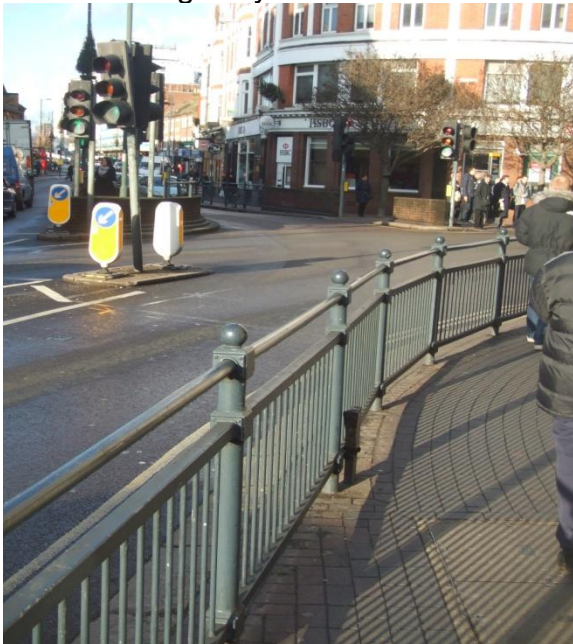


1. Introduction

1.1 How it is now

No-one waiting to cross the road at the junction of London Road, King Street and York Street could describe Twickenham Town Centre as “*people friendly*”. It’s a giant crossroads, more or less north, south, east and west. A senior Highways and Transport officer said, during a meeting in the first round of public consultation on the [Twickenham Area Action Plan](#), that 2,000 vehicles pass through the town centre every hour during the morning and evening peaks and 1,600, only 20% fewer, at other times. The motor vehicle is dominant and people who walk or cycle, the most vulnerable of traffic, low down the scale of provision. People who walk are squeezed on to narrow pavements close to busy roads whilst those who cycle fight for space on the carriageway.



It’s noisy. It sounds like a race track. Vehicles accelerate away from the traffic lights at Cross Deep in the nearside lane desperate to turn right into King Street ahead of the offside lane or to avoid being held up at a red light in King Street and London Road. Air quality is poor. The Local Authority designated the Borough an Air Quality Management Area [AQMA] in 2000 because it wasn’t expected to meet air quality objectives by 2005 [See www.richmond.gov.uk/air_pollution.htm noting the statement “*most of the air pollution in the Borough comes from road traffic*”]

The [Air Quality Progress Report 2010](#) says “*Both the modelling for 2010 and the recent monitoring results confirm that there is still a need for the London Borough of Richmond upon Thames to be designated as an AQMA.*” [piii]

[See daily monitoring reports at www.londonair.org.uk/LondonAir/Default.aspx and www.cleanairinlondon.org/, the [Mayor's Air Quality Strategy](#) and [Low Emission Zone](#)]

The audible [noise], visible [traffic] and invisible [air quality] characteristics prevailing in the town centre form the starting points of Richmond Cycling Campaign’s response to the public consultation on the Twickenham Area Action Plan. This is consistent with the “*Scope of the Action Plan*” that includes “*Transport and parking proposals and principles*” and “*Environmental improvement schemes – large scale and principles*”.

1.1 How it is now, cont.

But our response is also driven by the recorded data for cycle collisions in the Borough, for the years 2006-2010, clearly identifying clusters in Twickenham:



1. To the west, along Heath Road, between the railway bridge and King Street, including the junction with Cross Deep;
2. In the centre, along King Street, again including the junction with Cross Deep;
3. To the north, along London Road between King Street and Whitton Road.

These all fall within the specified boundaries of the Action Plan [Map 2.1 p5]

We acknowledge recorded collisions are not a problem confined to people who cycle. Information about all casualties <http://map.itoworld.com/road-casualties-uk> and [Twickenham Town Centre](#) in particular shows motorcyclists share the problem in Heath Road and pedestrians in King Street and London Road.

1.2 How it could be

RCC welcomes, and actively supports, the opportunity created by the Action Plan to think it doesn't have to be this way and the premise that things can't go on as they are. We welcome particularly an underlying principle of the Spatial Strategy "Reducing the impact of through traffic on pedestrian and cycle movement and the environment". We believe there's a clear choice. Either accept the town centre is a giant crossroads, prioritise the motor vehicle and do everything possible to reduce congestion by smoothing traffic flow, in accordance with current Transport for London [TfL] [policy](#) and their interpretation of the [Traffic Management Act 2004](#).

