

Appendix C – Consultation Responses

Issue ID	Issue Description	LBC Response
1	<p>The scheme around Dingwalls Road and Lansdown Road is absolutely pointless. As a daily cyclist in Croydon this scheme doesn't help and just causes more road congestion. It's creating a cycle route for the sake of it and serves no useful purpose. It doesn't join two places that need to be cycled between and it just dumps you into non-cyclist friendly roads at either end.</p>	<p>A safe cycling network is a being established across Croydon. These routes are based on Transport for London's Strategic Cycling Analysis to plan a coherent cycle network across London in line with government requirements to reallocate roadspace to sustainable modes. In line with DfT and TfL design guidance, this network includes protected routes on busier roads such as these. The projects forms part of a series of interlinked schemes in the town centre that create a safe cycle 'loop' around the town centre and access to cycle routes out of the town centre to other parts of Croydon and over time will reach these other areas as well.</p>
	<p>For drivers who need to access these streets to reach their flats it creates a ridiculous detour.</p>	<p>It is appreciated that some routes will be impacted by the amended highway layout, but it is anticipated that this impact is limited and the reduced traffic over time as modal shift occurs with more short trips being walked or cycled which will bring benefits to car users in the future.</p>
	<p>The road and pavement here is wide enough to have a road and cycle lane in both directions.</p>	<p>In line with DfT and TfL design guidance, protected cycle route routes of these widths are required.</p>
	<p>If the council are going to insist on continuing with this scheme then something needs to be done to prevent food delivery motorbikes using the bike lanes and cutting the junction at Lansdowne Road/Dingwalls. Maybe some cameras or fencing to prevent them from turning left from Lansdown Road into Dingwalls Road towards Boxpark</p>	<p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues.</p>
2	<p>Welcome making the orders permanent. Not sure what is meant by "lightly segregated cycle lane" vs "segregated". I consider bollards light seg, so I hope this isn't being watered down on some stretches.</p>	<p>Light segregation is the use of cycle lane defenders and the plastic bollards as opposed to full segregation by means of granite / precast concrete kerbs and metal bollards.</p> <p>Scheme proposals remain largely the same but amended to improve the general operation of the roads.</p>
	<p>There is already a fair bit of conflict at the junction of Dingwall and between cyclists, pedestrians, deliveroos and mopeds using the contra flow lanes illegally. Now a taxi rank to be added. This will need to be carefully laid out and, I suggest, enforced, to minimise conflict.</p>	<p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues.</p>
3	<p>I'm glad you want to encourage more cycling in Croydon. Efforts have already been made, but I still feel I risk life and limb when using my bike among all those cars on the roads, when well- meant cycle lanes frequently and suddenly come to an end, because there is a parked car or a bus stop and I have to move right out into the road with the danger of being hit. I avoid cycling in Croydon and so does my family.</p>	<p>The projects forms part of a series of interlinked schemes in the town centre that create a safe cycle 'loop' around the town centre and access to cycle routes out of the town centre to other parts of Croydon and over time will reach these other areas as well.</p> <p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p>

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		Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues.
	<p>May I make some suggestions:</p> <p>Reasonably wide payments could be divided by a white line on the right to separate cyclists from pedestrians. For the sake of reducing pollution, pedestrians will need to accept walking only in twos and not fours. Their space would also be enough for prams and wheelchairs. The line would not be rigid and in a bright colour would shortly swerve where it needs to around a tree or a bus stop. Pedestrians would not have to feel threatened being aware of the shared space and having seen an illustrated sign saying 'Fair Play'. The white line would continue over the side roads giving motorists an early warning as they drive at 20 miles per hour. People will not use their bikes if tedious and repeated dismounting is required. However, at tight or specifically dangerous spots, dismounting should be requested.</p>	In line with DfT and TfL design guidance, protected cycle route routes of these widths are required.
	<p>There are plenty of alley ways and paths in parks where cycling is currently prohibited. Could these not also have a white dividing line or a sign indicating that space is to be shared ?</p> <p>I also suggest that existing walking/ cycling paths along the tram line are extended where possible. They conveniently connect with businesses, parks and work places. This means another motorist less!</p>	The projects forms part of a series of interlinked schemes in the town centre that create a safe cycle 'loop' around the town centre and access to cycle routes out of the town centre to other parts of Croydon and over time will reach these other areas as well.
