

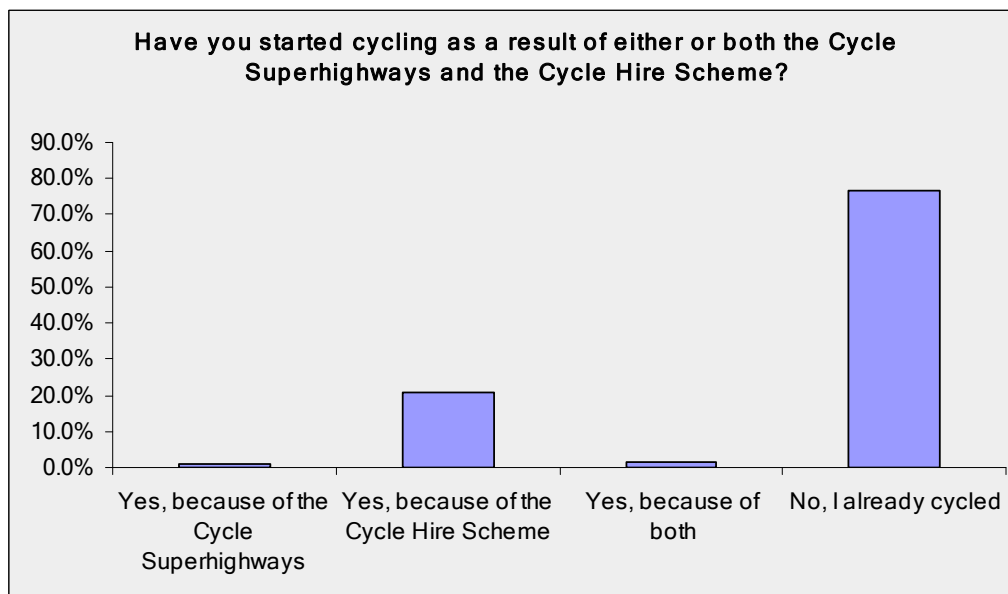
Summary of results from the Transport Committee's on-line survey of users of the Barclays Cycle superhighways and Cycle Hire Scheme, 1 November 2010

Details of the respondents:

- 1,297 people completed the survey.
- 76% of the respondents were male.
- Almost half (42%) were 30-39 years old.
- 84% owned their own bike.
- 54% (701) had used the cycle superhighways.
- 63% (762) had registered for the cycle hire scheme.

1) Impact of the cycle superhighways and cycle hire scheme on cycling

Have you started cycling as a result of either or both the Cycle Superhighways and the Cycle Hire Scheme?		
Answer Options	Response Percent	Response Count
Yes, because of the Cycle Superhighways	0.9%	11
Yes, because of the Cycle Hire Scheme	21.0%	269
Yes, because of both	1.6%	20
No, I already cycled	76.6%	984
<i>answered question</i>		1284
<i>skipped question</i>		13