1.2 How it could be, cont.

Or, accept, as we do, the compelling need to make the town centre liveable, calm everything down by introducing a 20mph speed limit in support of dramatic changes to the streetscape to start the desperately needed transformation. In doing so we acknowledge the challenge of managing traffic on the north south route for which there's little or no alternative, in contrast to A316 for the east west route. For these reasons we look forward to seeing *"the detailed traffic scheme"* [4.1.3 p21]

Our response coincides with the launch of the London Cycling Campaign [LCC] ["Go Dutch"](#) manifesto for the Assembly elections in May 2012. Quoting from a recent article in London Cyclist magazine

"One of the fundamental differences between Dutch and British practice is that there they begin by considering the needs of pedestrians and cyclists whenever they design or renew street infrastructure. As a result they make pleasant and calmed streets where possible, yet choose to provide separated facilities for cyclists where necessary on main roads."

"Another difference is that street layouts and traffic law usually give priority to cyclists over motor traffic in urban areas."

The Action Plan creates an opportunity to *"design or renew street infrastructure"* and here there's an overlap with the [Sustrans Assembly campaign](#) promoting 20mph speed limits because

"Where 20mph has been introduced air quality has improved, road casualties have reduced and walking and cycling levels have risen."

"Introducing 20mph to our streets and town centres across London would save lives and make London a truly liveable city."

The breadth and depth of concern about the streetscape goes beyond people who cycle. This is clear from those within the already vulnerable pedestrian group who are additionally vulnerable through visual impairment. Their particular needs have prompted the Royal National Institute for the Blind [RNIB] to identify the key components of an inclusive, accessible streetscape, including:

- Priority for Pedestrians;
- Appropriate Traffic Speed;
- Logical Layout and Reference Points;
- Clearly Defined, Obstacle Free Pedestrian Routes;
- Pedestrian Crossings;
- Visual Contrast and Good Quality Lighting;
- Maintenance Management.

<http://www.guidedogs.org.uk/news/2010/guide-dogs-launches-design-principles-for-inclusive-streets/>

A clear vision of how it could be, based on how it is elsewhere, is also described in the recent BBC programme *"Thinking Streets"*

1.2 How it could be, cont.

Richard LEWIS, LCC, writes

"In 2010, Copenhagen achieved "the world's most liveable city" status--because it incorporates the largest area of pedestrianisation in Europe; it has fostered a cycling culture which began with investment in infrastructure to get children to cycle to school, it has removed and raised the cost of town centre and on-street car parking and it has promoted cycling much more strongly than it promotes public transport. Perhaps even more significantly, Copenhagen encourages people to live in its centre, allowing it to remain vibrant and populated all the time."

There are three key things to think about:

- 1. Car dependence has ruined too many of our town centres, making them unpleasant to live in, full of barriers, unsafe for families and too focused on retail rather than the multitude of functions they should be performing--because too many functions, such as town halls, have migrated out of them to where the car parks are, taking with them thousands of people who would economically support town centres;*
- 2. The same car dependence has enabled people to vote "with their wheels" and go out-of town. They don't enjoy the environment of out-of-town retail parks any more than they did the town centres, but in their minds the free parking and safe controlled environments are preferable.*
- 3. Human beings love being in the company of other human beings. Making town centres less accessible by car and more accessible on foot and bike; making them into places for sitting, playing, people watching and socialising; making them beautiful; reducing road danger; and removing the "town centre as an exercise in traffic management" approach will stimulate their revival."*

For retailers in Twickenham anxious about effects on trade resulting from dramatic change to the existing streetscape, especially after publication of the recent report on the high street by [Mary Portas](#) with the emphasis on the importance of free parking, it's worth re-reading the recommendations of the 2003 Sustrans Information Sheet "[Traffic Restraint and Retail Vitality](#)", including the statement "*Retail vitality depends in large measure on an attractive environment: heavy and/or fast-moving traffic drives people away*"

2. Cycle Journeys

The previous [RCC study of Twickenham Town Centre in April 2009](#) made a series of proposals to “*make cycle traffic flow more easily by installing measures that may be small but have a great effect on cycle journeys i.e. ‘maximum route choice with minimum diversion’.*” All remain worthy of consideration in the Action Plan.