	<p>As to tree planting. I am pleased to see that many new trees have been planted with clever water bags. However, businesses should be obliged to plant trees and shrubs in their big car parks in proportion to their customers' car pollution. The area by the new Aldi and Smiths on Purley way is a good example. However, it is in contrast to the huge and bare car park recently created in front of the new school opposite Lloyd Park .There are other such places.</p> <p>You and your team will already have many good ideas regarding the above subject and I wish you all the best for putting them in to practice.</p>	Whilst some of this comment relates to wider policy issues we note the need to provide and to maintain tree planting.
4	<p>I am writing to you to formally place my objection to this proposed scheme. I base my objection on two things. Firstly, the cycle lanes are not being used enough to be deemed a good use of this major artery through the city centre.</p> <p>They are also being misused by motorcyclists daily. Delivery drivers are blatantly and dangerously crossing the pedestrian/bike stands intersection outside the station. I have nearly been hit twice by them.</p> <p>Secondly, the loss of additional parking bays for central zone permit holders has forced us into a situation where we are fighting for the few bays left down Lansdowne Rd and Bedford Pl. Many days I return from work to find none available and am forced to pay for additional parking in a nearby street or parking garage. This is unacceptable considering I pay for my annual permit. If you are to keep these cycle lanes I would implore you to convert the bays in Sydenham Rd to permit holders as this road is hardly used in its current pay & display only form.</p>	<p>This scheme is located on one of the corridors with the highest potential for cycling / a high priority strategic cycling corridor to be improved (the Crystal Palace – Thornton Heath –Croydon via Quietway5). By providing safe cycling facilities on these strategic routes TfL considers that we are maximising the opportunity for people to switching their trips onto more sustainable modes. Croydon as the borough with the greatest potential for cycling with over 400,000 trips made each weekday (in normal times) by motorised means (mostly by car) which could be readily cycled, if conditions and infrastructure allow.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues.</p> <p>We will look into an option that would introduce additional bays in Lansdowne Road (east) which will go some way to compensating for some of the loss of bays in Dingwall Road. Parking provision has to be balanced with the need to provide safe cycle infrastructure along a key route in Croydon in line with government requirements to reallocate roadspace to sustainable modes.</p>

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5	<p>I work in Corinthian House and have over the last couple of days almost been knocked down by three scooter riders on pavements and using a shortcut over the new cycle route on Lansdowne Road/Dingwall road roundabout. Scooters now use the cycle routes along this road and it has become dangerous for pedestrians traversing this interchange. In addition I have just witnessed a car squeeze through the bollards on the roundabout and go the wrong way down Dingwall Road. This prompted my email and is now becoming a daily occurrence. Wands are now missing and commonly strewn across the junction.</p> <p>Unfortunately the recent changes to this junction have made it dangerous/difficult for both pedestrians and cyclists to traverse. This is without considering the impact on those that are visually impaired or require assisted mobility.</p> <p>Please can you raise this as an urgent matter of public safety.</p>	<p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues.</p>
6	<p>I encourage you to sit and observe the traffic and the number of motor scooters using the cycle lanes on Dingwall Road and cutting across the old roundabout (and using the pavements).</p> <p>There is not an easy solution to this unfortunately as it has largely been created by the new road layout. I commute by a mixture of car, bike and train depending on the weather and convenience. I see the only solution is to return the junction to how it was or re-think it by putting in place a Dutch style roundabout with segregated cycle lanes, or better defined pavements with kerbs to protect pedestrians.</p> <p>As a cyclist, I rarely had problems on the roundabout as it was – indeed the main issues for me were traversing and navigating the A212, trying to get to West Croydon and onto London Road.</p> <p>As a driver I am now forced to drive further and sit in traffic for longer by the new one way system, this is clearly not beneficial to the environment or local area.</p> <p>Problems with the current layout:</p> <p>I have seen cars increase their speed as there is no natural stop at the roundabout any more – the painted give way lines are not enforceable and are just ignored by drivers.</p> <p>No place for taxi rank or dropping off, including delivery drivers to flats opposite – so the road and cycle lanes gets easily blocked.</p> <p>Excessive road furniture such as wands creating a hazard when knocked over or removed.</p>	<p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues.</p> <p>The projects forms part of a series of interlinked schemes in the town centre that create a safe cycle 'loop' around the town centre and access to cycle routes out of the town centre to other parts of Croydon and over time will reach these other areas as well.</p> <p>It is appreciated that some routes will be impacted by the amended highway layout, but it is anticipated that this impact is limited and the reduced traffic over time as modal shift occurs with more short trips being walked or cycled which will bring benefits to car users in the future.</p> <p>New zebra crossings to reinforce pedestrian priority are provided</p> <p>The new proposals provide additional space for taxis and loading.</p> <p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues.</p> <p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p>