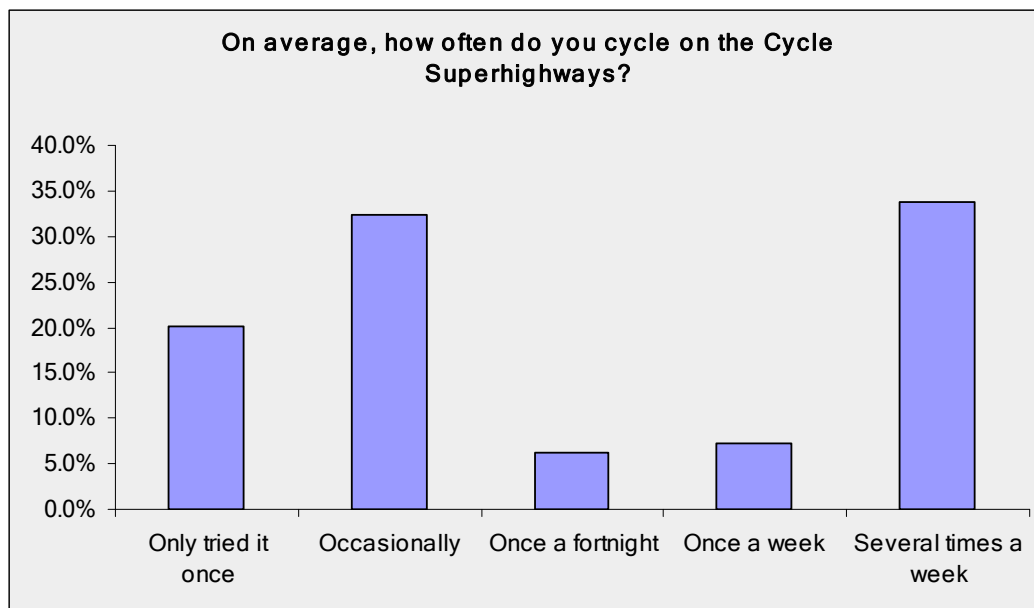


If you were already cycling before the schemes were introduced, when did you start?		
Answer Options	Response Percent	Response Count
6 months ago	4.8%	49
1 year	5.8%	59
Longer	89.4%	911
<i>answered question</i>		1019
<i>skipped question</i>		278

2) Cycle superhighways

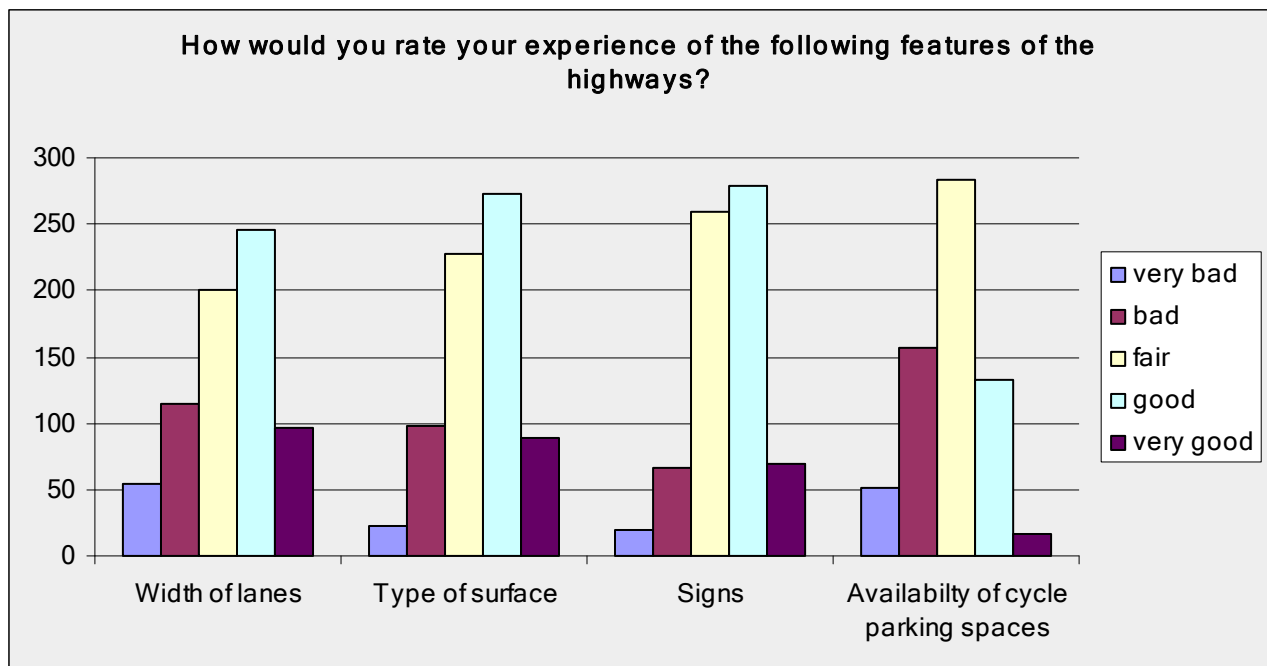
Answer Options	Response Percent	Response Count
Superhighway 3, Barking to Tower Gateway via the A13	24.3%	170
Superhighway 7, Merton to the City via A24-A3	60.6%	425
Both	15.1%	106
<i>answered question</i>		701
<i>skipped question</i>		596

On average, how often do you cycle on the Cycle Superhighways?		
Answer Options	Response Percent	Response Count
Only tried it once	20.2%	143
Occasionally	32.4%	230
Once a fortnight	6.3%	45
Once a week	7.3%	52
Several times a week	33.7%	239
<i>answered question</i>		709
<i>skipped question</i>		588



How would you rate your experience of the following features of the highways?