The study ends by identifying “**Further Areas to Review: The London Road/York Street/King Street junction; Twickenham Station/London Road**”. Our response follows this up and distinguishes between cycle journeys with Twickenham Town Centre as the destination and those passing through, en route to another destination. In doing so we identify four points of entry, or gates, to the town centre which should be remodelled to achieve the necessary transformation:

1. The Northern Gate, at the junction of London Road and Whitton Road;
2. The Southern Gate, at the junction of King Street, Cross Deep and Heath Road;
3. The Eastern Gate, at the junction of York Street and Aragon Road, and
4. The Western Gate, at the junction of Heath Road and the Green.

We make an assumption that funding these works will be from section 106 money generated by significant developments, at Twickenham Railway Station and the Sorting Office in particular, together with the transport budget of the local authority, including funding from TfL.

Our response also identifies the risk of collisions in the current arrangements and makes recommendations about changes to the streetscape. This is based on

“[Urban Initiatives](#) introduced a basic predictor of road danger that could be applied to any stretch of street. Various factors could be entered and automatically updated, including:

- Lane width;
- Straightness (forward visibility);
- Frontage activity;
- Frequency of junctions

At the high end (a very straight flat road with little or no frontage activity or junctions), speeds would be very high, collisions would be few but when they happened the injuries would be serious or fatal—this was judged to be a road with high road danger. At the lower end of the scale (a shared space with limited forward visibility caused by 'punctuation'--bends, humps, people, cyclists, activity), streets have a low road danger and typically feature very few if any serious or fatal injuries. Obviously in an urban situation the latter should be the norm--we should not be designing our streets, as we do, to mimic motorway conditions, using motorway design standards applied to city streets.” Richard LEWIS

2.1 Twickenham as the Destination

People cycle to Twickenham for leisure, schools, shops, work and transport. The Civic Centre and Police Station are just two examples of destinations in the town centre for significant numbers of people, either as staff or visitors. The [RCC Audit](#) of cycle parking at Borough mainline railway stations in May 2010 revealed the number of people who cycle to Twickenham to get on a train, 'mixed mode' in transport jargon. Not surprising given "In 2001, 62% of all employed residents [55,500 people] commuted out of the Borough to work" and "Out-commuters...are more likely to use public transport" [[Richmond Borough 2nd Local Implementation Plan for Transport](#)]. Fast trains from Twickenham to London Waterloo make for a wide catchment area with a genuine alternative to the stopping service from Strawberry Hill or St Margaret's, which includes people living north of the A316 and across the boundary with the London Borough of Hounslow. Either way the RCC Audit says "Demand exceeds supply of cycle stands significantly."

Recommendation

Secure cycle parking provision at the station is based in the Department for Transport target of 1 in 20 passengers, or 5%, starting their journey at Twickenham.

2.1.1 Twickenham Railway Station

2.1.1a From and to the North

The traffic light controlled junction at London Road and Whitton Road is the northern gate to the town centre. People who cycle can access the station from the A316 Cycle Path using London Road or the signed London Cycle Network [[LCN](#)] Route 75 through Cole Park Road, that includes the off-road cycle lane [red below]



It can also be accessed from Whitton Road but the photograph below shows a low level of compliance with the cycle lane as vehicles create two lanes of traffic to enter London Road towards the town centre.



2.1.1a Twickenham Railway Station, from and to the North

This is negated by the bus lane in London Road. It should be noted there is a cluster of cycle collisions at this junction.

Recommendations

Re-model the junction, recognising it both as the northern gate and a collisions cluster. Establish the start of a 20mph zone, reduce Whitton Road to a single lane, widen the existing cycle lane and mark it through the junction to join the bus lane.

From the junction cyclists have protection of the bus lane to the station entrance. The photograph indicates high level of compliance, probably due to “7am to 7pm” and “Bus lane Cameras” signs.



Leaving the station to go north is more problematic. Cyclists are required to cross on foot to the northbound carriageway using a pelican crossing.

Recommendation

Replace existing pelican with toucan crossing.