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	<p>There is not an efficient way for takeaway delivery drivers to go from Box Park northbound – meaning they use cycle lanes and pavements</p>	<p>Delivery drivers using powered vehicles should exit from Dingwall Road into George Street. Signage to be reviewed to ensure vehicle routing is clear.</p>
	<p>These are just a few things I have observed.</p> <p>I have attached 2 photos from this lunchtime – scooter riders cutting across the east side of the roundabout and delivery drivers blocking cycle lane, poor parking on approach to roundabout</p>	<p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues.</p>
7	<p>Even with the additional facilities, there are still numerous instances of cyclists on the footway. More messaging required to educate users.</p>	<p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues.</p>
8	<p>Local groups e.g. cycle forums to be advised of the schemes to ensure local knowledge gained</p>	<p>Cycle forum has been consulted and the detailed design of the permanent scheme will be reviewed and amended as necessary.</p>
9	<p>Can there be physical presence in the Town Centre for residents to seek information on these schemes. Ward Councillors to be present if available.</p>	<p>We will review the level of information provided in the town centre and the potential to hold further engagement events.</p>
10	<p>No concerns over that one. I also don't see how the modernisation assists your scheme, it doesn't provide anything you want.</p>	<p>The projects forms part of a series of interlinked schemes in the town centre that create a safe cycle 'loop' around the town centre and access to cycle routes out of the town centre to other parts of Croydon and over time will reach these other areas as well.</p>
11	<p>I'm writing in favour of the proposed changes at the three locations noted above. These have been key in unlocking cycling for me, making me feel happy and safer cycling around the centre. they're clearly well used and should be kept and expanded upon to extend the areas they make safe.</p>	<p>The projects forms part of a series of interlinked schemes in the town centre that create a safe cycle 'loop' around the town centre and access to cycle routes out of the town centre to other parts of Croydon and over time will reach these other areas as well.</p>
12	<p>I have previously submitted complaints about the changes made on Lansdowne Road but never received a response - which I believe is not acceptable and doesn't meet your own published standards.</p> <p>I am deeply unhappy about the changes for the following reasons:</p> <p>1. the route to get to my parking space at 15 Lansdowne road is now much longer - as I have to drive down past the Home Office and effectively round the back roads to get back to what was a bus lane to access. This adds pollution, time and confusion and is unacceptable</p> <p>2. delivery drivers often cancel orders as they cannot find the route - this has caused much disruption and stress - particularly during lockdown when I was shielding and left without groceries - this is still the case now -and it's hit and miss if I get a delivery as they cannot find the property and now it's one single lane cannot park to deliver - unacceptable to cut off access for all of the residents on the road</p>	<p>It is appreciated that some routes will be impacted by the amended highway layout, but it is anticipated that this impact is limited and the reduced traffic over time as modal shift occurs with more short trips being walked or cycled which will bring benefits to car users in the future.</p> <p>The new proposals provide additional space for loading.</p> <p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues.</p>
	<p>3.cost of taking taxis has increased with the new required route</p>	<p>The new proposals provide additional space for taxis including the reinstatement of facilities in the vicinity of Boxpark,</p>

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	4. During dark nights I have tripped several times over the plastic inserts in the road. I complained about this but never received a response. I have seen others trip and fall also. On one occasion I had to return home as I badly injured my knee - tore my trousers and had to call in work to tell them I'd be late. These are dangerous...	The detailed design of the permanent scheme will be reviewed and amended as necessary.
	5. Some of the poles have been removed/damaged - this is a hazzard	The detailed design of the permanent scheme will be reviewed and amended as necessary.
	6. The cycle lane is used rarely and sometimes by motorbikes and I was almost knocked down by one	<p>This scheme is located on one of the corridors with the highest potential for cycling / a high priority strategic cycling corridor to be improved (the Crystal Palace – Thornton Heath –Croydon via Quietway5). By providing safe cycling facilities on these strategic routes TfL considerers that we are maximising the opportunity for people to switching their trips onto more sustainable modes. Croydon as the borough with the greatest potential for cycling with over 400,000 trips made each weekday (in normal times) by motorised means (mostly by car) which could be readily cycled, if conditions and infrastructure allow.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with the motorbike issues.</p>
	7. The bike racks and surrounding area are used by motorbikes and it's dangerous... I have also had two incidents with speeding cyclists (on the rare occasion they do use the lanes) not indicating and almost knocking me off my feet when they cut across this area rather than using it properly.	<p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues, noting that cyclists can use general traffic lanes the same as other road users and this would not be an issue for enforcement, .</p>
	I object to the lansdowne road changes being made permanent I would like a response to complaints sent over the last 18 months (Your website said that I would not receive an acknowledgement - is this because you don't want me to have any evidence of submission and so there's no need to reply - as I cannot go to the Ombudsman for your failure to reply as I have no evidence of submission).	We apologise for the lack of response to your previous correspondence. Objections to this consultation that have been received will be reported to TMAC. All objectors (and supportive responders) will be informed in writing of the outcome.