Answer Options	very good	good	fair	bad	very bad	Response Count
Width of lanes	96	245	200	115	55	704
Type of surface	89	273	227	98	23	703
Signs	70	279	259	67	19	692
Availability of cycle parking spaces	17	132	283	157	52	634
<i>answered question</i>						706
<i>skipped question</i>						591



Do you feel that the Cycle Superhighways are respected by other road users?

Answer Options	Response Percent	Response Count
Yes	34.5%	243
No	65.5%	461
<i>answered question</i>		704
<i>skipped question</i>		593

Do you feel safer cycling on a Cycle Superhighway than on an alternative route?

Answer Options	Response Percent	Response Count
Yes	40.8%	290
No	59.2%	421
<i>answered question</i>		711
<i>skipped question</i>		586

Some comments from respondents on the cycle superhighways

Positive comments:

The great thing about the superhighway is that it's wider than most existing cycle lanes in London. I think all the old cycle lanes should be updated to the same width

The blue covering has helped stop pedestrians walking on cycle paths, this is a good thing.

I think these new lanes will be a great addition to the infrastructure of cycling in London, especially when there are more of them and they are of great help to those with less confidence and/or speed. I think the respect by other road users will increase as the number of lanes increases

They are good for wayfinding

Comments on features of the superhighways and suggestions for improvements:

They work better if you can link them with non-cycle highways

I do not like the on road markings around bus stops as these are confusing

Lanes leave little space for cars and so lanes are not respected

There are sections on Merton -City which are very often occupied by parked cars. We then need to dodge them by venturing to the centre of the roads. It's not great. Cars shouldn't be allowed to park on cycle lanes, unless you can define an 'extension' area like you do with bus stops.

The superhighways are not wide enough, stop abruptly at junctions and are extremely badly positioned on the roads.

I found the experience rather scary being sent from one side of the road to the other. I will not be doing it again.

The white lines are very slippery.

The majority of the CS7 is painted with overbanding paint, ie has a glossy finish. This is lethal in the wet as water sits on top of it rather than draining away - just ask any motorcycle instructor. The only bits painted with proper road surfacing are the 20m before each traffic lights, proving that you knew that's the only surface you can brake effectively on. As such the CS7 is actually less safe than the remaining road, so I cycle alongside the CS lane, not in it.

CS3 is very badly designed on narrow street, cars don't give right of way to highway stopline and stop where they usually would when turning onto a road. Had a few near missed, seen a few near misses and one bad accident because of this. For this reason i don't use it.

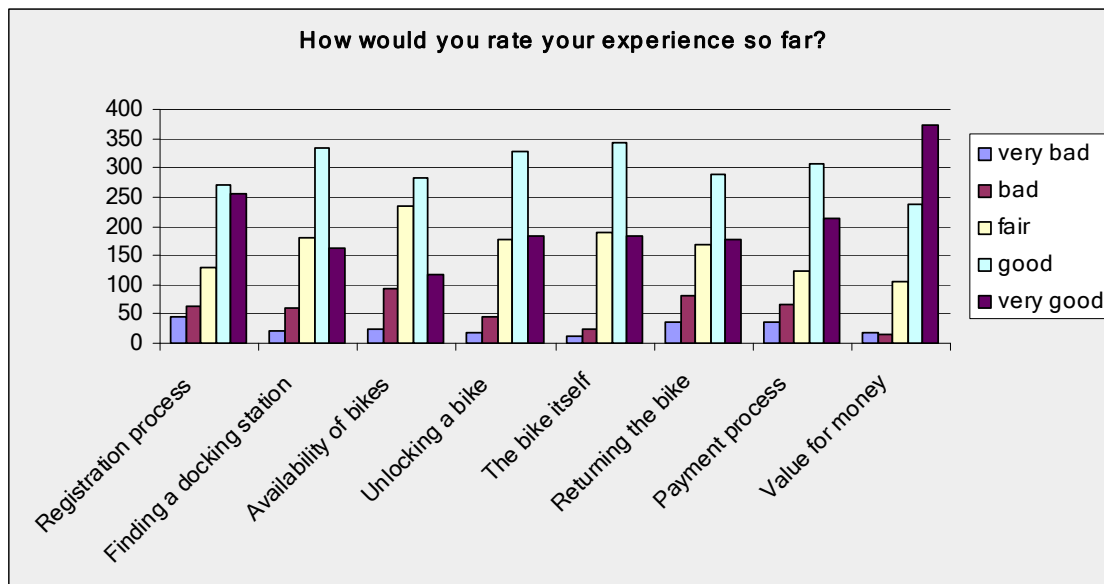
Non-continuous, often ends leaving inexperienced cyclists in heavy traffic and not sure where to go (Stockwell roundabout is a good example of this). Parking spaces in the highway do not help.

