The Cycling in Kingston Annual Report 2019

capturing residents’ changing behaviours
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The insights shared in The ‘Cycling in Kingston Annual Report 2019’ report are highly encouraging, as the increased take-up of cycling in the Royal Borough of Kingston upon Thames coincides with the completion of key cycleway schemes within the Go Cycle Programme. The release of these research findings demonstrates the impact of the routes that have opened over 2017-2018, and how residents are responding by using these cycleways to move around the borough. The Portsmouth Road scheme alone showed a 59% increase in cycle lane usage throughout the day. Over peak periods the volume of cyclists using this route grew by 104%, compared with the same period measured before the route was built.

Helping some residents get back on their bikes or cycle in the borough for the first time, while helping others overcome reservations about cycling on the public highway, represents a challenge that the Council recognises. Understanding the barriers that stop people from cycling is at the heart of the measures and support the Go programme provides for new and returning cyclists - be it bike parking racks, bike rental docks, or cycle training. The 2019 report shows a gradual shift in attitude as new facilities are installed and the cycling infrastructure improves. The trends show more residents are confident and reassured by the measures being put in place to help them.

Upgrading the cycling infrastructure across Kingston forms part of a wider agenda to encourage residents to embrace modes of travel that have minimal impact on air pollution, while at the same time improving the health of the individual and the wider community. With the investment provided by Transport for London, Kingston continues to improve its roads, routes, and public transport hubs to ease the mobility of residents and visitors, and reimagine the spaces through which road users and pedestrians move, thereby minimising congestion and improving the quality of their journey. Through enhancing the public spaces as part of the ‘Healthy Streets’ initiative championed across London by TfL, safety, shelter, noise, and air quality receive attention as the programme transforms the borough, and re-orientates itself to meet future capacity needs and understandable demands for lower pollution and emission levels.

Over the forthcoming year as the Go Cycle programme continues to build a network of safe cycle routes around Kingston upon Thames, we’ll be continuing to engage directly with Kingston’s residents and using the annual ‘Cycling in Kingston’ survey to evolve the policies and practices that will help us create a clean, efficient, safe, and sustainable travel experience for our borough.

Cllr Hilary Gander, Portfolio Holder for Environment and Sustainable Transport
By 2050 the population of the Royal Borough of Kingston upon Thames is predicted to grow by 30 per cent. That’s 50,000 more people than 2015 who will need to travel around the borough.

To accommodate the projected growth in population, the borough must ease the pressure on its road network by encouraging more sustainable forms of transport and facilitate a shift away from the private car as the most common form of transport.

In 2014, Kingston Council was just one of three local authorities selected to share £100 million worth of funding from the Mayor of London and Transport for London (TfL) under the Mini-Holland Programme.

The aim is to ease the growing pressure on the borough’s transport network by improving cycling facilities and road safety, while at the same time enhancing the borough’s public spaces. The £30 million funding is managed through the borough’s ‘Go Cycle’ programme.

**Go Cycle**

Highlights of the Go Cycle programme include:

- **Kingston train station** – new plaza outside the station with improved access and crossings, including a new cycling hub. This will result in a more attractive entrance into Kingston town.

- **Kingston town centre ring road** – upgrades to make it a more pleasant and safer gateway into Kingston.

- **Queens Promenade** – improved landscaping and planting as part of the scheme to enhance cycling between Kingston and Surbiton along Portsmouth Road.

- **New Malden to Raynes Park** - opening a large strip of private land to create a direct, non-motorised link from New Malden to Raynes Park.

- **Improving key links** connecting Kingston, Surbiton, New Malden, Kingston Vale and Tolworth.
Go Cycle Objectives
1. Substantially increase the amount of cycling in the borough
2. Transform the environment for cycling in the borough
3. Improve the level of satisfaction with cycling infrastructure
4. Provide a high quality, high capacity cycle network of interconnecting routes that form an identifiable core network
5. Encourage more cycling among ‘hard to reach’ groups
6. Improve safety for cyclists
7. Facilitate part-cycled commuter journeys
8. Reduce congestion and smooth the flow of traffic
9. Improve the quality of the public realm
10. Support the vitality and viability of our town, district and local centres.