	<p>Regarding below: I really object to Croydon council spending money on non essentials when you're basically bankrupt and there are people sleeping on the streets... I don't believe that you're even considering this to be honest. And parking/waiting/loading - will this include supermarket deliveries? If not - then I object to this too. Suggest your enthusiastic enforcement agents stop ticketing supermarket delivery vehicles rather than more (costly) changes.</p> <ul style="list-style-type: none"> • Public realm enhancements (including paving, tree planting, seating, lighting and rain gardens). This will help people enjoy the town centre by making it more attractive, providing shade and shelter, and places to stop, rest and enjoy. • Associated changes to parking, waiting and loading to accommodate the above changes and to improve and extend taxi facilities. 	<p>The new proposals provide additional space for loading.</p> <p>London borough councils are required by law to implement the Mayor Transport Strategy (GLA Act 1999 section 145- section 153). The proposed scheme uses external grant and Growth Zone funding to deliver the Mayor of London's Healthy Streets objectives, bringing benefits in terms of healthy weight, improved air quality, free/low cost travel, and meeting climate emergency objectives. These benefits are expected to accrue more strongly to the most deprived communities in the Borough.</p>

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13	<p>[REDACTED] on behalf of [REDACTED], hereby set out our objection in respect of the proposed Traffic Regulation Orders affecting Dingwall Road / Lansdowne Road, Croydon. Our concerns centre upon the significant implications for the ongoing and future servicing and operation strategy for Ruskin Square as a whole, but also Plot B04/B05 ('2 Ruskin Square'), currently under construction, which is directly serviced from Dingwall Road. The TRO as currently proposed would render the Ruskin Square masterplan unserviceable.</p> <p>We would be pleased to enter into further dialogue with yourselves post the submission of these comments, in order to reach an acceptable solution that protects the servicing arrangements for this key regeneration project in the heart of Croydon, to the satisfaction of all parties.</p> <p>Background We understand that the Council's proposals are to introduce permanent changes to Dingwall Road, George Street and Lansdowne Road, including:</p> <ul style="list-style-type: none"> • Provision of 'with traffic' and contraflow cycle lanes on Lansdowne Road, Dingwall Road (north) and Sydenham Road including the removal of the bus lane • Provision of a bi-directional cycle lane on Dingwall Road (south). • Removal of the Lansdowne Road/ Dingwall Road junction to create new public space for pedestrians. • New zebra crossings will be added to Dingwall Road (north and south) and Lansdowne Road (west). • Provision of a new signal-controlled cycle crossing across George Street, • Public realm enhancements, to include paving, tree planting, seating lighting and rain gardens. • Changes to parking, waiting and loading in order to improve and extend the existing taxi rank on Lansdowne Road (east), while it is proposed that the taxi rank on Dingwall Road (adjacent to Boxpark) is to be reinstated. <p>The servicing access for 2 Ruskin Square and the access to the shared servicing route for the entire Ruskin Square estate are located on Dingwall Road. As a result of the proposed TRO, the specific changes which would render Ruskin Square unserviceable, would be the introduction of permanent one-way working arrangements, where Lansdowne Road (west) becoming eastbound only and would then feed traffic onto Dingwall Road (south), which would be converted to allow southbound traffic only..</p> <p>Additionally, Lansdowne Road (east) will be converted to one-way working arrangements, so that traffic flows westbound towards the Dingwall Road/Lansdowne Road junction and then travels northbound along Dingwall Road (north) which will be converted to one-way working also. It is noted that the egress from the Ruskin Square shared servicing route is located on Lansdowne Road (east). Vehicles will be able to turn out either east or west from this access, due to the one-way working arrangements commencing to the west of this access junction.</p> <p>Impact on Delivery and Servicing Arrangements</p> <p>The vehicle tracking previously produced by [REDACTED] on behalf of [REDACTED] in support of the most recent application for Plots B02 (3 Ruskin Square) have been reviewed. These drawings are as follows:</p> <ul style="list-style-type: none"> • 110010/AT/D03/REV B (Plot B02 accessed by Refuse Vehicle) • 110010/AT/E01/REV A (Plot B02 accessed by 10m Rigid) <p>The drawings are provided for reference. Due to the site layout, location of the bus lane (as was the case at the time) and limited width available on Dingwall Road, the tracking referenced above shows these vehicles all accessing the site from the south. The implementation of the two-way cycle lane on the west side of Dingwall Road, which would then be southbound only for traffic, would completely remove the possibility of service vehicles to enter the main Ruskin Square service road from the south as has been assumed and required for the majority of plots on the Ruskin Square estate, where access is provided from the internal service road.</p> <p>Furthermore, the installation of a permanent cycle lane along the western side of Dingwall Road, replicating the temporary arrangements that have been implemented during the COVID-19 pandemic reduces the available</p>	<p>Dialogue has been entered into to resolve issues. Ongoing work with the landowners to ensure that all required vehicle types can be accommodated in the updated one way working arrangements within the highway. Delivery vehicle tracking has been reviewed and detailed design of the scheme amended will ensure that service deliveries are accommodated.</p>