2.1.1a Twickenham Railway Station, from and to the North

Cyclists going to Whitton Road have the opportunity to use the off-road cycle lane [red in the photograph below] to by-pass the traffic lights



Cyclists going to the recommended route through Cole Park Road can also use the lane to the toucan to cross over but this is time consuming and poorly signed. There's an Advanced Stop Line [ASL] at the junction in London Road to allow cyclists, particularly those turning right, to be visible by being in front of stationary traffic, with a lead in lane in the centre of the carriageway



This is presumably to assist cyclists in the cycle lane over the bridge to move from the nearside to the offside in order to turn right into London Road.



2.1.1b Twickenham Railway Station, from and to the South, cont.

However, unlike the bus lane on the opposite side of the road the photograph indicates low level of compliance with the lane despite the various markings



This is commonly the result of a driver who comes over the brow of the bridge and now has a clear view of the junction with Whitton Road, unless a bus is stopped, sees the nearside lane and undertakes the line of traffic. This prompts following vehicles to do the same.

Recommendation

Enforce the lane with consideration of cameras and engineering solutions.

Leaving the station to go south cyclists have protection from the bus lane towards Aragon Road which we said before has high level of compliance. There are no recorded collisions in this section, largely because there are no junctions.

2.1.1c Twickenham Railway Station, from and to the East

It's important to distinguish between cycling from the east as either the north or south of the railway, the line of which is, in part, the result of the course of the River Crane. On the south there's no access to the station from LCN37 which passes under London Road on Station Road. RCC's 2009 report, referred to in **2.** above details existing problems on Station Road. People who cycle to the station:

- leave the signed route on LCN37 at Amyand Park Road to use Aragon Road and turn right into London Road northbound, using the Advanced Stop Line and then the mandatory cycle lane identified in **2.1.1a** above, or
- leave the route at Station Road to use Railway Approach and turn left into London Road, again using the northbound cycle lane.

2.1.1c Twickenham Railway Station, from and to the East, cont.

Recommendation

Create access to the station from Station Road as part of the re-development.

Cyclists leaving the station to go east on the south side can use the bus lane in the direction of Aragon Road.

The challenges of leaving the station to go east on the north side is described in **2.1.1a** above

2.1.1d From and to the West

As before, there's no access to the station on LCN 37. People who cycle from the west leave the route at Station Road to use Railway Approach and turn left into London Road northbound.

Leaving the station cyclists can use the bus lane south towards the junction with Aragon Road but are required to cross to the offside lane in moving traffic, or use the advanced stop line in stationary traffic, to turn right into Railway Approach.

2.2 Twickenham en route

The variety of routes through Twickenham is clear from the matrix below:

Direction from	Direction to	North	South	East	West
North			1	2	3
South		4		5	6
East		7	8		9
West		10	11	12	

The number is doubled by introducing the railway and the Thames:

Direction from	Direction to	North	South	East	West
North			1	2	3
South		4		5	6
East, north of railway		7	8		9
East, south of railway		10	11		12
East, along Thames		13	14		15
West, north of railway		16	17	18	
West, south of railway		19	20	21	
West, along Thames		22	23	24	

2.2a Twickenham en route, riding from the North

We described access to the railway station from the north in **2.1.1a** and recommended re-modelling the junction of London Road and Whitton Road. We also said cyclists riding into Twickenham past the railway station had the protection of a bus lane towards the junction with Aragon Road, with high level of compliance and no recorded collisions. For people continuing to cycle south in London Road, rather than turning left to go east in Aragon Road, or right to go west in Railway Approach, the photograph shows how little space there is on the carriageway.

2.2a Twickenham en route, riding from the North, cont.



There's an ASL at the light controlled junction with York Street, preceded by an advisory cycle lane, on the right of the green van in the photograph below.



However, the existing layout prompts people who cycle to make the right turn wide, by going to the nearside, to allow following traffic to pass, a potentially dangerous mistake as the road is narrowed by the traffic island and railings



2.2a Twickenham en route, riding from the North cont.

Recommendation

Transform the streetscape along the length of London Road and at the junction with York Street and King Street, to create shared space supported by a 20mph speed limit established at the four points of entry to the town centre.