Complementary Measures
In addition to the Go Cycle programme, the Council’s Sustainable Transport Team undertake a number of initiatives to promote sustainable transport in the borough. This includes:
- Sustainable travel information
- Free cycle training
- Bike maintenance courses
- Go Cycle events
- Free Dr Bike checks
- Free bike loan scheme
- Brompton Dock at Surbiton
- Increased bike parking
- School and workplace travel planning.

Information on these and other initiatives described in this report can be found on the Council’s website.

About this report
This report forms a key part of the ongoing monitoring between the Council and Transport for London (TfL) as part of the Go Cycle programme.

The aim is to summarise and provide a cycling snapshot in Kingston for borough officers, stakeholders and the public.

This first report outlines baseline findings (for 2015-16) and findings from follow up surveys.

The report focuses on the Go Cycle objectives to evidence how the programme is meeting the aims. This is achieved by outlining the measures of success, a summary of the borough’s progress and an outline of what the borough is doing to achieve the objective.

The information has been presented over the following time periods:
- 2014/15 – pre-Go Cycle
- 2015/16 – Year 1 – baseline year
- 2016/17 – Year 2
- 2017/18 – Year 3

It is planned to update the report annually.
Why do people currently cycle?

- The top four reasons that people cycle is because it is healthy (67%), enjoyable (63%), saves time and saves money (50%).
- About one in three respondents started cycling when they moved house, job or school. This demonstrates the opportunity for affecting travel behaviour at times of significant life change.

What is the Council doing to support cycling?

As a healthy option
- Through the Healthy Streets approach, TfL and the Council recognise the health consequences of inactivity. Cycling is an essential ingredient for a healthy street environment. The remainder of this report outlines how the Healthy Streets Approach has been applied to improve the cycle network in Kingston.

As an enjoyable mode of transport
- The Go Cycle schemes aim to make cycling more enjoyable by providing high-quality infrastructure.
- The Council has signed up to the Love to Ride platform to encourage residents and businesses to cycle more, more often through seasonal cycle challenges.

To save time and money
- The Go Cycle schemes will provide direct and high-quality cycling routes for all capabilities and types of cyclists. This will save bike riders time and money, in particular when compared to travelling by private motor vehicle.
- The Council offers a number of initiatives to help locals save time and money. This includes a free bike and electric cargo trike loan scheme, free bike checks (Dr. Bike), bike marking and low-cost bike maintenance courses.

Behaviour change
- To support ongoing sustainable travel behaviour change, the Council offers both school and workplace travel planning. There are also a range of sustainable travel information resources available to the public.
- The Council is currently piloting a new Workplace Travel Scorecard which is an initiative to help workplaces assess their travel practices, identify areas for improvement and implement changes.
Why do people choose to not cycle?

- The top two reasons people choose to not cycle is fear of being in a collision (49%) and too much traffic (44%). Both of these barriers have seen improvement from the baseline year of 2015-16.
- Other barriers related to cycling infrastructure provision have also seen an improvement, with poor infrastructure for cycling in London decreasing from 21% in 2015-16 to 9% in 2016-17, and poor infrastructure for cycling in my local area decreasing from 15% to 8% in over the same time period.

What is the Council doing to reduce the key barriers?

Fear of being in a collision

- As statistics will show further in this report, Kingston is a relatively safe borough to cycle in.
- While continuing to improve overall road safety, the Council also needs to work on promoting cycling as a safe activity and reduce the fear of collision. One way to do so, is to increase the confidence of cyclists, which is done through cycle training programmes branded as Cycle Skills and Bikeability.

Too much traffic

- The Go Cycle schemes are being designed to have cyclists separated from general motor traffic where required. This is done in consideration of the London Cycle Design Standards (2016) document which was published by TfL.
- The Council currently provides cycle network mapping across the borough. This mapping, in addition to TfL maps, provides suggested traffic free and low stress routes for cyclists to help riders avoid traffic.
Objective 1 – Substantially increase the amount of cycling in the borough

Measures of success

Double the level of cycling between 2015/16 and 2018/19
• This can be measured by the growth in the number of cyclists along Go Cycle routes as they are developed.

