	25
Support	73	71
Oppose	27	29

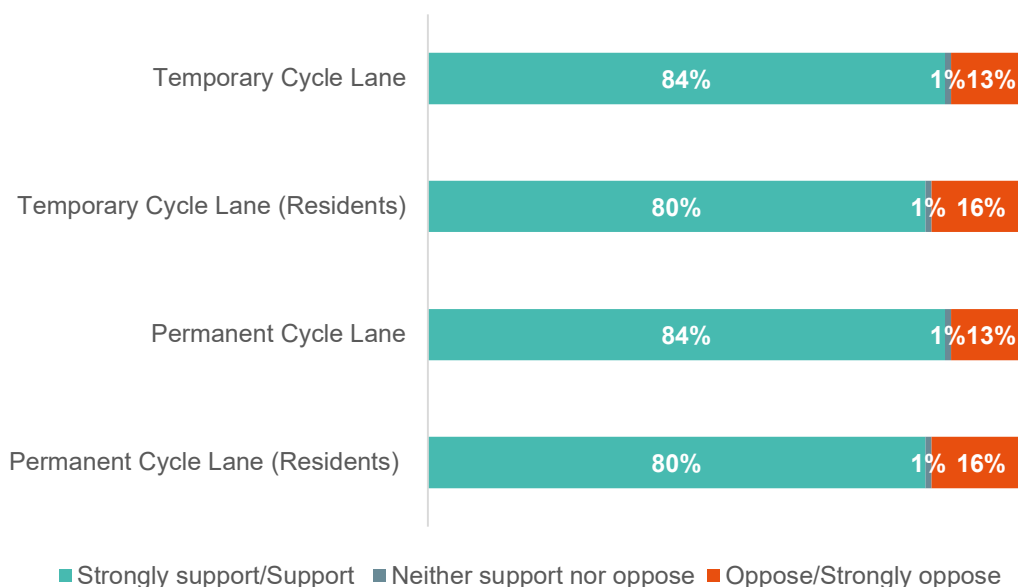
Source: Q15. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Paddington Area until consultation has been undertaken on a permanent cycle lane design? Q16. To what extent do you support or oppose the proposal to create a permanent cycle lane for Paddington Area? Changes would be subject to formal consultation before they are implemented. **Base:** All respondents who should have received a letter regarding the survey: 52

Buckingham Palace Road

Almost nine in ten respondents are in favour and support the proposals for both a 'Temporary Cycle Lane' (84%) and a 'Permanent Cycle Lane' (84%). Whereas, only slightly more than one in ten oppose both 'Temporary Cycle Lane' (13%) and a 'Permanent Cycle Lane' (13%).

Resident Views

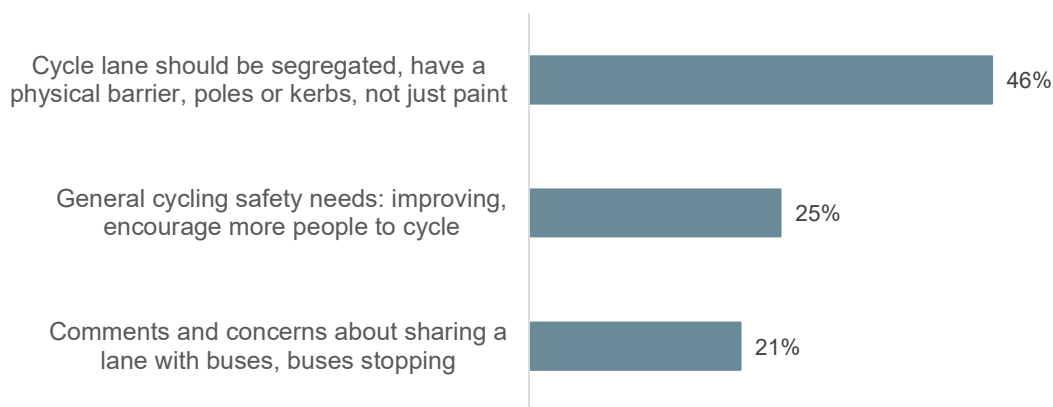
Four in five residents, who answered the survey, support the proposals for both a 'Temporary Cycle Lane' (80%) and a 'Permanent Cycle Lane' (80%). In contrast, almost one in five oppose both a 'Temporary Cycle Lane' (16%) and a 'Permanent Cycle Lane' (16%).



Source: Q18. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Buckingham Palace Road until consultation has been undertaken on a permanent cycle lane design? Q19. To what extent do you support or oppose the proposal to create a permanent cycle lane for Buckingham Palace Road? Changes would be subject to formal consultation before they are implemented. **Base:** All Respondents wishing to comment on MS3: Buckingham Palace Road: 959, Residents: 217.

Further comments on Buckingham Palace Road

229 respondents left a comment about Buckingham Palace Road. Almost half of respondents who commented on 'Buckingham Palace Road' feel that 'cycle lane should be segregated...' (46%). A quarter of those respondents made comments on 'general cycling safety needs...' and slightly fewer left 'comments and concerns about sharing a lane with buses and buses stopping' (21%).



Source: Q20. Further comments on the cycle lane in Buckingham Palace Road. **Base:** All Respondents who commented on MS3: Buckingham Palace Road (229 respondents)

Resident comments on Buckingham Palace Road

68 residents left a comment about Buckingham Palace Road, of which 53 were from those who support the cycle lane and 13 were from those who oppose the cycle lane.

Support comments

Almost three in five residents who support the proposals for Buckingham Palace Road made comments on 'Cycle Lane should be segregated, have a physical barrier/poles or kerbs, not just paint' (57%) the majority of residents who made these comments emphasized the idea that cycle lane segregation needs to be in a physical format and paint alone was not a good solution. For instance, one resident says: *'The cycle lane should be properly secured - i.e., with proper barriers separating the cycle lane from vehicles, as a mere painted line on the street is definitely not enough'* in a similar way, another said *'Segregation needed. Not paint.'* and some suggest *'Replace painted cycle lanes with physically segregated cycle lanes.'*

In terms of comments that solely focus on Buckingham Palace Road and its surrounding area, one resident said: *'It's a really busy street, and the idea of having a joined-up cycle network beyond the Green Park / Buck Pal area would be great... especially since there's times that those sections are closed for fun runs etc'*.

Three in ten residents who support the proposals and commented on Buckingham Palace Road made comments on 'General cycle safety needs: improving, encourage more people to cycle' (30%).

Some residents highlighted their own experience and portrayed it positively for example, one resident felt that *'This cycle lane has improved a lot the safety of the cycle route. I can notice specially compared to the just nearby street Grosvenor road, where vehicles drive at very high speeds, there is a high volume of busses going to Victoria and leave a small separation.'* Likewise, another expressed *'The creation of this route has made a huge difference in cycling safely in this part of Westminster, and it has been very much welcomed.'*

Comments	No.	% of all those who left a comment in support of proposals (53)
Cycle lane should be segregated, have a physical barrier, poles or kerbs, not just paint	30	57%
General cycling safety needs: improving, encourage more people to cycle	16	30%
Comments and concerns about sharing a lane with buses, buses stopping	13	25%
Keep the cycle lane, it should be permanent	7	13%
Location specific comments	6	11%

Opposition comments

These residents were highly critical about the proposals as they felt the cycle lanes create traffic and create numerous problems. One resident questioned *'Where is the traffic to go?'* and criticized a particular location *'Example is Park Lane at Hyde Park. An entire lane was taken away from vehicles, where a bike lane was close by in the park. I see 2 or 3 bikes on the entire bike lane as I travel through that area. Why? Open the major, traffic lanes back up and move bicycle lanes to lesser roadways.'*

Another example included *'The position of this cycle lane causes numerous problems for vehicles that turn left of Buckingham Palace Road into Semley Place. On a number of occasions buses, coaches and cyclists have gone up my inside nearly hitting my vehicle as I prepare to turn left into Semley place whilst indicating my left turn intention'*.

This view was also portrayed by resident cyclists and one resident explained *'I am a cyclist, but I do not support these cycle lanes which are just slowing traffic generally'* and another highlighted; *'My daughter is a full-time cyclist, and she also believes this short bus lane could as some stage cause an accident to a cyclist when vehicles are turning left.'*

Maildrop analysis

Only 17 residents from the maildrop area answered this question. The average number of residents who support the proposal of a temporary cycle lane is higher (80%) than those residents in the maildrop area (71%). Less than one in five of all residents oppose a proposal for a temporary cycle lane (16%). A higher proportion of the maildrop group oppose the temporary cycle lane here (29%).

The results about permanent cycle lanes at this location are the same as the results for a temporary lane at this location.

	Temporary Cycle Lane (%)	Permanent Cycle Lane (%)
Strongly support	65	65
Tend to support	6	6
Neither support nor oppose	0	0
Tend to oppose	6	6
Strongly oppose	24	24
Support	71	71
Oppose	29	29

Source: Q18. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Buckingham Palace Road until consultation has been undertaken on a permanent cycle lane design? Q19. To what extent do you support or oppose the proposal to create a permanent cycle lane for Buckingham Palace Road? Changes would be subject to formal consultation before they are implemented.