2.2b Twickenham en route, riding from the South

As described in **2.1.1b** there's a mandatory cycle lane, albeit with low compliance, for people cycling away from the town centre in London Road, starting after the junction with Railway Approach [left in photograph below]



The lane's indicated, not marked, as the preceding junction has two lanes to allow vehicles to turn right into Aragon Road [right in the photograph below]



2.2b Twickenham en route, riding from the South cont.

The photograph also shows an ASL at the junction with an advisory cycle lane as an intended lead-in to it, if you can squeeze past the car. The lane begins after the bus stop just past the pedestrian crossing in the following photograph



The person cycling with the trailer illustrates just how little space there is in London Road, a problem that begins back down the road in King Street on the approach to the junction with London Road and York Street, where there are two lanes for north and east bound traffic respectively. Actually, it begins further back down the road, at the junction of King Street and Cross Deep, the southern gate to the town centre. We said at the beginning we recognise the challenge of managing traffic on the north south route because there's little or no alternative. And this is as true for people who cycle. Consequently LCN75, a route from Kingston to Ealing, runs in Richmond Borough from Hampton Wick to the A316 through Twickenham Town Centre using the busy and space limited Cross Deep, King Street and London Road. And because there's little alternative for people cycling on the north south route and because they're more vulnerable than people who drive and because you can't make more space between buildings on each side of the road at the junction of King Street, London Road and York Street without knocking something down, and nobody is proposing that, the junction has to be re-modelled, transformed to achieve a genuine shared space, not one given over to motor vehicles with people who walk as spectators and people who cycle as unequal opponents.

2.2c Twickenham en route, riding from the East

North of the railway is accessible from St Margaret's using Moor Mead and Cole Park.

Recommendation

Allow cycling on the path through Cole Park and Moor Mead to meet LCN37 in Cole Park Road. This is consistent with two underlying principles of the Spatial Strategy "*Reconnecting the town centre with the riversides along the Thames and the Crane*" and "*Extension of the River Crane Walkway and the network of green spaces*" [3.4.3 p18] and references to Moor Mead in sections 7.2.3.1 and 7.2.41 [p41]

On the south side the purpose of LCN37 is to provide people who are cycling through Twickenham, not to Twickenham, with an alternative to the current high volumes of motor vehicle traffic in Richmond Road, York Street, King Street and Heath Road. We've already described how the route is used when the destination is the railway station while recognising the problems associated with the route. This includes turning right out of Lion Road into Heath Road.

2.2c Twickenham en route, riding from the East cont.

While York Street and Richmond Road is not a route recommended on the [TfL Local Cycling Guides](#) it's well used by people who cycle. There's the protection of a bus lane from Lebanon Park past the Civic Centre which, like the bus lane in London Road has a high level of compliance, but it's lost towards the junction with Aragon Road when two lanes are created to enable traffic to turn right. This junction is the eastern gate to the town.

Recommendation

Re-model the junction, including creation of a 20mph speed limit to support changes to the streetscape to achieve shared space.

For people who continue to cycle in York Street we've already said in **2.2b** that their vulnerability establishes a pressing need to re-model the junction with London Road and transform King Street to the junction with Cross Deep.

Like LCN37 on the north side there's a route to avoid the challenges of the town centre on the south side, following the Thames from Richmond and Twickenham bridges along Riverside, Embankment [which floods periodically] and Wharf Road



To the junction with King Street

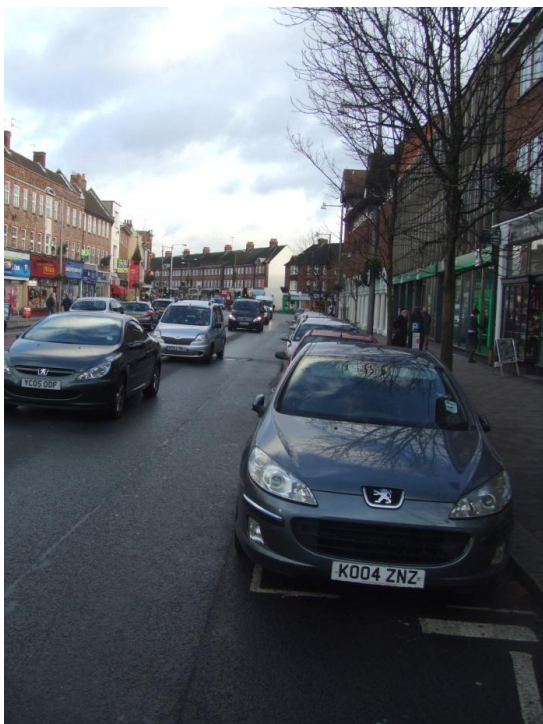


2.2c Twickenham en route, riding from the East cont.