400% increase in cycling from 2015/16 to 2025/26
• This can be measured by the percentage change in cycle counts across the borough, and in particular along the Go Cycle routes.

One in 10 trips to be made by bike in the longer term
• This can be measured by the three-year average mode shares for the borough.

How are we doing?

Double the level of cycling between 2015/16 and 2018/19
• Before and after construction cycle count analysis has been done for Portsmouth Road. This was done six months before and after construction.
• The counts show a 59% increase across the day (7am-7pm), a 76% to 104% increase in the peak hour (8am-9am) and a 39% to 50% increase on Saturdays across the three count locations.

400% increase in cycling from 2015/16 to 2025/26
• This metric will be measured in future years once more Go Cycle routes have been completed.

One in 10 trips to be made by bike in the longer term
• At the moment, about 4% of all trips are made by bike. This has been consistent over the last three years. However, as more Go Cycle schemes are implemented, there should be a shift over time to help achieve the 10% mode share.
What can we look forward to?

To further support a substantial increase in the amount of cycling in the borough, the Council is doing the following:

- The council has just started a year long partnership with Love to Ride, who will run seasonal cycle challenges to encourage residents and businesses to cycle more, more often.
- Offering a number of Go Cycle events across the borough to promote cycling initiatives and sustainable travel more generally.
- Offering a number of initiatives to help locals save time and money. This includes a free bike and electric cargo trike loan scheme, free bike checks (Dr. Bike) and bike marking and low-cost bike maintenance courses.

Mode share (main mode - all trips)

<table>
<thead>
<tr>
<th></th>
<th>Rail</th>
<th>Bus / tram</th>
<th>Car / motorcycle</th>
<th>Cycle</th>
<th>Walk</th>
</tr>
</thead>
<tbody>
<tr>
<td>14/15 to 16/17</td>
<td>8%</td>
<td>12%</td>
<td>42%</td>
<td>4%</td>
<td>33%</td>
</tr>
<tr>
<td>13/14 to 15/16</td>
<td>8%</td>
<td>12%</td>
<td>44%</td>
<td>4%</td>
<td>32%</td>
</tr>
<tr>
<td>12/13 to 14/15</td>
<td>7%</td>
<td>13%</td>
<td>44%</td>
<td>4%</td>
<td>31%</td>
</tr>
</tbody>
</table>

Objective 2 – Transform the environment for cycling in the borough

Measures of success

Healthy Streets Survey
• This can be measured through the before and after tracker surveys as schemes are completed.

Bike parking facilities
• This can be measured through the year-on-year installation of bike racks, bike hangars and other interventions to support the environment for cycling in the borough.

How are we doing?

Healthy Streets Survey
• Baseline interviews were undertaken in 2015-16 with 474 participants. Survey locations included Wood Street, Portsmouth Road, Fountain roundabout in New Malden, and Wheatfield Way. The combined results provide a baseline snapshot of the borough (pre-Go Cycle intervention).
• Consistent with the ‘Healthy Streets’ approach, cycling should be considered as one part of the overall streetscape. However a number of the Healthy Streets questions relate to the cycling environment, including not being intimidated by traffic (58%), able to easily to cross (61%), enjoyable (56%), not noisy (32%), with clean air (53%) and attractiveness (56%).
• Follow up tracker surveys have been done for Portsmouth Road, providing a snapshot of users experience before and after construction. The results show that users feel less intimidated by traffic (72% from 60%), find it easier to cross (78% from 67%), more enjoyable (81% from 66%), not noisy (57% from 29%), with clean air (69% from 58%) and attractive (84% from 72%).

Bike parking facilities
• Surveys carried out in 2017/18 show that Kingston Borough has 357 sites where public cycle parking is provided. We have also installed 51 bike hangars for residents to use. Each bike hangar securely stores six bikes.
• In 2016-17 a Brompton Dock was made available at Surbiton station, giving residents, commuters and visitors 24/7 access to automated folding bike hire. The dock contains 16 folding bikes.
What can we look forward to?