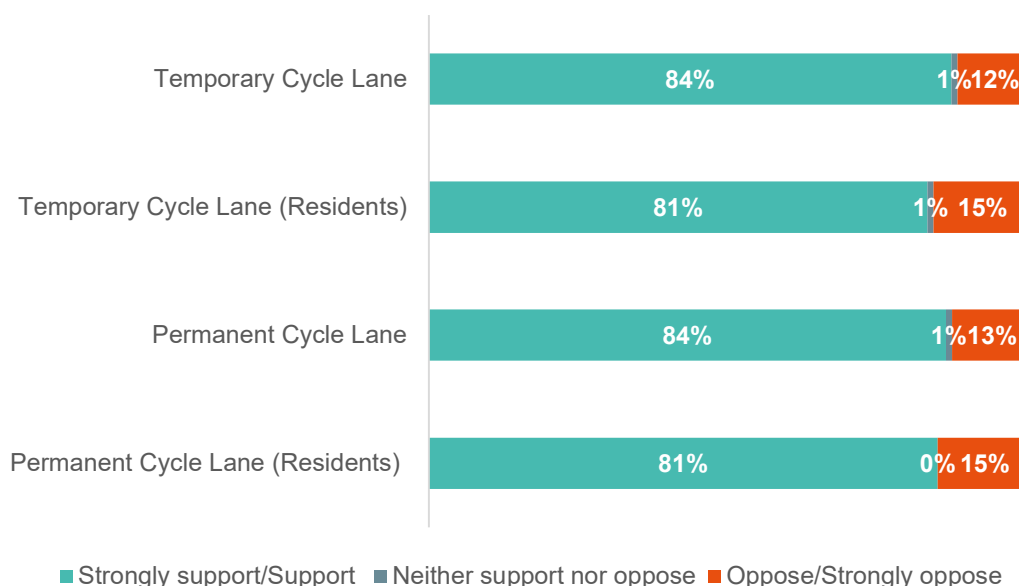
Base: All respondents who should have received a letter regarding the survey: 17.

Abingdon Street

Almost nine out of ten respondents are in favour of proposals for both a 'Temporary Cycle Lane' (84%) and a 'Permanent Cycle Lane' (84%). Whereas, slightly more than one in ten oppose both 'Temporary Cycle Lane' (13%) and a 'Permanent Cycle Lane' (13%).

Resident Views

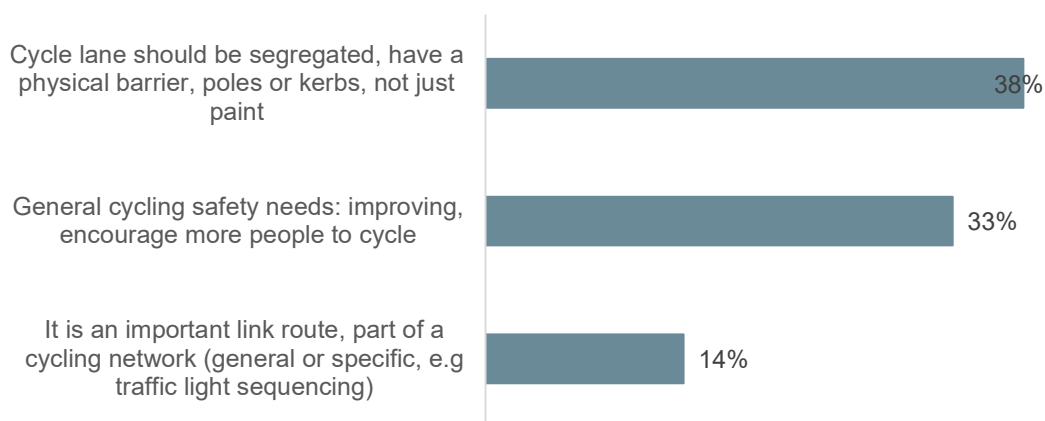
Around four out of five residents, who answered the survey, support the proposals for both a 'Temporary Cycle Lane' (81%) and a 'Permanent Cycle Lane' (81%). Almost one in five residents oppose both a 'Temporary Cycle Lane' (15%) a 'Permanent Cycle Lane' (15%).



Source: Q21. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Abingdon Street until consultation has been undertaken on a permanent cycle lane design? Q22. To what extent do you support or oppose the proposal to create a permanent cycle lane for Abingdon Street? Changes would be subject to formal consultation before they are implemented. **Base:** All Respondents wishing to comment on MS4: Abingdon Street: 813, Residents: 170

Further comments on Abingdon Street

200 respondents left a comment about Abingdon Street. Almost two out five respondents who commented on 'Abingdon Street' feel that the 'cycle lane should be segregated...' (38%). A third made comments on 'general cycling safety needs...' and slightly more than one in ten thinks 'it is an important link route...' (14%).



Source: Q23. Further comments on the cycle lane in Abingdon Street. **Base:** All Respondents who commented on MS4: Abingdon Street (200 respondents)

Resident comments on Abingdon Street

51 residents left a comment about Abingdon Street, of which 43 were from those who support the cycle lane and 7 were from those who oppose the cycle lane.

Support comments

Slightly more than two in five residents who support the proposals for Abingdon Street made comments on how the 'Cycle Lane should be segregated, have a physical barrier/ poles or kerbs, not just paint' (44%). These residents emphasised the importance of having a physical barrier and highlight the benefits of these cycle lanes, for instance one resident commented *'This is part of a commute for THOUSANDS of people a day, and I strongly support making this a permanent and protected lane as it connects to the Embankment cycle highway between Westminster and Blackfriars bridges.'*

In a similar way, another resident thinks *'This is very good and fills a longstanding gap between Cycle Superhighway 8 and the East-West Cycle Superhighway 3. Please continue and increase the hours that motor vehicles are excluded.'*

Three in ten residents made comments on 'General cycling safety needs: improving, encourage more people to cycle' (30%). Residents felt that more needs to be done to make cyclists feel safer as one resident explained: *'Even with the temporary changes, this route does not feel safe to cycle. It is a particular shame, because CS3 along Embankment and through the parks to Lancaster Gate offer good routes. But I cannot use them to link up with Millbank/Vauxhall because there is lack of protection for cyclists here.'*

Likewise, another resident also feels better protection is required in some area *'This is a key route for access to the cycle superhighways. It needs some improvement to protect cyclists heading west in front of the Palace of Westminster.'*

Comments	No.	% of all those who left a comment in support of the proposals (43)
Cycle lane should be segregated, have a physical barrier, poles or kerbs, not just paint	19	44%
General cycling safety needs: improving, encourage more people to cycle	13	30%
Location specific comments	10	23%
Keep the cycle lane, it should be permanent	8	19%
It is an important link route, part of a cycling network (general or specific, e.g traffic light sequencing)	7	16%

Opposition comments

Those who made comments mostly mentioned traffic/congestion. One resident expressed *'I hate them. They cause more traffic congestion & stress & are not well utilised. Also, dangerous.'*, and another raised the concern *'The traffic, confined to one lane, backs up in easterly direction. worse, the cycles (and scooters) hop out of their lane into the main traffic lane when the lights go against them, which is incredibly dangerous and defeats the whole purpose of safety and separation. they are not using the lane, so why should everyone else be inconvenienced by it?'*

Maildrop analysis

Only 17 residents responded to this question. The average number of residents who support the proposal of a temporary cycle lane is higher (81%) than those residents in the maildrop group (71%). Less than one in five of residents on average, oppose a proposal for temporary cycle lane (15%). Slightly more residents in the maildrop group oppose a temporary cycle lane at Abingdon Street (29%).

The results about permanent cycle lanes at this location are the same as the results for a temporary lane at this location.

	Temporary Cycle Lane (%)	Permanent Cycle Lane (%)
Strongly support	65	65
Tend to support	6	6
Neither support nor oppose	0	0
Tend to oppose	6	6
Strongly oppose	24	24
Support	71	71
Oppose	29	29

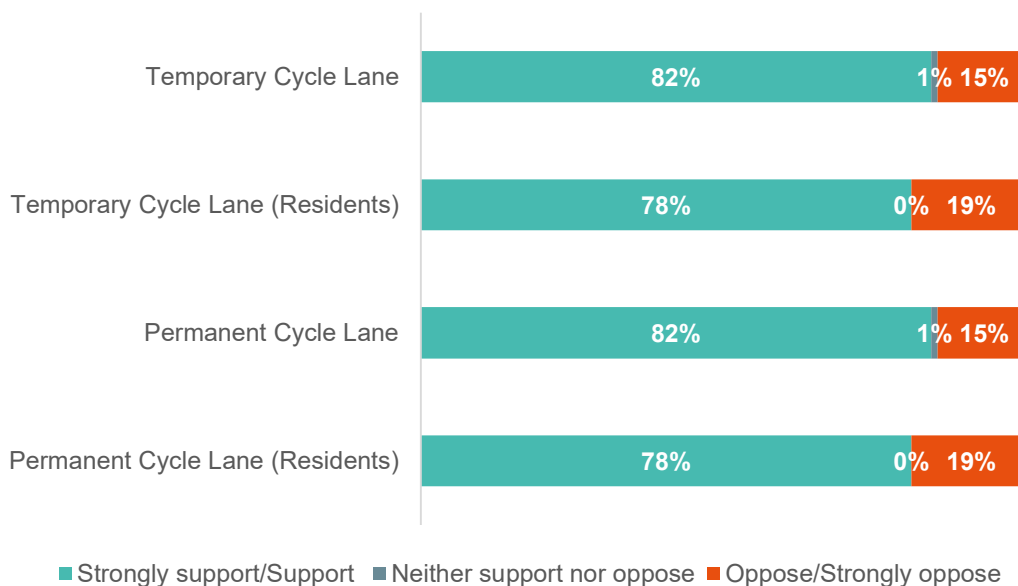
Source: Q21. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Abingdon Street until consultation has been undertaken on a permanent cycle lane design? Q22. To what extent do you support or oppose the proposal to create a permanent cycle lane for Abingdon Street? Changes would be subject to formal consultation before they are implemented. **Base:** All respondents who should have received a letter regarding the survey: 17

Queensway Inverness Terrace

Around four out of five respondents are in favour of proposals for both a 'Temporary Cycle Lane' (82%) and a 'Permanent Cycle Lane' (82%). Fewer than one in five oppose both 'Temporary Cycle Lane' (15%) and a 'Permanent Cycle Lane' (15%).

