

From: BRaP CR
Sent: 06 December 2011 11:50
To: Duckham Tom (ST); Sadler Peter (ST)
Subject: FW: 1009868356 - Customer Service Contact

Hi Tom/Peter

Comments are due – appreciate your assistance

Regards
Cyrilene

From: BRaP CR
Sent: 25 November 2011 15:40
To: Duckham Tom (ST); Sadler Peter (ST)
Subject: FW: 1009868356 - Customer Service Contact

Hi Tom/Peter

Please see below re: private car usage in Central London – appreciate your comments by 5/12/11

Regards
Cyrilene

From: STREETS.ADMIN@TFL.GOV.UK [mailto:STREETS.ADMIN@TFL.GOV.UK]
Sent: 25 November 2011 14:31
To: BRaP CR
Subject: 1009868356 - Customer Service Contact

Hand-off Task Form

CUSTOMER DETAILS

Name: [REDACTED]
Address: [REDACTED]
Postal Code: [REDACTED]
Country: GB
Telephone: [REDACTED]
EMAIL: [REDACTED]

Hand-Off : Action Required Task Details

Task Reference No: 1009868356

Response Due Date: 06/12/2011

Description: : Cycling "Superhighway" 2
Tfl requestor: David Goudge

Please refer to further correspondence from MoP, below.

Please advise if TfL holds data on nos, of private cars in Central London (within the CZ?)

Thank you,
David

[reads:]

Dear David,

thank you for your reply. Since you wrote, another cyclist has been killed by a lorry on CS2. This death exposes once and for all the hopelessness of TfL and the Mayor's cycling facilities. Despite being warned that the Bow roundabout was unsafe, as at King's Cross gyratory, you have failed to take any action. I will therefore be joining in the growing campaign to see TfL held responsible for the corporate manslaughter of cyclists in London.

Your email encapsulates the arrogance and complacency that has characterised TfL's approach to cycling provision. The European countries I mentioned aren't exactly known for their Los Angeles-style boulevards. Amsterdam has canals too. Yet they manage to provide safe and segregated cycling provision, safe enough for small children and old grannies to use with confidence. (And keeping pedestrians as removed from cyclists as cyclists are from traffic.) This will never happen in London while TfL continues to insist that cars have a superiority to other forms of traffic. Your email confirms what many of us think: that cycling routes continue to be a side addition, something we are graciously given by TfL until it might interfere with a minority of car drivers' progress.

I asked you to provide statistical information about how many people use private cars in central London, and why they are deserving of superior facilities to cyclists and pedestrians, which you have failed to do. A quick count every evening at the foot of Southwark Bridge suggests that private cars are outnumbered by cyclists five to one. Perhaps I could remind you that you are a public body, and therefore have a duty to provide an equal service to all. Killing people who don't use your (inexplicably) preferred form of transport does not promote equality.

Yours

On 3 November 2011 16:27, <LONDONSTREETS@tfl.gov.uk> wrote:

> Your ref.:

>

> Our ref.: 1009649062 / DG

>

> Date: 03.11.2011

>

>

>

>

>

> [REDACTED]

>

> [REDACTED]

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> [REDACTED]

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>

> Re.: *Barclays Cycle Superhighway 2*

>

>

>

> Thank you for your e-mail of October 12, and for giving us at
Transport

> for London (TfL) your views on the Cycle Superhighway, based upon your
> experience of using route 2.

>

> As you may imagine, when a new scheme is introduced, it is of enormous
> benefit to us to receive feedback, because this enables us to consider
> any necessary modifications. It has extremely been helpful to read
your
> account.

>

>

>

> We are most sorry that you don't like Cycle Superhighway Route 2
(CS2).

>


> Please note that we have widened bus lanes in order to make it easier
for

> buses to pass cyclists, and vice-versa. Providing a dedicated cycle
lane

- > would have either required the lane to be of substandard width, squeezing
- > cyclists close to the kerb, or would have required the removal of a general
- > traffic lane. You may appreciate that TfL is responsible for all road
- > users, and cannot make changes that would cause unacceptable increases in
- > congestion. The overriding constraint is of course the lay-out of London's
- > historic street pattern.
- >
- > We position route logos to encourage cyclists to indicate safer routes
- > around obstructions such as bus stops and loading bays, and to remind
- > motorists that cyclists are likely to move out into the carriageway.
- >
- > The surfacing is intended as a guide, and cyclists should adopt the
- > position they feel is most appropriate for the circumstances. You may note
- > that the blue surfacing continues through junctions to provide continuity,
- > and to remind left-turning motorists that they are likely to encounter
- > cyclists.
- >
- > We reviewed parking and loading along CS2. Wherever possible we inset the
- > bays. Also, you may note that many bays operate only outside peak cycling
- > times of 07:00 to 10:00 and 16:00 to 19:00. However, we cannot reasonably
- > remove parking / loading where it is needed by local residents and
- > businesses, and where there is no scope for inseting or relocating bays.
- >
- > We have made many improvements to cycling conditions on the A11 as part of
- > CS2. Examples include:
- >
- > - reconfigured Cambridge Heath Road junction, including the removal of
- > three left-turn filter lanes;
- >
- > - new visible, comfortable cycle surfacing;
- >
- > - new and upgraded advanced stop lines;
- >
- > - blind spot visibility mirrors at signalised junctions;
- >
- > - a new cycle track and realigned cycle lane heading west from Bow
- > Roundabout to the Fairfield Road junction.
- >
- > - carriageway resurfacing, including on Whitechapel High Street,