The Council is currently investigating the feasibility of:

- Providing additional Brompton Docks or another folding hire scheme in the borough.
- Providing secure bike hubs at key trip generators such as town centres and transport interchanges. The feasibility study aims to identify the most appropriate type of facility based on the demand, available space and predicted usage patterns. This will complement the bike hub that is committed at Kingston station.
- Working with dockless bike operators to allow their bikes into the borough. As part of this work, the Council will also look into the opportunity for electric bikes.

**Healthy Streets Survey (Portsmouth Road)**

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Pre-intervention</th>
<th>Post-intervention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pavements</td>
<td>58%</td>
<td>82%</td>
</tr>
<tr>
<td>Green spaces</td>
<td>77%</td>
<td>85%</td>
</tr>
<tr>
<td>Clean and free from litter</td>
<td>71%</td>
<td>82%</td>
</tr>
<tr>
<td>Not intimated by traffic</td>
<td>60%</td>
<td>72%</td>
</tr>
<tr>
<td>Safe from crime</td>
<td>80%</td>
<td>83%</td>
</tr>
<tr>
<td>Shade and shelter</td>
<td>46%</td>
<td>85%</td>
</tr>
<tr>
<td>Places to stop and rest</td>
<td>58%</td>
<td>67%</td>
</tr>
<tr>
<td>Easy to cross</td>
<td>67%</td>
<td>78%</td>
</tr>
<tr>
<td>Enjoyable</td>
<td>66%</td>
<td>81%</td>
</tr>
<tr>
<td>Not noisy</td>
<td>57%</td>
<td>69%</td>
</tr>
<tr>
<td>Clean air</td>
<td>58%</td>
<td>69%</td>
</tr>
<tr>
<td>Attractive</td>
<td>66%</td>
<td>82%</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>72%</td>
<td>84%</td>
</tr>
</tbody>
</table>

Source: Healthy Streets Survey (2017, TfL), Pre-intervention 106 respondents, post-intervention 116 respondents
Objective 3 – Improve the level of satisfaction with cycling infrastructure

Measures of success

Satisfaction with cycling infrastructure
- The Cyclist Intercept Surveys which are undertaken by TfL ask existing cyclists their level of satisfaction with a number of cycling infrastructure indicators.

How are we doing?

Satisfaction with cycling infrastructure
- The baseline survey shows that existing cyclists in the borough are most satisfied with the reliability of the cycle journey (of which 87%) and the time it took to make the journey by cycle (90%).
- The main opportunities for improvement include the quality of the road surface (48% are dissatisfied or very dissatisfied) and space for cyclists (42% dissatisfied or very dissatisfied).
- Other areas for improvement include wayfinding, managing traffic volumes and the ease of navigating junctions.

What can we look forward to?
- The Go Cycle schemes aim to address the quality of the road surface and to provide more space for cyclists. As part of the schemes wayfinding, managing traffic volumes (where not separated from general motor traffic) and ease of navigating junctions are all addressed. This is demonstrated on completed schemes such as Portsmouth Road and in and around Surbiton.

Source: Cyclist Intercept Surveys (TfL, 2015), 575 responses
**Objective 4 – Provide a high quality, high capacity cycle network of interconnecting routes that form an identifiable core network**

**Measures of success**
- Delivery of a core network of high-quality, high-capacity and interconnected routes

**How are we doing?**
**Delivery of a core network of high-quality, high-capacity and interconnected routes**
- To date, the Council has successfully delivered the Portsmouth Road scheme, the Surbiton to Kingston scheme, and the Kingston High Street scheme.
- The Kingston to Kingston Vale, Kingston Station, New Malden to Raynes Park, Wheatfield Way, and Kingston to Tolworth (Penryhn Road phase) schemes are under construction.
- The remaining schemes are still in various stages of design and approval.