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	<p>carriageway space on Dingwall Road for vehicle manoeuvres. This further compromises the ability of service vehicles to enter the Ruskin Square estate service road from the north, notwithstanding the commentary above on the requirement to approach the wider Ruskin Square site from the south.</p> <p>This is demonstrated on an update to the swept path analysis previously prepared for Plot B02, which now includes the current temporary two-way cycle lane on Dingwall Road (and which is assumed to form the basis of the permanent scheme that the Council is looking to implement). The updated swept path is on drawing 110010/SK13/AT01 rev B. This highlights that there is no tolerance either side of the vehicle as it enters the service road and that the vehicle has to be driven in a specific manner as it approaches from the north, effectively hugging the centre of the road. As a consequence, the body of the vehicle then swings out into the southbound part of the cycle lane and not only could this come into conflict with cycle lane protectors that are provided, cyclists would be at risk of being struck.</p>	
	<p>Implications for the Occupier of 2 Ruskin Square</p> <p>Should the one-way working of Dingwall Road and Lansdowne Road be permanently implemented as proposed, then this will have a significant detrimental impact on the specific operational requirements for the occupier of 2 Ruskin Square and the ability to fully service the building.</p> <p>Summary In Summary, [REDACTED] objects to the works proposed within the TRO for Dingwall Road and Lansdowne Road. As currently proposed, the works will render this key regeneration project unserviceable. We would however be pleased to enter into further detailed discussions with the Council on this matter, so that an acceptable arrangement can be found that addresses these concerns to the satisfaction of all parties.</p>	<p>Ongoing work with the landowners to ensure that all required vehicle types can be accommodated in the updated one way working arrangements within the highway and if necessary bring forward further proposals to amend the one way working to accommodate all future servicing arrangements.</p>
14	<p>DINGWALL ROAD / LANSDOWNE ROAD TRAFFIC REGULATION ORDERS PD/CH/V42, V43 & V44 [REDACTED] hereby set out our objection in respect of the proposed Traffic Regulation Orders affecting Dingwall Road / Lansdowne Road, Croydon.</p> <p>Primarily, our concerns relate to the impact the proposals will have immediately outside AMP House, particularly with regard to the installation of a segregated cycle lane at the southern end of Dingwall Road and Dingwall Road (south) becoming one-way southbound traffic only.</p> <p>We understand that, in its entirety, the Council's proposals are to introduce permanent changes to Dingwall Road, George Street and Lansdowne Road, including:</p> <ul style="list-style-type: none"> • Provision of 'with traffic' and contraflow cycle lanes on Lansdowne Road, Dingwall Road (north) and Sydenham Road. • Provision of a bi-directional cycle lane on Dingwall Road (south). • Removal of the Lansdowne Road/ Dingwall Road junction to create new public space for pedestrians. • New zebra crossings will be added to Dingwall Road (north and south) and Lansdowne Road (west). • Provision of a new signal controlled cycle crossing across George Street, • Public realm enhancements, to include paving, tree planting, seating lighting and rain gardens. • Changes to parking, waiting and loading in order to improve and extend the existing taxi rank on Lansdowne Road (east), while it is proposed that the taxi rank on Dingwall Road (adjacent to Boxpark) is to be reinstated. <p>AMP House operates as a serviced office building and provides a co-working space for a number of different occupiers. At ground floor are a number of food outlets who also operate delivery services from the units with mopeds parked outside on the forecourt. A lay by is located directly outside the front of the building which is used by vehicles and motorcycles for day to day deliveries to and from the building. As such, due to the range of different occupiers in the building, there is a requirement for deliveries to arrive and leave the building to suit their specific</p>	<p>Access to AMP House has been possible during the temporary scheme when this one way working arrangement has been in place. The detail of all access will be reviewed to all business and developments, with any alterations required to suit specific vehicle needs made prior to construction.</p>

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	<p>needs throughout the working day.</p> <p>As a result of the above changes, AMP House could only be serviced by vehicles travelling in a southbound direction along Dingwall Road, after having followed the proposed new one-way routing along Bedford Park – Sydenham Road – Wellesley Road – Lansdowne Road – Dingwall Road and then exiting onto George Street. As such, the servicing route for vehicles to the building would become convoluted and extended from its current arrangement.</p>	