Resident Views

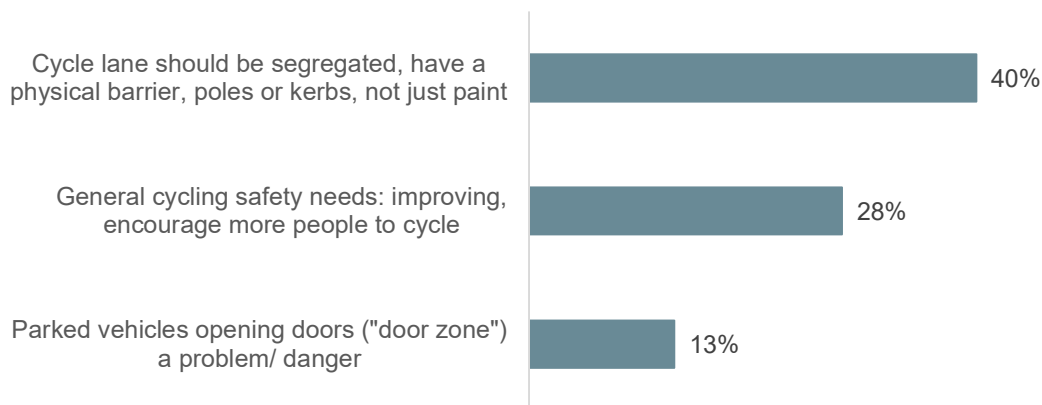
Around four out of five residents, who answered the survey, support the proposals for both a 'Temporary Cycle Lane' (78%) and a 'Permanent Cycle Lane' (78%). Nearly one in five oppose both a 'Temporary Cycle Lane' (19%) and a 'Permanent Cycle Lane' (19%).



Source: Q24. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Queensway/Inverness Terrace until consultation has been undertaken on a permanent cycle lane design? Q25. To what extent do you support or oppose the proposal to create a permanent cycle lane for Queensway/Inverness Terrace? Changes would be subject to formal consultation before they are implemented. **Base:** All Respondents wishing to comment on MS5: Queensway/ Inverness Terrace: 913, Residents: 256.

Further comments on Queensway Inverness Terrace

192 respondents left a comment about Queensway Inverness Terrace. Two in five respondents who commented on 'Queensway/Inverness Terrace' feel that 'cycle lane should be segregated...' (40%). Almost three in ten commented on 'general cycling safety needs...' (28%) and slightly more than one in ten commented on the problems and danger associated with 'parked vehicles opening doors...' (13%).



Source: Q26. Further comments on the cycle lane in Queensway/Inverness Terrace. **Base:** All Respondents who commented on MS5: Queensway/Inverness Terrace (192 respondents)

Resident comments on Queensway Inverness Terrace

71 residents left a comment about Queensway Inverness Terrace, of which 32 were from those who support the cycle lane and 18 were from those who oppose the cycle lane.

Support comments

Around two in five residents who support the proposals at Queensway Inverness Terrace made comments on how 'Cycle Lane should be segregated, have a physical barrier/poles or kerbs not just paint' (69%). A lot of resident responses indicate that there is a need for protected cycle lanes, and the benefits this can bring to the area. As one resident states *'Add protected cycle lanes with kerb/wands (including the painted lanes on Porchester Rd). Extend cycle lane along all of Queensway. Queensway with greatly reduced motor traffic would be a pleasant place to shop and eat. It would be beneficial for local businesses too. Consider adding a bus gate or timed closures for motor traffic.'*

In a similar manner, another resident also feels this way by suggesting *'Either make space for protected cycle lanes, reducing parking spaces as needed, or remove through motor traffic to make this a safe cycle route.'*

Slightly more than a third of resident made comments on 'General cycling safety needs: improving, encourage more people to cycle' (56%). These residents raised concerns such as *'Going on a bike south from Harrow Road towards Queensway and Notting Hill Gate is a nightmare. There is no space or place to ride on. Very worried when riding with my kids to school!'*

Likewise, another resident was quite critical as they explained *'I use this route to cycle but still do not feel sufficient protection from motor vehicles. Compared to similar schemes in other boroughs (most notably Camden) Westminster schemes are not sufficient because segregation from vehicles is not present and junctions remain unchanged (cycle boxes are routinely ignored - an early signal for cycles would provide more protection). Without segregation to protect people cycling, this intervention will not enough significant numbers of new people to cycle in Westminster.'*

Comments	No.	% of all those who left a comment in support of the proposals (32)
Cycle lane should be segregated, have a physical barrier, poles or kerbs, not just paint	22	69%
General cycling safety needs: improving, encourage more people to cycle	18	56%
Parked vehicles opening doors ("door zone") a problem/danger	10	31%
Keep the cycle lane, it should be permanent	7	22%
Location specific comments	7	22%

Opposition comments

Most comments were in relation to traffic and the negative impact it has had on parking around the area. Examples of comments here include: *'Cycle lanes displace traffic to surrounding areas and cause massive tail back traffic'* and *'The lane impacts on traffic turning left into Porchester Gardens. It creates back up traffic in Inverness terrace and air pollution. It is dangerous'*.

One respondent explained that they *'I have observed the situations very closely and it has increased traffic dramatically, cars have to stuck in traffic for several minutes with engine running due to reduced lanes for cars, this increases pollution, furthermore, the cycle lanes hardly used compared to the lanes for cars. If the cycle lanes are reduced or removed, cars can easily get through traffic without polluting the area as well as cyclists can use the car lanes. But cars cannot use the cyclist lanes'*.

Maildrop analysis

46 residents in the maildrop area answered this question. Between those residents who are in the maildrop area and residents across the wider borough there is little difference in views towards either temporary/permanent cycle lanes.

The average number of residents who support the proposal of a temporary cycle lane is the same as those within the maildrop group (78%). Around a fifth of residents oppose the proposal for a temporary cycle lane (19%), which is similar to those in the maildrop group (22%).

The results about permanent cycle lanes at this location are the same as the results for a temporary lane at this location.

	Temporary Cycle Lane (%)	Permanent Cycle Lane (%)
Strongly support	70	67
Tend to support	9	11
Neither support nor oppose	0	0
Tend to oppose	2	2
Strongly oppose	20	20
Support	78	78

Oppose	22	22
---------------	-----------	-----------

Source: Q24. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Queensway/Inverness Terrace until consultation has been undertaken on a permanent cycle lane design? Q25. To what extent do you support or oppose the proposal to create a permanent cycle lane for Queensway/Inverness Terrace? Changes would be subject to formal consultation before they are implemented. **Base:** All respondents who should have received a letter regarding the survey: 46

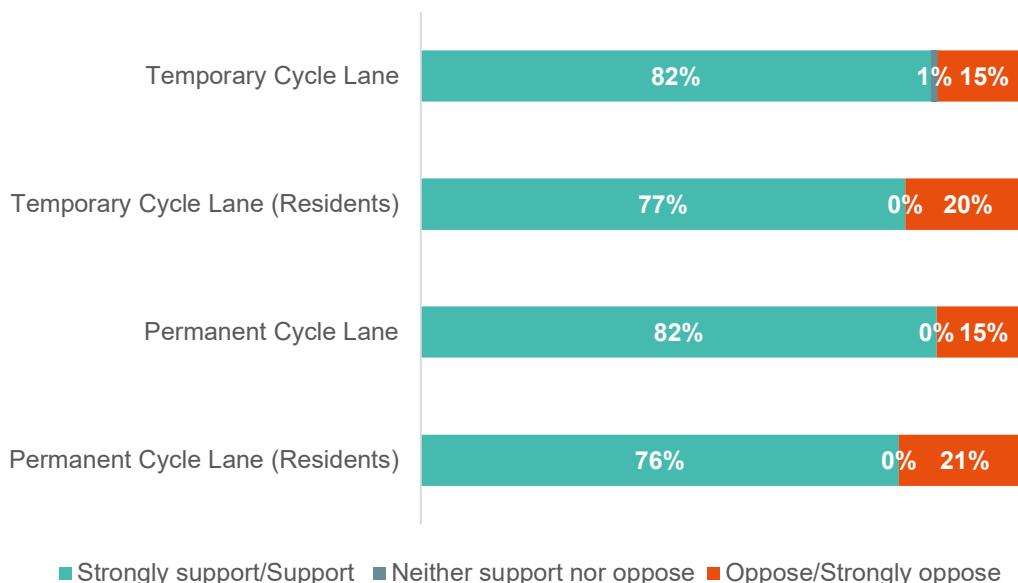


Westbourne Terrace Corridor

Slightly more than four out of five respondents support the proposals for both a 'Temporary Cycle Lane' (82%) and a 'Permanent Cycle Lane' (82%). Fewer than one in five oppose both 'Temporary Cycle Lane' (15%) and a 'Permanent Cycle Lane' (15%).