**What can we look forward to?**
- Delivery of the Go Cycle schemes
- To complement the Go Cycle schemes, the Council is doing work on the remaining elements of the core network including Richmond Road, Coombe Lane West and Brighton Road / Hook Road.
- The Council has developed a draft cycle network plan which will be an input to the Third Local Implementation Plan (LIP3). This is currently being drafted. LIP3 will require community consultation and it is at this point that the community can comment on the cycling aspects of the plan.
Objective 5 – Encourage more cycling among ‘hard to reach’ groups

Measures of success

- Changes to the cycling demographics to reflect that of the borough
- 300 adults trained through Cycle Skills and 1,400 children through Bikeability
- 50 free bike loans per year
- 100 Go Cycle events and 500 free bike checks

How are we doing?

**Changes to the typical cyclist to reflect the borough’s demographics**

- Based on the Cyclist Intercept Surveys, bike riders are predominantly male (61%), white (89%) and working (78%). These cyclists are also cycling more than they did a year ago (37%) or riding about the same amount (54%).

**300 adults trained through Cycle Skills and 1,400 children through Bikeability**

- In 2017/18 the Council trained 415 adults and 2,362 children, compared to 348 adults and 1,323 children in 2016/17.

**50 free bike loans per year**

- In 2017/18 the Council administered 44 free bike loans, compared to 102 loans in 2016/17.
- The reason for the lower number of free bike loans in 2017/18 was due to limited funding made available in that financial year.

**100 Go Cycle events and 500 free bike checks**

- In 2017/18 the Council held 68 Go Cycle events and checked 577 bikes, compared to 97 events and 1,010 free bike checks in 2016/17.
- The reason for the lower number of events and free bikes checked in 2017/18 was due to limited funding made available in that financial year.
What can we look forward to?

- The Council continues to offer Bikeability, Cycle Skills training and free bike loans for people who live, work or study in the borough.
- A new approach has been developed for the Go Cycle events to support cycling and sustainable travel in general. Each month is focussed on a different theme. For example, in:
  - June the Council promoted electric bikes and vehicles
  - July focussed on cycling to support Ride London, and
  - August the Council promoted walking.
- The electric cargo trikes have been incorporated into the free bike loan scheme for residents and businesses to try out.
- The Council has signed up to Love to Ride. This service allows users to track their cycling journeys, competing against their peers to record the most miles and entering draws to win prizes. The ‘Cycle September’ challenge resulted in 112 participants from 11 organisations in the borough. A second campaign, Winter Wheelers, encouraged cyclists to keep riding in December when the weather was colder.
- To support ongoing sustainable travel behaviour change, the Council offers both school and workplace travel planning. There are also a range of sustainable travel information resources available to the public.
- The Council is currently piloting a new Workplace Travel Scorecard which is an initiative to help workplaces assess their travel practices, identify areas for improvement and implement changes.
Objective 6 – Improve safety for cyclists

Measures of success

- The number of collisions involving cyclists across the borough
- The perception of cycle safety among riders and would-be riders

How are we doing?

The number of collisions involving cyclists across the borough

- The number of reported collisions has decreased from 2014/15.
- In 2016, there were 14 serious injuries and 61 slight injuries, which is a slight increase from the six serious injuries and 56 slight injuries in 2015/16.
- In 2017, there were 16 serious injuries and 144 slight injuries.
- This suggests that the borough is a relatively safe place to cycle, especially considering that on average about 13,300 bike trips are made each day.

The perception of cycle safety among riders and would-be riders

- While continuing to improve overall road safety, the Council also needs to work on promoting cycling as a safe activity and improve the perception of bike safety.
- The fear of being in a collision is the biggest reason people choose not to cycle. The most recent Attitudes to Cycling survey shows that while improving, this is still a barrier for one in two people. The segregated cycle routes that are part of the Go Cycle programme should contribute to people feeling safer and less worried about a collision.
- Even among cyclists, 22% said that they only felt safe for some of the journey, as outlined in the Cyclist Intercept Surveys.

What can we look forward to?

- One way to do improve the perception of safety is to increase the confidence of cyclists, which is done through cycle training programmes such as Cycle Skills and Bikeability. The Council and TfL continue to support cycle training for new and would-be cyclists.
- The Council will consult on 20mph on all residential roads across the borough, to make the streets safe for everyone.
- The Go Cycle schemes are being designed to have cyclists separated from general motor traffic where required. This is done in consideration of the London Cycle Design (2016) Standards document which was published by TfL.
Objective 7 – Facilitate part-cycled commuter journeys

Measures of success

- Brompton Docks
- Bike hubs at stations

How are we doing?