	<p>In addition, the installation of a permanent cycle lane along the western side of Dingwall Road, would reduce the available carriageway space on Dingwall Road. More fundamentally, it is not clear how a vehicle would be able to access the existing lay by outside AMP House when travelling from the north. It is assumed that the bi-directional cycle carriage way would be lined with ‘defenders’ that would stop vehicles crossing over into the cycle lane. Similarly, access to the AMP House car park would be restricted as vehicles would need to cross over the segregated cycle lane.</p> <p>Summary</p> <p>In summary, [REDACTED] objects to the works proposed within the TRO for Dingwall Road and Lansdowne Road. As set out above, these will severely impact the servicing arrangements for all the uses and occupiers in the building and also the access to the car park at AMP House.</p> <p>We would be grateful if you could take these comments into consideration and would be pleased to enter into further discussions with the Council on this matter, so that an acceptable arrangement can be found that addresses the concerns raised.</p>	<p>It is appreciated that some routes will be impacted by the amended highway layout, but it is anticipated that this impact is limited and the reduced traffic over time as modal shift occurs with more short trips being walked or cycled which will bring benefits to car users in the future.</p>
15	<p>I would like to comment on, and object to, aspects of the proposals for these two areas as they affect the operation of private hire coaches in Croydon. Reference to "normal times" describes the pre-pandemic situation. A feature of traffic restrictions in many boroughs is that they fail to take account of the needs of private hire coaches. It is of course the case that coaches were not seen on the road when the traffic restrictions were introduced because people had stopped travelling by coach due to lockdowns, were fearful of being in a confined space or because there was no venues open for them to go to. Private hire coaches are important in the transport mix as they cater for the trips which the public bus services do not undertake.</p> <p>This scheme has to be re-designed for it fails to accommodate the needs of private hire coaches and their passengers. There are hotels on the western end of Lansdowne Road -- in particular Jury's Inn which cannot be accessed from Wellesley Road due to the presence of tram tracks. Indeed, Travelodge in Norfolk House cannot be accessed by standard-length coaches as Walpole Road and Wellesley Grove do not provide facilities for coaches to turn around. Travelodge passengers have therefore been set down/picked up in Lansdowne Road in normal times. The routing for coaches to access the Lansdowne Road hotels in normal times has been to enter Dingwall Road from George Street and turn left into Lansdowne Road to pick up/set down beside the appropriate hotel. I fail to see from your proposals how coaches can serve those hotels. Dingwall Road needs to be two-way and the cycle lane on the western section of Lansdowne Road needs to be removed permanently. When serving those hotels I have never noticed a large volume of car traffic neither have I seen a large volume of cyclists on Lansdowne Road. There is no justification for that section of cycle lane. I must therefore raise strong objections to the proposals for Dingwall Road and the western section of Lansdowne Road.</p> <p>There is also a need for coaches to serve East Croydon Station. A typical journey in normal times was for passengers arriving by train at East Croydon to be taken by coach to Selsdon Park Hotel. We could not use the bus station outside of the station and had to invite passengers to trot up Altyre Road to board the coaches. That was far from satisfactory. A pick up/set down facility needs to be provided at East Croydon Station for coaches -- presumably Dingwall Road would be an appropriate location for this.</p>	<p>Access to Hotels has been possible during the temporary scheme when this one way working arrangement has been in place. There has been no change to the no waiting or loading arrangements in front of the Premier Inn, the tram tracks do not impede access to Jurys Inn from Wellesley Road, and Walpole Road and Wellesley Grove are outside the scope of the current scheme. We will work with businesses to identify what improvements can be made to coach access to the wider East Croydon area and if necessary bring forward further proposals to accommodate private hire coaches where possible.</p>

Issue ID	Issue Description	LBC Response
16	<p>I wish to register my opposition to the above proposals. In August 2020 you imposed a Notice of Temporary Restrictions of Traffic and Parking in response to the Covid 19 pandemic to facilitate commuting and exercising whilst maintaining social distancing. Given the nature of the pandemic and the need to undertake urgent actions it may be considered reasonable to have implemented measures without reference to detailed studies of road usage and behaviours of pedestrians and cyclists.</p> <p>Following the easing of restrictions and the changes to guidance from central Government, it would also be reasonable to expect detailed studies of road usage by car drivers, pedestrians and cyclists to be undertaken to understand the efficacy and benefits of those changes implemented.</p>	<p>This scheme is located on one of the corridors with the highest potential for cycling / a high priority strategic cycling corridor to be improved (the Crystal Palace – Thornton Heath –Croydon via Quietway5). By providing safe cycling facilities on these strategic routes TfL considers that we are maximising the opportunity for people to switching their trips onto more sustainable modes. Croydon as the borough with the greatest potential for cycling with over 400,000 trips made each weekday (in normal times) by motorised means (mostly by car) which could be readily cycled, if conditions and infrastructure allow.</p>