Resident Views

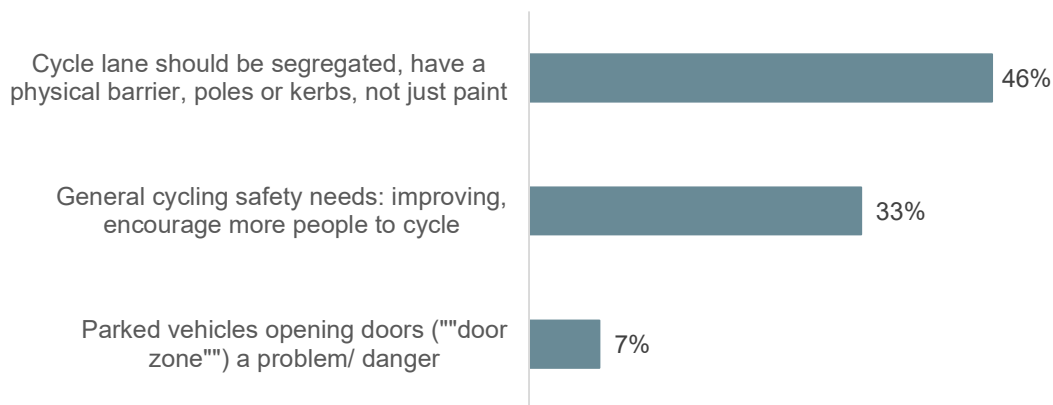
Almost four in five residents, who answered the survey, support the proposals for both a 'Temporary Cycle Lane' (77%) and a 'Permanent Cycle Lane' (76%). Around one in five oppose both a 'Temporary Cycle Lane' (20%) and a 'Permanent Cycle Lane' (21%).



Source: Q27. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Westbourne Terrace Corridor until consultation has been undertaken on a permanent cycle lane design? Q28. To what extent do you support or oppose the proposal to create a permanent cycle lane for Westbourne Terrace Corridor? Changes would be subject to formal consultation before they are implemented. **Base:** All Respondents wishing to comment on MS6: Westbourne Terrace Corridor: 970, Residents: 293.

Further comments on Westbourne Terrace Corridor

247 respondents left a comment about Westbourne Terrace. Almost half of respondents who made further comments on 'Westbourne Terrace Corridor' said that 'cycle lane should be segregated' (46%). A third of respondents commented on 'general cycling safety needs...' (33%) and fewer than one in ten respondents commented on the danger of 'parked vehicles opening doors...' (7%).



Source: Q29. Further comments on the cycle lane in Westbourne Terrace Corridor. **Base:** All Respondents who commented on MS6: Westbourne Terrace Corridor (247 respondents)

Resident comments on Westbourne Terrace Corridor

113 residents left a comment about Westbourne Terrace Corridor, of which 79 were from those who support the cycle lane and 33 were from those who oppose.

Support comments

Almost half of all residents who supported the proposals at Westbourne Terrace Corridor felt that 'Cycle Lane should be segregated, have a physical barrier/poles or kerb, not just paint' (47%). Residents who made comments on the above topic were very positive about the segregation and highlight the positive results from doing so, as one resident explains *'I live close to the Westbourne Terrace cycle lanes, and I must admit that they have made a noticeable positive difference for cyclists, reducing pollution, and making the road look less like a highway. Please make these cycle lanes permanent.'*

Likewise, another also spoke highly of the lanes as they said *'Westbourne Terrace, due to its 4-lanes width, is one of the few streets in London where creating cycle lanes makes perfect sense, as the cycle lanes leave ample space for cars. I am a cyclist myself and use these cycling lanes all the time.'*

Nearly half of all residents for Westbourne Terrace Corridor also commented on 'General cycling safety needs: improving, encourage more people to cycle'. In terms of safety needs, the majority of responses said it has improved their safety needs and they have seen fewer accidents on the road. For instance, one resident said *'The Westbourne Terrace cycle lanes have made a massive difference for the quality of our street and area. Made it far safer to cycle - both for my daily commute and for weekend cycle trips with my young children. Additionally, the cycle lanes have helped to better connect Westbourne Terrace with Hyde Park/Kensington Gardens - extending the green space experience for all residents.'*

In a similar way, another stated *'I am a daily user of this cycle lane. Not only it safeguards me from vehicles, but it also reduces traffic on my street by having just one lane for cars'*. Furthermore, another resident explained *'I have witnessed many car crashes at this intersection over the years. Having a cycle lane here seems to have lessened that number.'*

Comments	No.	% of all those who left a comment in support of the proposals (79)
Cycle lane should be segregated, have a physical barrier, poles or kerbs, not just paint	37	47%
General cycling safety needs: improving, encourage more people to cycle	36	46%
Location specific comments	19	24%
Parked vehicles opening doors ("door zone") a problem/danger	9	11%
Concerns about vehicles pulling across cycle lane(s) at junctions, joining or leaving the main road. Left hooks	8	10%
Keep the cycle lane, it should be permanent	7	9%

Opposition comments

The majority of this group feel that the lanes are not necessary as they are under utilised by cyclists, and it is causing traffic congestion for those around the area. Nearly all respondents said things related to this for example one said: *'I am a cyclist, pedestrian and car driver. I live close to this location and can observe it from my home. The cycle lane in this location is barely utilised by cyclists but has significant motor vehicle traffic with vehicles exiting the A40 towards Paddington and the West End.'* *'The cycle lanes are rarely used. To accommodate them, lanes for cars have been reduced, resulting in increased traffic.'*

Another said: *'I have observed the situations very closely and it has increases traffic dramatically, cars has to stuck in traffic for several minutes with engine running due to reduced lanes for cars, this increases pollution, furthermore, the cycle lanes hardly used compared to the lanes for cars.'*

Maildrop analysis

75 residents in the maildrop area answered this question. The average support for a temporary cycle lane among residents is 77%, this is higher than those residents in the maildrop group (69%). Almost three in ten residents in the maildrop area oppose the proposal for a temporary cycle lane (29%), whereas the resident average is one in five (20%).

In regard to the support for a permanent cycle lane, it is very similar to the views of a temporary cycle lane. Around three quarters of residents on average support the proposal for a permanent cycle lane (76%) compared to around seven in ten residents in the maildrop area (69%). Around one in five of all residents (21%) oppose a permanent cycle lane and 31% feel this way in the maildrop group.

	Temporary Cycle Lane (%)	Permanent Cycle Lane (%)
Strongly support	68	68
Tend to support	1	1
Neither support nor oppose	1	0
Tend to oppose	3	4

Strongly oppose	27	27
Support	69	69
Oppose	29	31

Source: Q27. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Westbourne Terrace Corridor until consultation has been undertaken on a permanent cycle lane design? Q28. To what extent do you support or oppose the proposal to create a permanent cycle lane for Westbourne Terrace Corridor? Changes would be subject to formal consultation before they are implemented. **Base:** All respondents who should have received a letter regarding the survey: 75

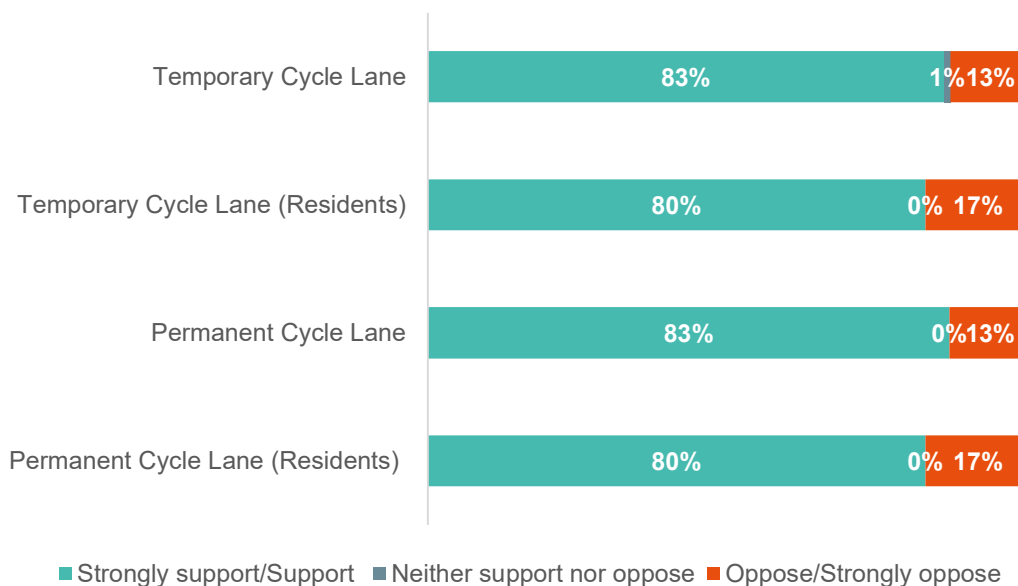


Harrow Road

Just over four in five respondents are in support of proposals for both a 'Temporary Cycle Lane' (83%) and a 'Permanent Cycle Lane' (83%). Whereas around one in ten oppose a 'Temporary Cycle Lane' (13%) and a 'Permanent Cycle Lane' (13%).