Brompton Docks

- In 2016-17 a Brompton Dock was made available at Surbiton station, giving residents, commuters and visitors 24/7 access to automated folding bike hire. The dock contains 16 folding bikes.

Bike hubs at stations

- A bike hub is planned as part of the Kingston station scheme.

What can we look forward to?

- The Go Cycle programme is designed to encourage people who live, work and study in the borough to cycle when possible. However, because of constraints on distance, time or fitness, some people may not be capable of a whole journey by bicycle.
- The Council is currently investigating the feasibility of:
  - Providing additional Brompton Docks or another folding hire scheme in the borough.
  - Providing secure bike hubs at popular destinations such as town centres and transport interchanges. The feasibility study aims to identify the most appropriate type of facility based on the demand, available spaces and predicted usage patterns. This will complement the bike hub that is planned for Kingston station.
  - Working with TfL to produce a London-wide policy that will allow dockless bike companies to operate their bikes into the borough. As part of this work, the Council will also look into the opportunity for electric bikes

Bike hubs

As part of the Go Cycle programme, the Council are investigating opportunities to provide bike hubs across the borough. This will complement the proposed hub at Kingston station.

Bike hubs will include secure long-stay bike parking. The hubs could also include amenities such as:
- Bike repair services
- Bike loan services, and
- A food and beverage offering.

Brompton Docks

In August 2016, a Brompton bike hire dock was made available at Surbiton station, giving residents, commuters and visitors 24/7 access to automated folding bike hire.

The Surbiton Brompton dock contains 16 folding bikes which can be used to complement the various Go Cycle developments across the borough. The bikes can be hired for as little as £3.50 per day, and offer a flexible option for travellers as they are portable on other forms of transport, such as trains, buses and cars.

As the docks are part of a national Brompton network, a bike could be hired in Surbiton and returned to any other dock in the UK. The nearest Brompton docks are in Turnham Green, Ealing, Croydon, Peckham Rye and Woking, all of which are within a roughly 10 mile radius of Surbiton.

By installing the Brompton dock in Surbiton, a link has been created between major commuter routes from both inside and outside of London.

In 2017/18 the dock had 148 members and 2,006 hire days, while in 2016/17 the number was 131 members and 1,446 hire days.

Bike parking at stations

The Council is currently working with South Western Railway to identify opportunities to improve bike parking at stations in the borough.

This may include additional short-term bike parking, secure bike parking and facilities to make minor bike repairs.
Objective 8 – Reduce congestion and smooth the flow of traffic

Measures of success
• Reducing congestion by encouraging more trips to be made by bike

How are we doing?
• By encouraging cycling and improving infrastructure for bike riders, the Council aims to reduce congestion across the borough. Cycling has the potential to reduce the number of cars on the road, freeing up limited capacity for buses and deliveries. Bikes also make more efficient use of road space, taking up only one fifth the amount of road space as a car.
• The Analysis of Cycling Potential document from 2010, suggests that in Kingston about 25% of motorised trips (97,100 trips in 2005/8) were cyclable.
• The Borough Local Implementation Plan (LIP) Performance Indicators includes mode share for all Greater London boroughs, based on the London Travel Demand Survey. The data is reported on a rolling three year average to increase the sample size in order to give robust results. For the year 2014/15 to 2016/17, TfL estimated that over 15,000 trips were made per day by bike in Kingston. This is based on a 4% mode share with 379,000 daily trips (all modes).

What can we look forward to?
• The Go Cycle schemes are being designed to have cyclists separated from general motor traffic where required. This is done in consideration of the London Cycle Design (2016) Standards document which was published by TfL. These schemes have the potential to reduce congestion and smooth the flow of both for bike riders and general motor traffic.
• To support ongoing sustainable travel behaviour change, the Council offers both school and workplace travel planning. There are also a range of sustainable travel information resources available to the public.
• The Council has partnered with Love to Ride, who organise seasonal cycle challenges to encourage residents and businesses to cycle more, more often.
• The Council offers a number of initiatives to help locals save time and money. This includes a free bike and electric cargo trike loan scheme, free bike checks (Dr. Bike) and bike marking and low-cost bike maintenance courses.