Just when you need them (at major junctions, roundabouts and so on) they vanish. A novice cyclist, persuaded to venture out by the superhighways, is left high and dry, just when they need most help.

3) Cycle Hire Scheme

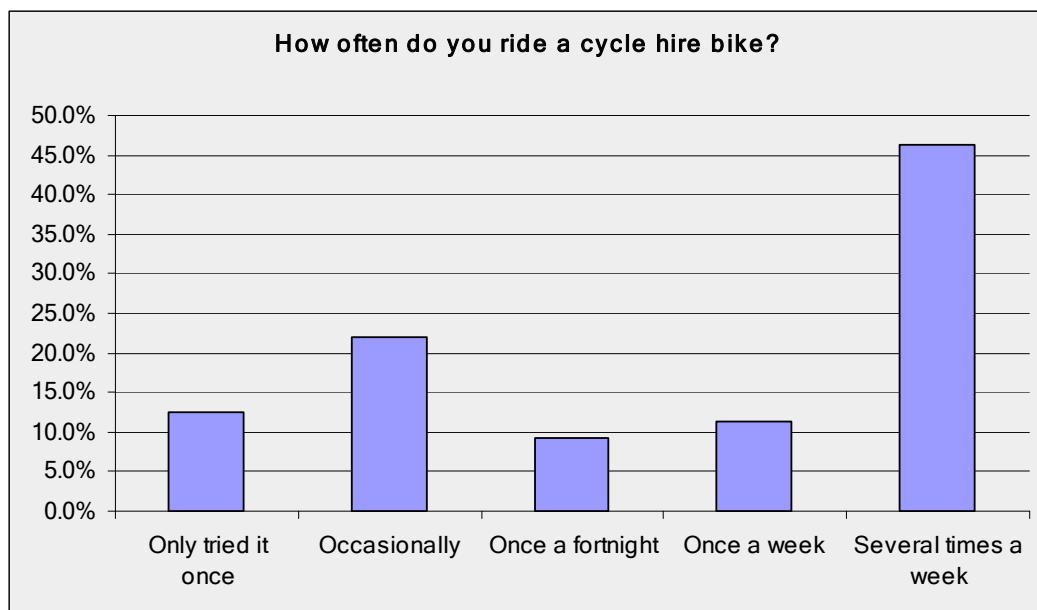
How would you rate your experience so far?

Answer Options	very good	good	fair	bad	very bad	Response Count
Registration process	257	272	130	64	44	767
Finding a docking station	161	334	181	60	20	756
Availability of bikes	116	283	235	93	25	752
Unlocking a bike	182	329	177	44	17	749
The bike itself	184	342	190	23	11	750
Returning the bike	177	288	167	80	36	748
Payment process	215	307	123	65	37	747
Value for money	373	239	105	16	19	752
<i>answered question</i>						768
<i>skipped question</i>						529