Resident Views

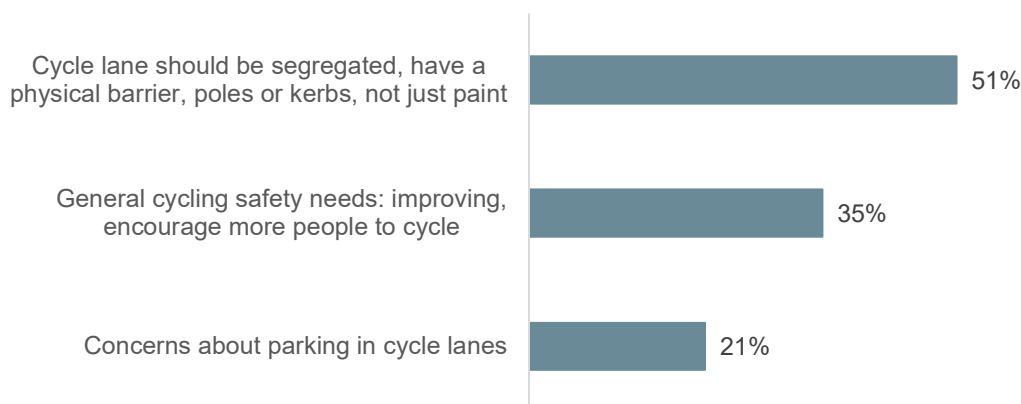
Four out of five residents, who answered the survey, support the proposals for both a 'Temporary Cycle Lane' (80%) and a 'Permanent Cycle Lane' (80%). In contrast, slightly less than one in five oppose both a 'Temporary Cycle Lane' (17%) and a 'Permanent Cycle Lane' (17%).



Source: Q30. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Harrow Road until consultation has been undertaken on a permanent cycle lane design? Q31. To what extent do you support or oppose the proposal to create a permanent cycle lane for Harrow Road? Changes would be subject to formal consultation before they are implemented. **Base:** All Respondents wishing to comment on MS7: Harrow Road: 830, Residents: 209.

Further comments on Harrow Road

186 respondents left a comment about Harrow Road. Around half of the respondents who commented on 'Harrow Road' said the 'cycle lane should be segregated...' (51%). Slightly more than a third commented on 'general cycling safety needs...' (35%) and around two in five raised their 'concerns about parking in cycle lanes' (21%).



Source: Q32. Further comments on the cycle lane in Harrow Road. **Base:** All Respondents who commented on MS7: Harrow Road (186 respondents)

Resident comments on Harrow Road

64 residents left a comment about Harrow Road, of which 54 were from those who support the cycle lane and 10 were from those who oppose the cycle lane.

Support comments

More than half of all residents who support the proposal for Harrow Road made comments on how 'Cycle Lane should be segregated, have a physical barrier/poles or kerbs, not just paint' (52%) Many residents who commented on this topic referred to bus stops and how they should have 'Bypasses' as one resident explained '*Provide continuous, protected cycle tracks, for instance with wands. Bus stops should have 'bypasses' for cycling. Loading and parking can be either relocated to side streets or 'floated' outside the cycle lane to protect people cycling from moving vehicles.*'

Another resident also referred to bus stops and stated, '*Provide a segregated cycle lane that doesn't disappear at bus stops.*'

Nearly two in five residents who support the proposal at Harrow Road made comments on 'General cycling safety needs: improving, encourage more people to cycle' (39%). In terms of safety, the majority of respondents feel that it is a priority as Harrow Road is seen as '*very busy with buses and commercial traffic.*'. Some residents, who are cyclists say they tend to avoid the area as one resident explained '*As you can see in the pictures cars and vans constantly park in the bike line all along Harrow Road on both sides it's the road I try to avoid when I cycle!*' Another also explained that it: '*Feels very unsafe biking on Harrow Road and no easy alternatives.*'

Comments	No.	% of all those who left a comment in support of the proposals (54)
Cycle lane should be segregated, have a physical barrier, poles or kerbs, not just paint	28	52%
General cycling safety needs: improving, encourage more people to cycle	21	39%
Concerns about parking in cycle lanes.	14	26%
Location specific comments	10	19%

Opposition comments

Comments reflect that these residents feel the cycle lane is unnecessary, and the cycle lanes are hardly used and create traffic. As one resident explained *'The Harrow Road is already a small tight space with buses introducing a cycle lane means traffic is worse with car engines on that are sitting idle waiting to move on.'* Similarly, another commented *'The cycle lanes are barely used at all while the traffic on the road is bad and getting worse as a result.'*

One resident was critical about the cycle lane, due to having a canal nearby. They questioned the decision and described it as *'Totally pointless cycle lane as there is the Canal right next to it! Which I use as a cyclist!! This reminds me of the useless Park Lane cycle lane. Do we really need 2 cycle lanes next to each other? No! The canal goes from the Harrow Road junction with Ladbrooke Grove all the way to little Venice by the Harrow road with several perfect exists.'*

Maildrop analysis

Only 28 residents in the maildrop group answered this question. The support for both temporary/permanent cycle lanes between residents on average within the borough and residents in the maildrop area are similar.

The average number of residents who support the proposal of a temporary cycle lane is four in five (80%), and among residents in the maildrop area 75% support this. A quarter of the maildrop group oppose the proposal for a temporary cycle lane (25%), compared to 17% of residents on average.

The results about permanent cycle lanes at this location are the same as the results for a temporary lane at this location.

	Temporary Cycle Lane (%)	Permanent Cycle Lane (%)
Strongly support	68	71
Tend to support	7	4
Neither support nor oppose	0	0
Tend to oppose	4	4
Strongly oppose	21	21

Support	75	75
Oppose	25	25



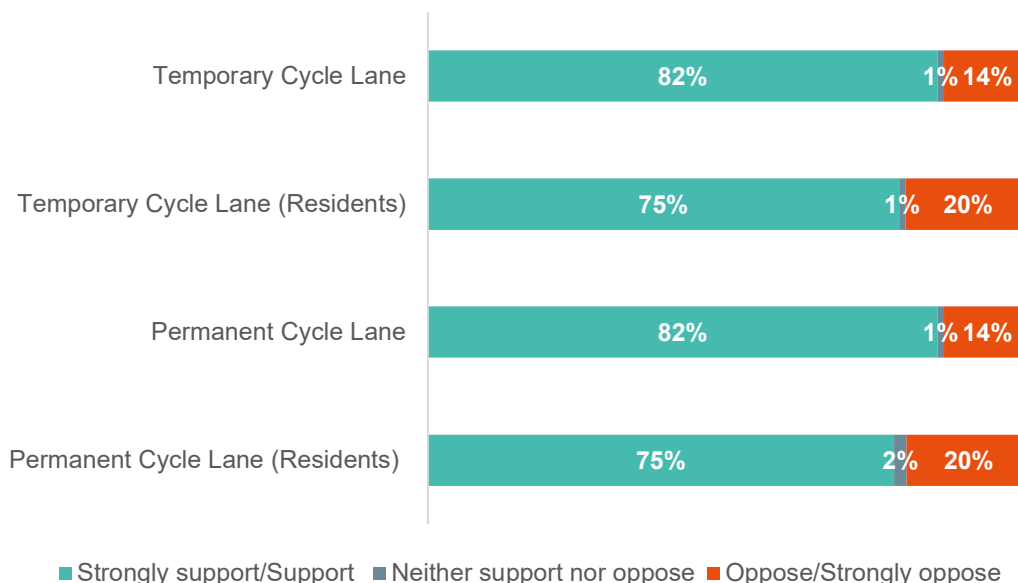
Source: Q30. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Harrow Road until consultation has been undertaken on a permanent cycle lane design? Q31. To what extent do you support or oppose the proposal to create a permanent cycle lane for Harrow Road? Changes would be subject to formal consultation before they are implemented. **Base:** All respondents who should have received a letter regarding the survey: 28

Lupus Street

Around four out of five respondents are in favour of proposals for both a 'Temporary Cycle Lane' (82%) and a 'Permanent Cycle Lane' (82%). Whereas just over one in ten oppose both a 'Temporary Cycle Lane' (14%) and a 'Permanent Cycle Lane' (14%).

Resident Views

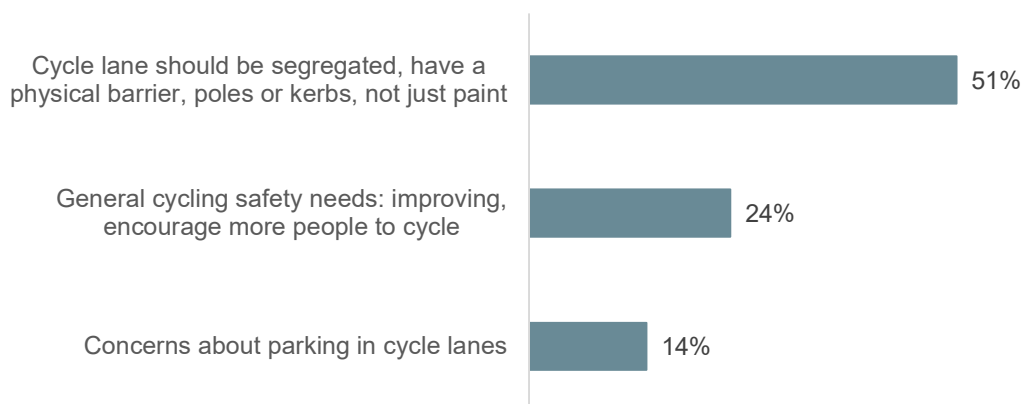
Three quarter of residents, who answered the survey, support the proposals for both a 'Temporary Cycle Lane' (75%) and a 'Permanent Cycle Lane' (75%). Around one in five oppose both a 'Temporary Cycle Lane' (20%) and a 'Permanent Cycle Lane' (21%).



Source: Q33. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Lupus Street until consultation has been undertaken on a permanent cycle lane design? Q34. To what extent do you support or oppose the proposal to create a permanent cycle lane for Lupus Street? Changes would be subject to formal consultation before they are implemented. **Base:** All Respondents wishing to comment on MS8: Lupus Street: 830, Residents: 213.