Analysis of Cycling Potential
In December 2010, TfL released their Analysis of Cycling Potential report. This aimed to understand the potential for growth in cycle travel.

The analysis estimated that in Kingston about 25% of motorised trips (97,100 trips in 2005/8) were cyclable.
Objective 9 – Improve the quality of the public realm

Measures of success

Healthy Streets Survey

- This can be measured through the before and after surveys as schemes are completed.

How are we doing?

Healthy Streets Survey

Kingston pre-intervention

- Baseline interviews were undertaken in 2015-16 with 474 participants.
- Overall satisfaction in the borough was 68%, with the best performing indicators related to safety (72%), cleanliness (62%), quality of the pavements (61%) and ease of crossing (61%).
- Key indicators which can be improved on include the level of noise (32%), shade and shelter (38%) and places to stop and rest (47%).

Portsmouth Road before and after construction

- Follow up tracker surveys have been done for Portsmouth Road, providing a snapshot of users experience before and after construction.
- Overall satisfaction with the street was 82% (up from 72%). The best performing indicators related to green spaces (85%), safe from crime (83%), pavements (82%) and attractiveness (82%). All the indicators have seen an increase in their performance, with the exception of safe from crime (which was one of the best performing indicators).
- The key opportunities for further improvement include shade and shelter (46%) and not noisy (57%). However, both these indicators have seen a marked improvement from the baseline survey.
What can we look forward to?

- The Go Cycle schemes aim to relieve the pressure of a growing population on the borough’s transport network by improving cycling facilities and road safety, while at the same time enhancing Kingston’s public spaces. One example of this is the completed Portsmouth Road scheme, while the Kingston station plaza will provide an improved urban realm better connecting the station to the town centre.
- The Council is looking into opportunities to improve public realm. One option is parklets which generally involve the temporary reallocation of carriageway space from short stay parking to provide more space and amenities for people using the street.

Portsmouth Road case study

The Portsmouth Road section of the Go Cycle scheme involves improvements to the road linking Surbiton and Kingston.

The new changes include:
- A two-way cycle lane, segregated from motorised traffic
- Transformation of the Queen’s Promenade with landscaping, terraces, seating and stone paving
- Revitalised Palace Road river front
- Improved and increased pedestrian road crossings to access to the river front.

The initial cycle lane opened for use in November 2016, with all works complete in January 2017.

Parklets

The Council is investigating the opportunity to provide parklets in a number of locations across the borough.

Parklets generally involve the temporary reallocation of carriageway space from short stay parking to provide more space and amenities for people using the street.

Enhancements could include additional seating areas, cycle parking and green areas to enhance the quality of the public realm.

Based on demand and community feedback, the Parklet could be redesigned as a more permanent installation.
Objective 10 – Support the vitality and viability of our town, district and local centres

Measures of success

- Cycle routes which provide connectivity between the key centres in the borough

How are we doing?

Cycle routes which provide connectivity between the key centres in the borough

- To date, the Council has successfully delivered the Portsmouth Road scheme, the Surbiton to Kingston scheme, and the Kingston High Street scheme.
- The Kingston to Kingston Vale, Kingston Station, New Malden to Raynes Park, Wheatfield Way, and Kingston to Tolworth (Penryhn Road phase) schemes are under construction.
- The remaining schemes are still in various stages of design and approval.

What can we look forward to?

- This report has summarised the measures of success to judge the Go Cycle programme against the objectives. It also provides a summary of how the Council is doing and identifies any other work that the Council is undertaking to deliver a cycling network for the borough consistent with the ‘Healthy Streets’ approach.