> Whitechapel Road, Mile End Road and Bow Road where the carriageway surfaces
 > had previously been in poor condition.
 >
 > ****Thank you once more for your comments. Please revert to me if you
 > have any further queries, and **please visit www.tfl.gov.uk/contact
 for
 > additional information about TfL's services.****
 > Yours sincerely,**** ** * David Goudge**** Customer Service Advisor –
 > London Streets
 > Transport for London
 > Surface Transport Customer Services
 > 4th floor, Zone B5
 > 14 Pier Walk
 > London SE10 0ES****
 >
 >
 >
 >
 >
 >
 >
 > or
 > DO NOT DELETE.....
 > {ticketno:[2151998]}
 > DO NOT DELETE.....
 >
 >
 > Original Text *From [REDACTED] *To: * enquire@tfl.gov.uk
 **,
 > peter.hendy@tfl.gov.uk ** *CC: * cyclistsinthecity@gmail.com **,
 > john.biggs@london.gov.uk ** *Sent: * 12.10.11 21:05:03 *Subject: *
 Cycling
 > "Superhighway" 2
 > Dear Peter,
 >
 > a couple of weeks ago I was given a postcard while cycling down CS2 on
 > Whitechapel Road. It asked me for my views on CS2 and, for a moment,
 > persuaded me that TfL were actually paying some attention to cyclists.
 So
 > I
 > went online that evening and, to no real surprise, found out that it
 was
 > more a marketing exercise for you rather than any real attempt to
 listen
 > to
 > what I think. So here *is* what I think about your much-vaunted new
 > cycling
 > superhighway, which I wasn't given space to provide in your survey.
 >

> Having lived and cycled in a number of European countries, I think it is
> fair to say that the utter uselessness of CS2 would have Dutch and German
> cyclists in hysterics. Google maps tells me that I use it for just over a
> mile, from the Royal London hospital to Aldgate, which is always the
> scariest mile of my journey from Bethnal Green to Westminster. It cuts and
> turns in the most random manner imaginable. One moment it is in the bus
> lane
> and I'm weaving in and out of the buses. The next some hard to see blue
> blocks in the road are telling me to pointlessly move across the lanes,
> from
> which I find myself having to cut back to the other side of the road.
> Coming
> into the City it actively funnels cyclists into the traffic turning left
> towards Tower Bridge. Coming away from the City, it forces us into the
> traffic turning left into Commercial Street, who are allowed to drive in
> the
> cycling lane. Cyclists here have nowhere to go due to the hoardings
> outside
> Aldgate East tube station. (It takes approximately two brain cells, which
> TfL is apparently without, to predict that eventually somebody is going to
> get killed here.) Cars and lorries are allowed to park and block the lane.
> Why is this so? Please explain precisely to me: what is the point of
> building a cycling lane and letting people park in it during rush hour?
>
> Like a lot of people I know, I go to work and leave my bike in a garage
> crammed to the rafters with bikes. Yet we continue to be treated as
> second-class citizens, along with pedestrians, treated to scraps thrown
> from
> TfL's driving feast. I am not against motorists - I am one myself - but it
> is immediately obvious that cycling is better for a more pleasant city.
> Reading was designed around the car. Venice wasn't. I have worked in a
> think-tank and now work in government, so I can cope with data and policy.

> I
> will happily trawl through any information you can provide if it
genuinely
> explain why cars are more worthy of facilities than cyclists,
pedestrians
> and bus users, all of whom are to some extent at the whim of a
minority of
> car drivers (your own data from the introduction of the congestion
> charging
> zone showed that only 15% of visitors to the city centre drive). There
are
> lots of us who would like to know this. However you will have to do
better
> than provide the misleading rubbish you have churned out over
Blackfriars,
> which the London Assembly has had the wit to hold you to account over.
At
> what point do you think we should begin to hold TfL responsible for
the
> deaths of cyclists, if your policies are doing nothing to prevent
this? If
> TfL's cycling team was in charge of the Highways Agency, the M4 would
be
> full of potholes and would suddenly change into a country lane with no
> warning.
>
> So my basic message: if you want my views on a "cycling superhighway",
> then
> first you have to build one.
>
> Yours,
>
> 
>
>
>

[ends]

Service Ticket Details & Full Description

Notes

21.11.2011 11:19:21 HENRYSI

Further email received.

Service Ticket Reference: 2151998

Type: Complaint

Area: Streets

Reason 1: Corporate Information

Reason 2: Policy

Reason 3: Policy - Complaint/Issue By Cyclist

Additional data:

*****DO NOT DELETE*****

{ticketno:[2151998]}

{taskno:[1009868356]}

*****DO NOT DELETE*****