	<p>I am unaware and have certainly not witnessed any surveys of traffic and usage being undertaken during the time that these measures have been in place, nor aware of any published information that supports the decision that led to the specific measures put in place as part of the temporary order, nor that could be referenced to support making these temporary measures permanent.</p> <p>Please could you reassure residents of the detailed and verifiable studies that have been carried out that can be considered as evidence to support the decisions that led to these particular measures and justify the basis for these measures to be made permanent?</p>	<p>Traffic monitoring and modelling is ongoing and the implementation of permanent scheme is subject to the network assurance process conducted by Croydon with Transport for London to ensure that there is not an unacceptable impact on the transport network. The Traffic Management Act 2004 (TMA) places a Network Management Duty on local traffic authorities with the objective to secure the expeditious movement of traffic (which includes cycling, walking and public transport) so far as may be reasonably practicable having regard to their other obligations, policies and objectives and including the updated statutory guidance to reallocate road space to sustainable modes¹. It is appreciated that some routes will be impacted by the amended highway layout, but it is anticipated that the reduced vehicular traffic over time as modal shift occurs with more short trips being walked or cycled which will bring benefits to car users in the future.</p>
	<p>From my own observations, the removal of the roundabout at Lansdown Road has resulted in a dangerous configuration of roads resulting in cycle and scooter riders ignoring the road markings, cutting across the central island and making crossing the road at this point extremely hazardous. You'll note from any observations that you may have made over the course of the temporary traffic order that the cycle racks have not been used to any great effect. Invariably (and I'm being generous here), you would have noted no more than 1 or 2 cycles stored in the racks at any one time. This in itself does not suggest that there isn't an increase in cycle usage along the new cycle lanes however as a resident who frequently walks these roads, it is obvious that there has not been an increase in cycle usage. The benefit, if it can be described as such has been for the ever-increasing numbers of delivery bikes and scooters servicing Boxpark. There's little that can be said in terms of Safer Streets or Healthy Neighbourhoods when you risk being mown down from numerous directions by someone delivering a takeaway. On the few occasions when police have been deployed in this location, it has been evident that they have spoken to cyclists and scooter riders for riding in a dangerous manner, ignoring the road markings.</p>	<p>The detailed design of the permanent scheme will be reviewed and amended as necessary.</p> <p>Increased signage to identify the correct use of these facilities and enforcement measures are proposed to assist with these issues.</p>
	<p>As far as traffic is concerned, please can you explain what studies have been carried out to monitor patterns of car usage, what assumptions have been made and what dates were any studies carried out. Since before 2020 the opening of the UKVCAS office on the corner Bedford Place and Dingwall Road has resulted in a significant increase in traffic. With this office being open 7 days a week and offering appointments from early morning until early evening we have to endure a massive increase in cars circling the building, parking illegally and occupying the available parking bays. As part of the temporary measures, you removed the 12 Zone C/Pay and Display bays that were located from the Bedford Park/Place junction along Dingwall Road. Despite holding not only the contact details but also the money from residents who had paid the annual charge for Zone C parking, you failed to make any effort to contact residents to advise them of this 'temporary' change or seek views as to how this change might impact those who found themselves unable to park in bays that their permit had previously covered. The result of this change is</p>	<p>We will look into an option that would introduce additional bays in Lansdowne Road (east) which will go some way to compensating for some of the loss of bays in Dingwall Road. Parking provision has to be balanced with the need to provide safe cycle infrastructure along a key route in Croydon in line with government requirements to reallocate roadspace to sustainable modes.</p>

¹ <https://www.gov.uk/government/publications/reallocating-road-space-in-response-to-covid-19-statutory-guidance-for-local-authorities/traffic-management-act-2004-network-management-in-response-to-covid-19>