Borough-wide interventions (including local centres)

- A connected network of schemes across the borough to improve cycling infrastructure and public realm enhancements through the Go Cycle programme.
- Improved mid-and end-of-trip facilities such as bike hubs, bike parking spaces, bike hangers and Brompton docks.
- An extensive programme of roadshows, training and education to encourage behaviour change.
- Monitoring and data capture to measure cycling in the borough (in partnership with TfL).

Kingston town centre

- Several schemes providing access to areas across the borough
- Potential bike hub at station
- Potential Brompton dock
- Potential improved bike parking across the town centre
- Potential to loan the Council cargo bikes to businesses for use in KT1.

Surbiton district centre

- Installed Brompton dock at Surbiton station
- Schemes with connections north to Kingston town centre and south to Tolworth
- Potential bike hub at station
- Potential improved bike parking across the district centre.

New Malden district centre

- Schemes with connections west to Kingston town centre and east to Raynes Park
- Potential improved bike parking across the district centre.

Tolworth district centre

- Schemes with connections north to Kingston and Surbiton
- Potential improved bike parking across the district centre.
Appendix A – Data sources

Data used in this report has been gathered from a number of both TfL and the Council sources.

Attitudes to Cycling Survey
This survey samples over 2,000 Londoners twice a year to better understand both cyclists and non-cyclists attitudes towards cycling.

Initial data was captured for Kingston in 2014/15:
- Autumn 2014 (103 interviews)
- Spring 2015 (102 interviews)

Follow up surveys undertaken in 2015/16 were as follows:
- Autumn 2015 (103 interviews)
- Spring 2016 (109 interviews).

This survey is to be superseded by the new ‘Customer Pulse’ survey currently being piloted.

Borough Local Implementation Plan (LIP) Performance Indicators
These form part of an appendix to TfL’s annual Travel in London reports and includes mode share for all Greater London boroughs, based on the London Travel Demand Survey.

The data is reported on a rolling three year average to increase the sample size in order to give robust results.

The most recent report has information from 2014/15 to 2016/17.

Cycle Counts
Both the Council and TfL undertake cycle counts across the borough (including the Town Centre Cordon Counts discussed further in this report).

This information is used to better understand the key cycling links in Kingston.

The Council has permanent cycle counters across the borough, while TfL has undertaken volumetric cycle counts for:
- 2015/16 – Spring 2015
- 2016/17 – Spring 2016
- 2017/18 – Spring 2017
Cyclist Intercept Surveys
Undertaken in summer 2015, 575 cyclists stopped along six routes within the Council were recruited to complete an online questionnaire, providing detailed and valuable data regarding cycling in the borough.

This survey is undertaken every two years.

Healthy Streets Survey
Healthy Streets aim to prioritise walking, cycling and public transport in London.

The on-street survey aims to monitor and assess the ‘liveability’ of London’s streets.

474 baseline interviews were undertaken between Sep-Nov 2015 in the Council.

Survey locations included Wood Street, Portsmouth Road, Fountain roundabout in New Malden and Wheatfield Way.

Follow up surveys have been undertaken for Portsmouth Road, while surveys for other locations are planned once schemes are complete and embedded.

London Travel Demand Survey (LTDS)
The London Travel Demand Survey (LTDS) is a continuous household survey covering all London boroughs and the City of London.

This information feeds into the Borough Local Implementation Plan (LIP) Performance Indicators.

Road Safety Data (STATS19)
The Road Safety Data collects personal injury collisions on public roads that are reported to the police, and subsequently recorded.

It gives details of date, time and location; a summary of all reported vehicles and pedestrians involved in road collisions; and the total number of casualties by severity.

Data about collisions with no human casualties, or on private roads and car parks are not included.

Town Centre Cordon Counts
Cordon counts of the Kingston town centre were undertaken between 6am and 10pm over four days in September and October 2015.

These recorded the total number of vehicles and pedestrians entering and leaving the town centre. The counts will be repeated once the new infrastructure is complete.
To find out more about cycling in Kingston and what sustainable new transport options are available to help you walk, ride, and move about the borough, go to www.kingston.gov.uk/go

For general enquiries on Go Cycle or any related issues on travel, air quality and health contact our Customer Contact Centre: 020 8547 5002