Further comments on Lupus Street

198 respondents left a comment about Lupus Street. Around half of the respondents who commented on 'Lupus Street' argue that 'cycle lane should be segregated...' (51%). Almost a quarter commented on 'general cycling safety needs...' (24%) and more than one in ten raised their 'concerns about parking in cycle lanes' (14%).



Source: Q35. Further comments on the cycle lane in Lupus Street. **Base:** All Respondents who commented on MS8: Lupus Street (198 respondents)

Resident comments on Lupus Street

77 residents left a comment about Lupus Street of which 52 were from those who support the cycle lane and 23 were from those who oppose the cycle lane.

Support comments

Half of all residents who support the proposal for Lupus Street made comments on how 'Cycle Lane should be segregated, have a physical barrier/poles or kerbs, not just paint' (50%) residents who commented on this area felt that cycle lanes should be protected from traffic, but the current layout does not currently do this efficiently. As one resident complained '*Current cycle lane, which is only paint on the road is not satisfactory. Cycle lanes should be protected from other traffic either by wands or permanent fittings. Otherwise, they will be ignored by other road users, especially taxis and buses.*'

In a similar way, another felt '*These lanes are insufficient and need to be segregated from traffic.*' And another said, '*I need to travel between Belgravia and Vauxhall frequently for work and would like to use this corridor. However, the temporary scheme offers insufficient protection to cyclists for me to consider using it.*'

Around two in five of residents made comments on 'General cycling safety needs: improving, encourage more people to cycle' (37%). Those who commented on safety needs appeared to be positive on this topic as they explained '*This is a good connecting route through Pimlico between Westminster and Chelsea. Important for safety by the school / library and helpful to separate distance from the parked cars safely.*' Similarly, another resident feels '*safer and more confident on roads with cycle lanes, so I wish for them to become permanent.*'

Comments	No.	% of all those who left a comment in support of the proposals (52)
Cycle lane should be segregated, have a physical barrier, poles or kerbs, not just paint	26	50%
General cycling safety needs: improving, encourage more people to cycle	19	37%
Concerns about parking in cycle lanes	16	31%

Location specific comments	12	23%
Keep the cycle lane, it should be permanent	9	17%

Opposition comments

This group were critical of the proposal as they felt it is not needed, as a resident explains *'Totally unnecessary, Lupus Street is perfectly cyclable without the cycle lane, I've been riding there for years without any issues.'*

Some residents also criticised e-scooters and the problems surrounding them. For instance, *'A disaster giving a false sense of security to cyclists. Your photo shows two riding abreast which only endorses the issue. We also have a big problem with scooters who think they can use these lanes.'* Likewise, another resident described how *'This has been taken over by e-scooters - one of whom overtook me dangerously on my bike. These lanes give cyclists a false sense of security and safety. Time to get rid of this one.'*

Maildrop analysis

26 residents in the maildrop area answered this question. Support for the temporary cycle lane at Lupus Street is higher among all residents than those in the maildrop group (75% and 62%). Opposition is also higher among those in the maildrop group than residents as a whole (35% and 20%).

Around three quarters of residents on average support the proposal for a permanent cycle lane (75%), whereas less than three in five residents in the maildrop group support this (58%). One in five of all residents oppose the proposal for a permanent cycle lane (20%), whereas over a third oppose the proposal among the maildrop group (35%).

	Temporary Cycle Lane (%)	Permanent Cycle Lane (%)
Strongly support	54	50
Tend to support	8	8
Neither support nor oppose	4	8
Tend to oppose	4	4
Strongly oppose	31	31
Support	62	58
Oppose	35	35

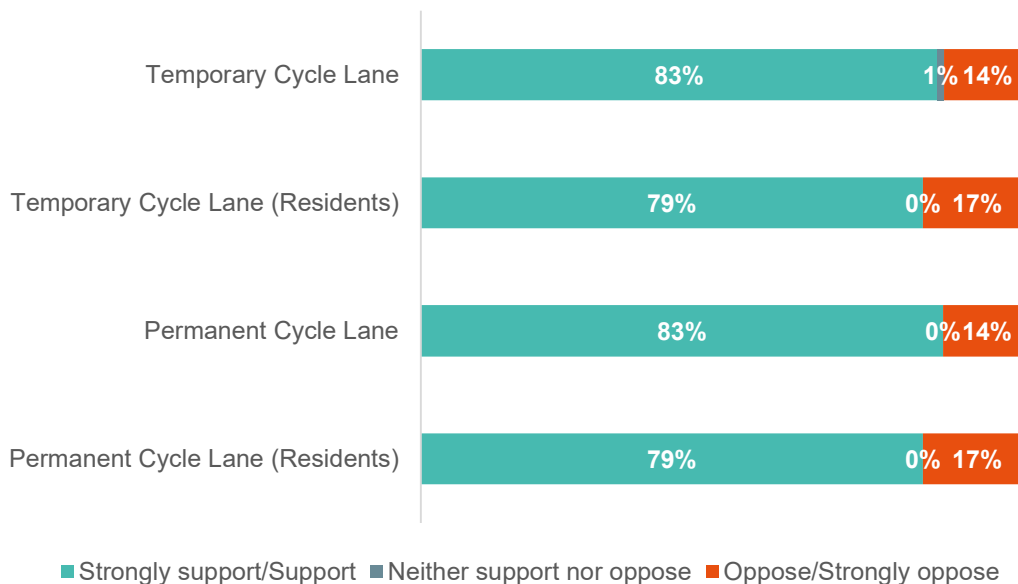
Source: Q33. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Lupus Street until consultation has been undertaken on a permanent cycle lane design? Q34. To what extent do you support or oppose the proposal to create a permanent cycle lane for Lupus Street? Changes would be subject to formal consultation before they are implemented. **Base:** All respondents who should have received a letter regarding the survey: 26

Northumberland Avenue

Around four in five respondents support the proposals for both a 'Temporary Cycle Lane' (83%) and a 'Permanent Cycle Lane' (83%). Whereas just over one in ten oppose both a 'Temporary Cycle Lane' (14%) and a 'Permanent Cycle Lane' (14%).

Resident Views

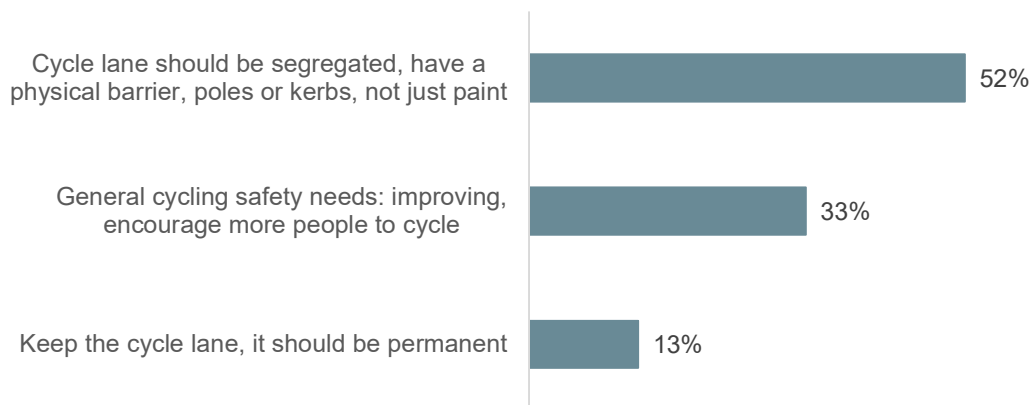
Nearly four in five residents, who answered the survey, support the proposals for both a 'Temporary Cycle Lane' (79%) and a 'Permanent Cycle Lane' (79%). In contrast, almost one in five oppose both a 'Temporary Cycle Lane' (17%) and a 'Permanent Cycle Lane' (17%).



Source: Q36. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Northumberland Avenue until consultation has been undertaken on a permanent cycle lane design? Q37. To what extent do you support or oppose the proposal to create a permanent cycle lane for Northumberland Avenue? Changes would be subject to formal consultation before they are implemented.
Base: All Respondents wishing to comment on MS9: Northumberland Avenue: 822, Residents: 167.

Further comments on Northumberland Avenue

203 respondents left a comment about Northumberland Avenue. More than half of the respondents who commented on 'Northumberland Avenue' said 'Cycle Lane should be segregated...' (52%). A third commented on 'general cycling safety needs...' (33%) and more than one in ten request that the council 'keep the cycle lane.' (13%).



Source: Q38. Further comments on the cycle lane in Northumberland Avenue. **Base:** All Respondents who commented on MS9: Northumberland Avenue (203 respondents)

Resident comments on Northumberland Avenue

46 residents left a comment about Northumberland Avenue of which 35 were from those who support the cycle lane and 11 were from those who oppose the cycle lane.