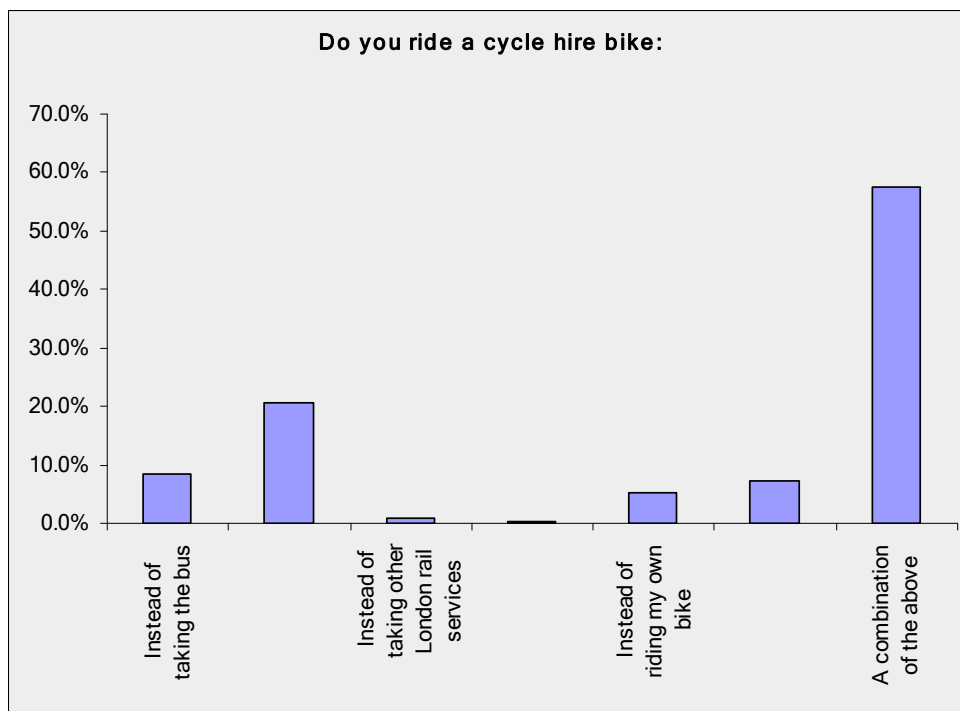
How often do you ride a cycle hire bike?

Answer Options	Response Percent	Response Count
Only tried it once	12.4%	93
Occasionally	22.1%	166
Once a fortnight	9.3%	70
Once a week	11.3%	85
Several times a week	46.4%	348
<i>answered question</i>		750
<i>skipped question</i>		547



Do you ride a cycle hire bike:

Answer Options	Response Percent	Response Count
Instead of taking the bus	8.4%	61
Instead of taking the Tube	20.5%	149
Instead of taking other London rail services	1.0%	7
Instead of taking my car/motorcycle	0.4%	3
Instead of riding my own bike	5.1%	37
Instead of walking	7.2%	52
A combination of the above	57.4%	417
If other or a combination of the above, please specify		404
<i>answered question</i>		726
<i>skipped question</i>		571



What is your average hire time?

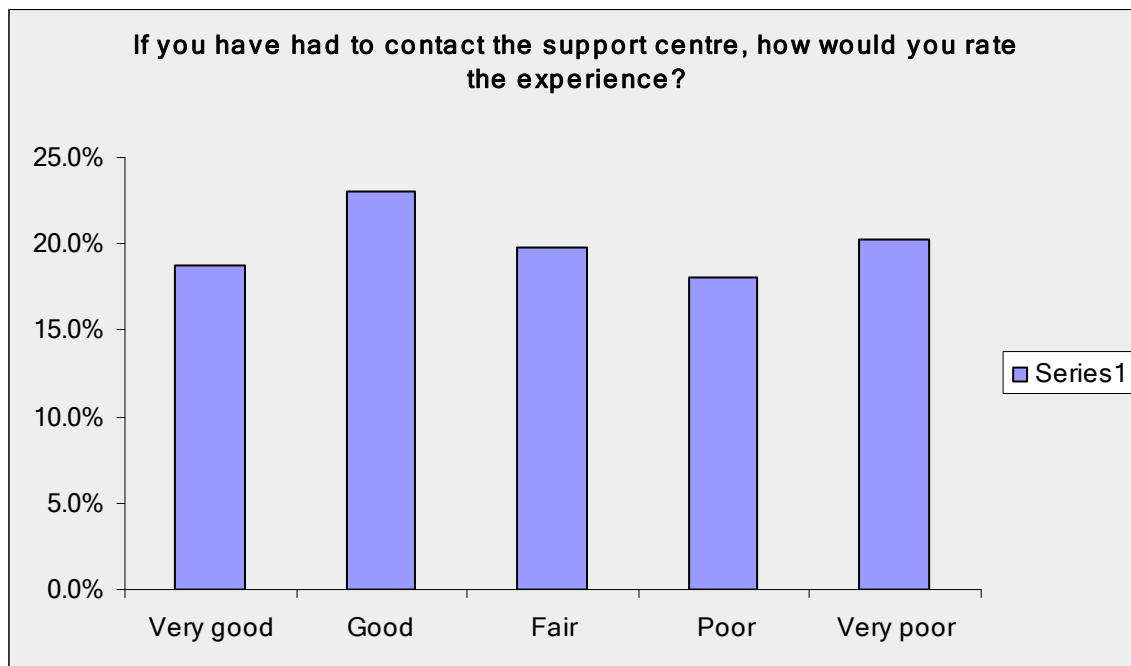
Answer Options	Response Percent	Response Count
Less than 30 mins	96.1%	716
30 mins - 1hr	3.2%	24
1hr - 1hr 30min	0.3%	2
1hr 30min - 2hrs	0.4%	3
2hrs - 2hr 30mins	0.0%	0
up to 3hrs	0.0%	0
up to 6hrs	0.0%	0
up to 24hrs	0.0%	0
<i>answered question</i>		745
<i>skipped question</i>		552