Either to cycle away from Twickenham south in Cross Deep



or to continue west in Heath Road. Here there is no bus lane and the photograph shows how little space there is between the parked cars and the lane of moving traffic, which is restricted from moving further out by a raised carriageway dividing kerb.



2.2c Twickenham en route, riding from the East cont.

Threats to cyclists come from:

1. Driver's door of parked vehicle opening;
2. Vehicles moving right out of the parking bays into the carriageway;
3. Vehicles moving left across the carriageway into a parking bay;
4. Traffic travelling west in Heath Road turning left across the carriageway to enter one of the four left hand junctions [Heath Gardens, Saville Road, Radnor Road and Tennyson Avenue]
5. Traffic crossing the lane by exiting from one of four junctions and either turning left to travel west or right to travel east in Heath Road;
6. Traffic crossing the carriageway from the on-coming, eastbound, carriageway of Heath Road to enter one of the four junctions on the south side;
7. Traffic crossing the lane to enter one of the four junctions on the south side from one of the four junctions on the north side [Lion Road, Laurel Avenue, Grove Avenue and Clifden Road]

Recommendations

Transform the streetscape to create shared use supported by 20 mph speed limit to Twickenham Green, including removal of the central carriageway dividing kerb.

2.2d Twickenham en route, riding from the West

People cycling from the west, north of the railway, can use the A316 Cycle Path or the Crane Valley Route, which currently enters Whitton Road at Court Way, or a combination of the two, using for example Meadway. We've already described access to London Road from the north and the need to re-model the junction.

Recommendation

Create a shared use path on The Crane Valley Route following the river. This is consistent with two of the underlying principles of the Spatial Strategy "*Reconnecting the town centre with the riversides along the Thames and the Crane*" and "*Extension of the River Crane Walkway and the network of green spaces*" [3.4.3 p18]

Again, for people cycling south of the railway, LCN37 is an alternative to traffic east on Heath Road and then either north in London Road or east in York Street. Again we've described how this route is used to access the railway station. People who cycle could also turn right out of Railway Approach to go south on London Road if the current signs were changed to include "Except Cyclists".



2.2d Twickenham en route, riding from the West, cont.

However, people cycling into Twickenham from the west along Heath Road, particularly those who do not use LCN37 because they will ride south in Cross Deep, do have protection from a bus lane up to the junction with Cross Deep. Unlike the mandatory cycle lane in London Road described in **2.1.1b** above, but like the bus lane in **2.1.1a**, the photograph below indicates high level of compliance with the lane, probably due to “At any time” and “Bus lane Cameras” signs.



Threats to cyclists in the bus lane come from:

1. traffic travelling east in Heath Road turning left across the lane to enter one of the six left hand junctions between the railway bridge and Cross Deep [Lion Road, Laurel Avenue, Grove Avenue, Clifden Road, Copthall Gardens and Sherland Road];

2. traffic crossing the lane when exiting from one of these six junctions and either turning left to travel east or right to travel west in Heath Road;
3. traffic crossing the lane to enter one of the six junctions from the on-coming, westbound, carriageway of Heath Road;
4. traffic crossing the lane to enter one of the four junctions on the north side of Heath Road [Lion Road, Laurel Avenue, Grove Avenue and Clifden Road] from one of the four junctions on the south side [Heath Gardens, Saville Road, Radnor Road and Tennyson Avenue];

Note motorcycles are permitted to use bus lanes since 23rd January. [According to LCC](#) during the trial periods prior to the change there was a significant increase in the number of collisions between cyclists and motorcyclists, from 10 in the first trial to 25 in the second. There was also a significant rise in the number of motorcyclists killed in fatal collisions while riding in bus lanes, from 1 in the first trial, to 7 in the second. This dramatic increase in road deaths came in spite of an extra £500,000 spent on motorcyclist education and enforcement.