Support comments

Two thirds of residents who made comments on Northumberland Avenue and support the proposal, commented on how 'Cycle Lane should be segregated, have a physical barrier/poles or kerbs not just paint' (66%). Generally, most comments were positive for instance one resident said, *'This helps connectivity with the embankment cycle path, so safer provision here is important.'*

However, some residents commented on how paint on its own is not sufficient for segregation, as one resident explained *'As someone who frequently cycles across CS3 on Embankment I would like to use this corridor to access Trafalgar Square and beyond. However, this temporary scheme offers little more than some cycle symbols painted on the road. Without meaningful separation of vehicles from cycles or some way to calm motor traffic this scheme is not able to achieve its aims.'*

Almost half of residents commented on 'General cycling safety needs: improving, encourage more people to cycle' (46%) again residents appear to be quite positive about the safety needs of Northumberland Avenue's cycle lanes, as one resident indicates *'I gave up my car during the pandemic in favour of a bicycle. If it weren't for cycle lanes on my commute, I would definitely return to a car for fear for my safety. I implore the council to make the cycling lanes permanent.'*

Comments	No.	% of all those who left a comment in support of the proposals (35)
Cycle lane should be segregated, have a physical barrier, poles or kerbs, not just paint	23	66%
General cycling safety needs: improving, encourage more people to cycle	16	46%
Comments and concerns about sharing a lane with buses, buses stopping	8	23%

Location specific comments	8	23%
----------------------------	---	-----



Opposition comments

This group feel the cycle lane it is not needed and explain how it can be damaging for those with disabilities as one resident explained *'Totally pointless cycle lanes and a permanent one would discriminate against the disabled and people with mobility issues as they couldn't access their vehicles or taxis from the pavements. Why should the vast majority suffer for the privileged few cyclists?'*

Another resident also explained: *'I live on this road. I am a regular cyclist. Periodically I drive a car. I am infuriated by empty cycle lanes on major roads for most of the day and near stationary vehicle traffic. There are many alternatives for cycling away from the major roads. These are safe and there is no need to remove a vehicle traffic lane from the major roads'*

Maildrop analysis

15 residents in the maildrop area answered this question. Nearly four in five Westminster residents support the proposal for a temporary cycle lane in Lupus Street (79%). Fewer support the proposal among the maildrop group (73%). Less than one in five residents across the borough oppose the proposal for a temporary cycle lane (17%), slightly more residents in the maildrop group oppose the proposal for it (27%).

The levels of support for a permanent cycle lane are also the same as the support for a temporary one among all residents and broadly the same as the temporary lane among the maildrop group.

	Temporary Cycle Lane (%)	Permanent Cycle Lane (%)
Strongly support	60	67
Tend to support	13	7
Neither support nor oppose	0	0
Tend to oppose	7	7
Strongly oppose	20	20
Support	73	73
Oppose	27	27

Source: Q36. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Northumberland Avenue until consultation has been undertaken on a permanent cycle lane design? Q37. To what extent do you support or oppose the proposal to create a permanent cycle lane for Northumberland Avenue? Changes would be subject to formal consultation before they are implemented.

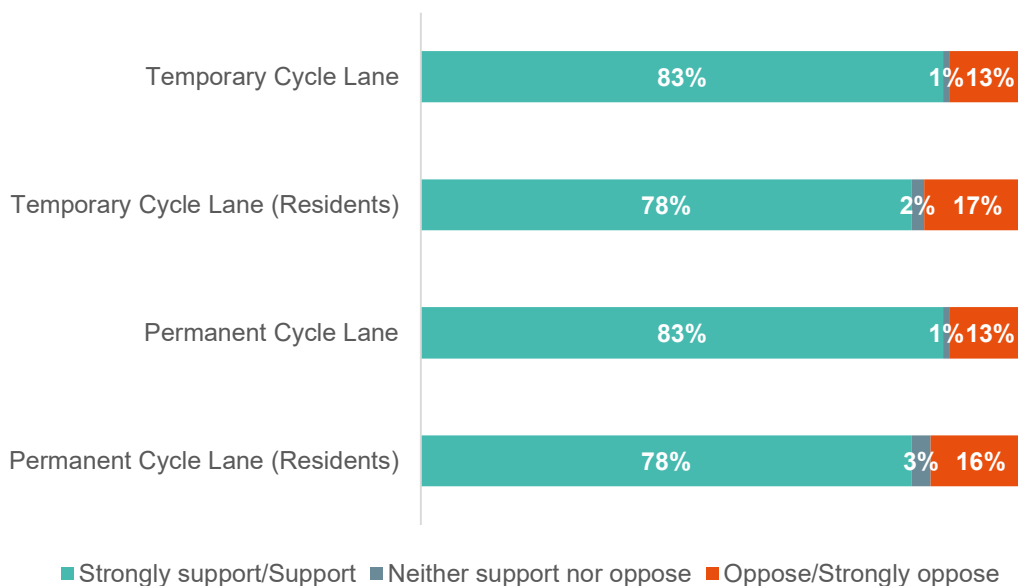
Base: All respondents who should have received a letter regarding the survey: 15

Paddington - Royal Oak

Around four in five respondents support the proposals for both a 'Temporary Cycle Lane' (83%) and a 'Permanent Cycle Lane' (83%). Whereas only slightly more than one in ten oppose both 'Temporary Cycle Lane' (13%) and a 'Permanent Cycle Lane' (13%).

Resident Views

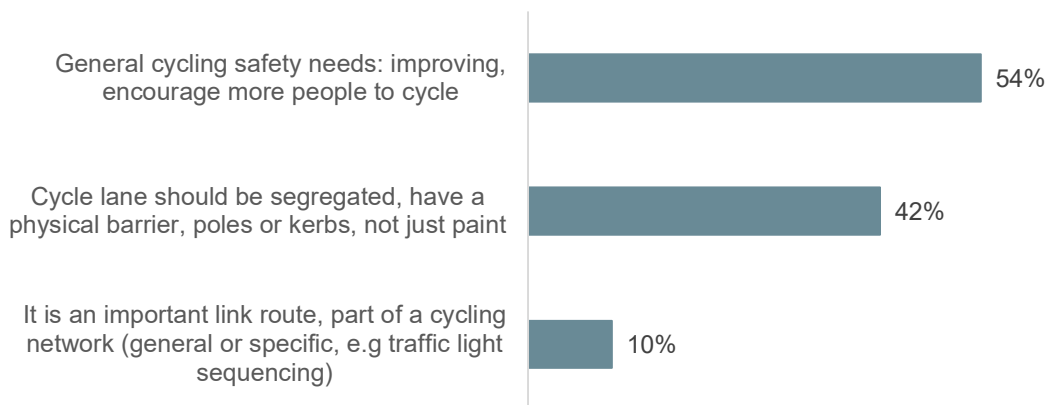
Nearly four out five residents, who responded to the survey, support the proposals for both a 'Temporary Cycle Lane' (78%) and a 'Permanent Cycle Lane' (78%). Slightly fewer than one in five oppose both a 'Temporary Cycle Lane' (17%) and a 'Permanent Cycle Lane' (16%).



Source: Q39. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Paddington – Royal Oak until consultation has been undertaken on a permanent cycle lane design? Q40. To what extent do you support or oppose the proposal to create a permanent cycle lane for Paddington – Royal Oak? Changes would be subject to formal consultation before they are implemented.
Base: All Respondents wishing to comment on MS10: Paddington – Royal Oak: 923, Residents: 249.

Further comments on Paddington – Royal Oak

198 left a comment on Padding - Royal Oak. More than half of the respondents who commented on 'Paddington – Royal Oak' said 'Cycle Lane should be segregated...' (54%). Slightly more than two out of five commented on 'general cycling safety needs...' (42%) and one in ten said 'It is an important link route.' (10%).



Source: Q41. Further comments on the cycle lane in Paddington – Royal Oak. **Base:** All Respondents who commented on MS10: Paddington – Royal Oak (198 respondents)

Resident comments on Paddington – Royal Oak

87 residents left a comment about Paddington – Royal Oak of which 68 were from those who support the cycle lane and 16 were from those who oppose the cycle lane.

Support comments

More than three in five residents who support the proposal in Paddington – Royal Oak made comments on ‘General cycling safety needs: improving, encourage more people to cycle’ (69%). Many described Paddington – Royal Oak as dangerous. One resident described it as: *‘crazy dangerous for cycling, the lanes should be extended’* and *‘desperately needs better cycle infrastructure for safety’*.

Almost half of residents who support the proposal in Paddington – Royal Oak also commented on how ‘Cycle Lane should be segregated, have a physical barrier/poles or kerbs not just paint’ (47%). A lot of residents raised concerns and confusion around getting into this cycle lane from Little Venice as comments state *‘It would be nice if there was a logical way to get to Westbourne Terrace Road from here so people can easily access Little Venice and the bike tracks by the canal.’* Similarly, another resident said, *‘Not quite clear how to get into cycle Lane from Little Venice’*.

Comments	No.	% of all those who left a comment in support of the proposals (68)
General cycling safety needs: improving, encourage more people to cycle	47	69%
Cycle lane should be segregated, have a physical barrier, poles or kerbs not just paint	32	47%
It is an important link route, part of a cycling network (general or specific, e.g traffic light sequencing)	9	13%
Location specific comments	8	12%

Opposition comments

Congestion is the main issue for residents for the Cycle Lane in Paddington – Royal Oak as they stated: *‘Lots of congestion causing more pollution now that there is less space for cars’* and *‘it creates a bottle neck in quite an awkward location by reducing traffic to only one lane.’*

Maildrop analysis

41 residents in the maildrop area responded to this question. Views among residents as a whole and those who responded to this question from the maildrop group are broadly the same. Four in five in both groups support the and 17% in both groups oppose the proposal.

Regarding support for a permanent cycle lane, results are broadly the same as views of a temporary cycle lane.

	Temporary Cycle Lane (%)	Permanent Cycle Lane (%)
Strongly support	76	76
Tend to support	2	2
Neither support nor oppose	0	0
Tend to disagree	5	5
Strongly disagree	17	17
Support	78	78
Oppose	17	17

Source: Q39. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Paddington – Royal Oak until consultation has been undertaken on a permanent cycle lane design? Q40. To what extent do you support or oppose the proposal to create a permanent cycle lane for Paddington – Royal Oak? Changes would be subject to formal consultation before they are implemented.