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	<p>that the only remaining Zone C bays that are reasonably close and accessible to residents are rarely available and lead to further traffic circling whilst seeking a space. From a potential maximum of 33 spaces (dual usage for Zone C and Pay and Display purposes across Lansdowne Rd, Dingwall Rd and Bedford Place), there now remains a total of 21 across Lansdowne Road and Bedford Place. The nearest alternative Zone C spaces are to the south of East Croydon station in Altyre Road – hardly good for the environment driving there in the hope of making use of your residents permit.</p> <p>It would be reasonable to have thought that those who planned these changes might have considered the impact that the removal of these bays would have on residents and perhaps made changes to the 12 bays located in Sydenham Road, designating these as dual Zone C / Pay and Display. Sadly, there has been no such change made and no indication that this change might be introduced as part of making these temporary changes permanent. Notwithstanding the unlikely possibility that this change might be made, there is the further difficulty of this road frequently being used as a holding area for Rail Replacement Buses, leading to parking suspensions being in place at weekends. Due to the changes in the roads, this has now become a road that is heavily used, often with vehicles speeding and not infrequently with vehicles driving the wrong way along this stretch of one-way road to avoid the junction with Wellesley Road.</p>	
	<p>Without any studies or surveys of the streets to reference, either before, during or after the implementation of these proposals, I fail to understand how it is possible to justify making these proposals permanent. Making knee-jerk decisions and implementing schemes in response to a pandemic should surely mean that the continuation of such schemes must be carefully evaluated in light of the assumptions made at the time, alongside detailed evidence of the results from these schemes. Changes as a result of the pandemic have already seen the cancellation of the Dingwall Road tram loop – seen as non-essential. As your own TMA meeting heard on 11th Nov, the business case for the Network Rail CARS scheme, including redevelopment of East Croydon station is also being reconsidered in light of the changes in post-Covid travel habits and lack of funding. On this basis, please explain what modelling, surveys and information you have available that convinces you that these changes are necessary, well considered and fit for purpose rather than simply taking the opportunity to make changes funded by TFL in the hope that ‘if we build it, they will come’.</p> <p>In summary, I clearly object to the proposal to make these temporary changes permanent. I have no objection to the principle of cycle and pedestrian roads but if these are to be welcomed, widely used and successful, they need to be implemented in the correct way, based on detailed, current evidence. In consulting these changes, there has been no information made available that justifies the changes being proposed.</p>	<p>Traffic monitoring and modelling is ongoing and the implementation of permanent scheme is subject to the network assurance process conducted by Croydon with Transport for London to ensure that there is not an unacceptable impact on the transport network. Throughout the trial of the scheme increases in cycling have been observed without a significant impact on other modes.</p> <p>The Traffic Management Act 2004 (TMA) places a Network Management Duty on local traffic authorities with the objective to secure the expeditious movement of traffic (which includes cycling, walking and public transport) so far as may be reasonably practicable having regard to their other obligations, policies and objectives and including the updated statutory guidance to reallocate road space to sustainable modes². It is appreciated that some routes will be impacted by the amended highway layout, but it is anticipated that the reduced vehicular traffic over time as modal shift occurs with more short trips being walked or cycled which will bring benefits to car users in the future.</p>

² <https://www.gov.uk/government/publications/reallocating-road-space-in-response-to-covid-19-statutory-guidance-for-local-authorities/traffic-management-act-2004-network-management-in-response-to-covid-19>

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17	<p>I have stumbled across details of the above proposed traffic order this evening and, whilst I note that the consultation exercise closed yesterday, I hope that you will accept my comment confirming my full approval of them.</p> <p>It has been much more pleasant walking into central Croydon by foot without the same levels of traffic which Lansdowne Road used to experience.</p> <p>Whilst we still have a few inconsiderate motorists determined to try out their car's acceleration, incidents like these are now very much the exception.</p> <p>The public realm improvements look exciting and I wonder whether you could check out the availability of foxglove trees for planting.</p> <p>I first encountered them in Germany so that they would make German tourists feel very welcome when they arrived in Croydon.</p> <p>They are majestic trees and are quite stunning in May.</p> <p>There is one in Sunnyhill Road, Streatham (near the top of the hill) which shows that they are quite hardy and the tree looks quite mature even though it is probably under 20 years old.</p> <p>Planting an avenue of Paulownia tomentosa would also show that the council was thinking more imaginatively.</p> <p>London Plane trees are plain in every sense of the world.</p> <p>Paulownia tomentosa foxglove tree/RHS Gardening</p>	<p>Landscape proposals will be reviewed and incorporated into the detailed design where appropriate.</p>