Have you had to contact the support centre to report a problem?

Answer Options	Response Percent	Response Count
Yes	49.9%	375
No	50.1%	376
<i>answered question</i>		751
<i>skipped question</i>		546

If you have had to contact the support centre, how would you rate the experience?

Answer Options	Response Percent	Response Count
Very good	18.8%	76
Good	23.0%	93
Fair	19.8%	80
Poor	18.1%	73
Very poor	20.3%	82
<i>answered question</i>		404
<i>skipped question</i>		893



Some comments from respondents on the cycle hire scheme

Positive comments:

I have lost half a stone and saved £100 on taxis.

I love the scheme and it has improved my quality of life tremendously. I feel fitter and happier and "empowered" by having another way to make journeys which puts me in control rather than having to wait for buses etc. As an annual member I also think it is excellent value for money for the user. The scheme is a very significant enhancement to life in London.

Comments about the availability of bikes, docking points and docking stations:

Main issue is commuter tide meaning bikes are often now not available when I want them (eg casual trips around central London after work).

Failure to provide enough docking stations at, or near, mainline stations is a massive flaw in the system.

More docking stations are needed around Vauxhall Station on an evening. More bikes are needed between 6pm and 8pm around Holborn and Covent Garden. The online account system is erratic, often showing phantom journeys. I've had to reset my password multiple times for no reason. The official web based availability is poor by comparison with 3rd party sites.

It is increasingly difficult to find a bike available in Islington in the morning, and virtually impossible to find one in the Holborn area beyond 5.30 in the evening (I leave work between 6.30pm and 7pm). There is likely to be enormous unmet demand in the Holborn area - and probably the City too - for bikes in the evening, and yet restocking generally does not seem to happen until much later at night. I would say, however, that the morning docking situation in Holborn has been greatly improved in recent weeks by active dock management at Holborn Circus, which is much appreciated.

The combination of being unable to hire a bike because the station appears to be offline, and of being unable to return the bike because all the stations at my destination were full, has completely deterred me from using the scheme again. If I can't expect to be able to hire or return a bike, it adds a huge amount of uncertainty to the journey. I might as well take the bus.

I think the scheme is desperate for tourists and students to start moving the bikes round more between 9 and 5 so that they aren't just sat in the West end all day.

There are not enough docking stations south of the river (even in the zone 1 area)

I had difficulty parking a bike at Waterloo station on a Friday evening, which is understandable. Popular sites like this could use many more spare docking stations.

Not enough docking stations. I have had problems with them being full when I got there.

I travel to London by train and often use the bikes to travel from the mainline station (Charing Cross) to the office, occasionally there are no bikes in the morning but the frequent problem is parking the bike in the evening. On the occasional days it's rained it's been a serious problem and it's taken up to 20 minutes to park. I've also found during the day that it can be difficult to find parking spaces away from the station, as fewer people use the bikes there seem to be fewer spaces free - one frequent journey has been to near Green Park and I've struggled to park the bike on occasions.

Insufficient bikes at prime commuter times. Please move them back where they are needed!

Docking stations aren't easy to find as they are all in side streets (recently I rode to Paddington Station and took ages to find the docking hidden away in Eastbourne Mews). How about painting small blue arrows on the main roads when you are within, say 200m of a docking station (this could be done quite subtly so scheme users recognise the sign but it wouldn't be ugly)?

I worry about what happens when many more people start to use [the scheme] and availability of bikes and/or docking stations in key areas (eg next to Waterloo station where I work) becomes an issue

Bike is great but infrastructure is very poor.