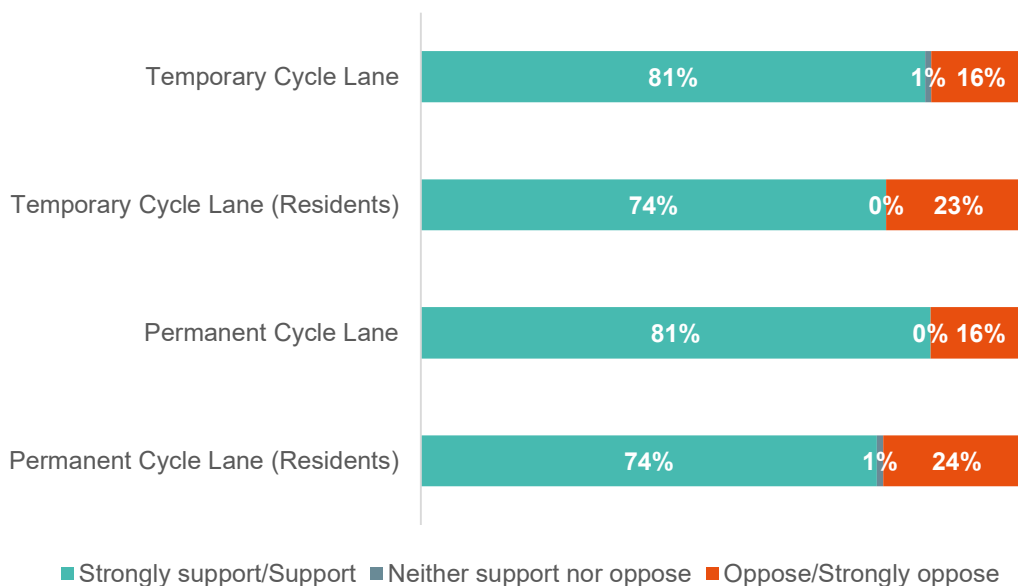
Base: All respondents who should have received a letter regarding the survey: 41

Bayswater Road

Around four in five respondents are in favour of proposals for both a 'Temporary Cycle Lane' (81%) and a 'Permanent Cycle Lane' (81%). Whereas fewer than one in five oppose both a 'Temporary Cycle Lane' (16%) and a 'Permanent Cycle Lane' (16%).

Resident Views

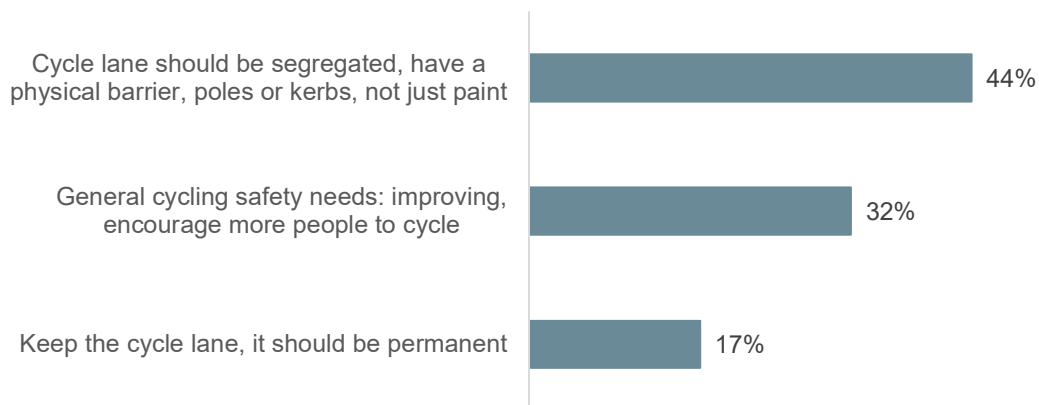
Around three quarters of residents who answered the survey support the proposals for both a 'Temporary Cycle Lane' (74%) and a 'Permanent Cycle Lane' (74%). Whereas, just under a quarter oppose both a 'Temporary Cycle Lane' (23%) and a 'Permanent Cycle Lane' (24%).



Source: Q42. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Bayswater Road until consultation has been undertaken on a permanent cycle lane design? Q43. To what extent do you support or oppose the proposal to create a permanent cycle lane for Bayswater Road? Changes would be subject to formal consultation before they are implemented. **Base:** All Respondents wishing to comment on MS11: Bayswater Road: 1017, Residents: 299.

Further comments on Bayswater Road

290 left a comment about Bayswater Road. Fewer than half who commented on 'Bayswater Road' said 'cycle lanes should be segregated...' (44%). Almost a third of respondents commented on 'general cycling safety needs...' (42%) and slightly fewer than one in five said 'keep the cycle lane, it should be permanent' (17%).



Source: Q44. Further comments on the cycle lane in Bayswater Road. **Base:** All Respondents who commented on MS11: Bayswater Road (290 respondents)

Resident comments on Bayswater Road

124 residents left a comment about Bayswater Road of which 81 were from those who support the cycle lane and 41 were from those who oppose the cycle lane.

Support comments

Almost half of all residents who support the proposals at Bayswater Road made comments on how 'Cycle Lane should be segregated, have a physical barrier/poles or kerbs not just paint' (46%). Many residents feel that segregation is vital, and a physical barrier is needed. As one resident suggests *'Please segregate this properly and continue the lane as far along Bayswater Road/Notting hill Gate as you are able to (acknowledging that at some point the road stopes being within Westminster's remit)'* another resident also indicated a similar view explaining *'I think this whole stretch would benefit from being properly separated, some of it is, the route attracts crazy drivers the super cars that go zooming around Hyde park and park near the serpentine they frighten me'*.

Around two in five residents who support the proposals a Bayswater Road also made comments on 'General cycling safety needs: improving, encourage more people to cycle (44%)'. Many residents had various suggestions on how improvements could be made, for instance one resident explained *'Bayswater Road needs a proper dedicated cycle lane, connecting to Holland Park Avenue. All parking needs to be suspended permanently as these forces bikes out into lanes to very fast-moving traffic. the 20-mph limit needs to be enforced - no evidence that happens'*.

Similarly, another said *'You must inspect the junction between Bayswater Road and Leinster terrace as it is a death trap for cyclists. The traffic lights are obscured from cyclists as the trees hang low. It is a blind corner as a large wall obstructs the approaching view of the cars exiting Leinster terrace. The lights change too quickly.'*

Comments	No.	% of all those who said they support the proposals (81)
Cycle lane should be segregated, have a physical barrier, poles or kerbs, not just paint	37	46%
General cycling safety needs: improving, encourage more people to cycle	36	44%
Concerns about parking in cycle lanes.	21	26%
Location specific comments	18	22%
Keep the cycle lane, it should be permanent	16	20%
It is an important link route, part of a cycling network (general or specific, e.g traffic light sequencing)	9	11%
Concerns about vehicles pulling across cycle lane(s) at junctions, joining or leaving the main road. Left hooks.	7	9%

Opposition comments

Many residents who oppose the proposal feel that the cycle lane should go through the park and did not make sense to be where it is, as one resident explains *'The cycle lane should go through the park, where the air is much cleaner for cyclists. There already is a cycle lane there. The cycle lanes are very little used but they have a big impact on traffic flow by causing traffic jams and cars driving through the small residential roads within Hyde Park Estate instead. It has become a misery to live on the Estate because of the traffic, many of us have developed asthma as a result of being so close to the fumes.'*

In a similar way, another said *'Given that everyone can cycle through the adjacent Hyde Park, I cannot see the necessity for the cycle lane on Bayswater Road.'*

Maildrop analysis

47 residents in the maildrop group answered this question. The average proportion of residents who support the proposal of a temporary cycle lane is slightly higher (74%) than residents within the maildrop group (70%). Almost a quarter of residents oppose the temporary cycle lane and this increases to 30% of the maildrop group.

Regarding support for a permanent cycle lane, views are very similar to the temporary cycle lane.

	Temporary Cycle Lane (%)	Permanent Cycle Lane (%)
Strongly support	70	70
Tend to support	0	0
Neither support nor oppose	0	0
Tend to oppose	4	2
Strongly oppose	26	28
Support	70	70
Oppose	30	30

Source: Q42. To what extent do you support or oppose the proposal to keep a temporary cycle lane in place at Bayswater Road until consultation has been undertaken on a permanent cycle lane design? Q43. To what extent do you support or oppose the proposal to create a permanent cycle lane for Bayswater Road? Changes would be subject to formal consultation before they are implemented. **Base:** All respondents who should have received a letter regarding the survey: 47



Quality Assurance

Quality is central to our work and our aim is to consistently provide a service that exceeds the requirements and expectations of our clients. To maintain this we actively pursue quality improvements that enable each member of the team to do their job right first time, every time.

All staff abide by the Market Research Society's Code of Conduct.

We also follow the code of Marketing & Social Research Practice of the International Chamber of Commerce/European Society for Opinion and Market Research (ESOMAR).

ISO 20252:2012

We are fully accredited to the international standard for the management of market research (ISO20252:2012). It is designed to drive quality improvements and our adherence demonstrates that Westco is an industry leader.

To meet this standard we have a quality manual, training and processes to ensure we can set and maintain standards for quality assurance, project management, data collection, preparation and processing. The accreditation process is on-going and repeat visits from the auditor will take place. All staff receive training on Westco quality standards and the implications for their job role.

As part of our ISO 20252:2012 accreditation Westco must ensure that all sub-contractors are compliant with our quality processes.

Westco Communications

64 Victoria Street
London SW1E 6QP

westcocommunications.com

January 2022