Comments about the registration process and charges:

The bikes are nice and robust - registering was a hassle as not properly sorted and I had to phone to get it done (taking half an hour) and thus took 10 days from initially applying before I could use a bike

Oyster integration would've made registration easy as I've already got my Oyster registered and linked to my Amex card.

It was not clear on registration that if you had multiple keys on the one account that they were not independent of each other. It was not an easy process to change my account to just the one key and took 4 phone calls to change it to one account.

Fortunately I have only ever been overcharged very small amounts, but it has been a titanic battle to get anybody to respond substantively to me (as opposed to promising callbacks which never happen) and one of my overcharges, on 11 August, has never been resolved at all despite my emails and phone calls.

The registration process was awful. Being of Irish heritage I have an apostrophe in my name. The system could not cope with this. It took three weeks for me to be able to register.

I have 2 keys, and get charged the £1 daily fee FOR BOTH KEYS even if I only use 1 key to undock a bike for myself. This is unfair, and a sneaky way of generating revenue!

There are still far too many reports of overcharging. I had £2 pinched, and it took a week to get it back - okay, only £2, so I wouldn't really worry, but I know you've stolen hundreds from some, so am very wary and don't really trust the systems. Barclays must be horrified.

Initial registration process was poor: website did not recognise double-barrelled names so several attempts to register failed; key sent in envelope with underpaid postage; had to retrieve from sorting office and pay handling charge; and then difficulty at call centre to activate key.

I was just disappointed by Serco's IT setup. It doesn't appear very professional and elementary tests appear to have been neglected prior to the live date.

My partner registered me for a key on her account. Nowhere was it made clear that this meant that both keys would be charged every time she used hers. This is clearly a nonsense. I have therefore cancelled my key and won't be registering to pay another £3 for another one. This stupidity has turned me from a supporter of the scheme to a vocal detractor

Shocking lack of docking points free in Vauxhall and Kennington. Have TWICE had to cycle further than I had to travel from where I had picked the bike up. Was told to take it home once (not the idea of a hire bike!) Not fun to carry up 4 flights of stairs at 23kg! Was charged £50 for the pleasure and was told to wait 5 days for a refund. Today, I had to actually take a bike to work for an hour seeing as I was 20mins late already, having cycled around south london looking for a free space, which there were none! you must sort out freeing up docking points in areas like Vauxhall and Kennington. I have met quite a few people at docking points who've had the same problems.

Journey planning feature on TfL website not great. Does not compare favourably to Google Maps, TomTom etc route planners. Also not synchronised to road closure information. Suggested route on 10-SEP-2010 included a road closed due to an event which pushed me into a park I was not familiar with, leading to numerous difficulties working out which way to go and extended my hire time. Also, planned routes not available for Nokia phones - free OVI maps would be ideal for this kind of thing.

Comments about the call centre:

The people were friendly but it took a very long time to get through (multiple attempts, ring back not honoured) and then very slow to deal with situation.

Huge wait (by the docking station) for someone to answer. When they did they could not help. They said someone would call me back, but non one ever did.

What is immensely frustrating is that one rarely if ever gets through to anybody with the power to do anything other than to promise a "callback" which never, ever, happens. The whole thing is completely maddening and significantly undermines confidence in those running the system who, after all, have access to users' bank accounts. I have lost the will to keep arguing with them about the odd £1 here and there, but who knows when they will overcharge me by significantly more than that?

They were trying to be very helpful and had a good attitude but it was obvious that they didn't have a deep understanding of the system or how real people were really using it.

Pleasant and trying to be helpful but the overflow centre is in effect useless. I don't want to be called back in 4 days when I am trying to dock a cycle now! I suspect the overflow centre is a ploy by Serco to ensure that they meet contractual targets.

First off, it's an 0845 number, so every call costs the user money. I asked about getting a refund for the days in which there are no available cycles anywhere near my office; I was told I could get one, but since I am on an annual membership the daily refund rate would be 12p, and they weren't able to issue any refund less than £1. Talk about Kafkaesque! I was then told to "bear with us" and "give us time" to work out problems with "such a new scheme". Sorry, but TfL is not a charity; if I pay for a service, that service should be delivered. TfL should not be able to charge users for the privilege of "giving it time" to experiment on an ill-considered scheme.

On phoning the help desk there is a good minute of pre-amble and then options. If I'm out on a bike and have a problem I simply want to speak to someone. They could do with two numbers - one for out on bike and have a problem and one for more general enquiries.