



Walking action plan

Making London the world's most walkable city

MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

About Transport for London (TfL)

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport.

We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners'. We are committed to creating a fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made on foot, by cycle or using public transport by 2041. To make this a reality, we prioritise health and the quality of people's experience in everything we do.

We manage the city's red route strategic roads and, through collaboration with the London boroughs, can help shape the character of all London's streets. These are the places where Londoners travel, work, shop and socialise. Making them places for people to walk, cycle and spend time will reduce car dependency and improve air quality, revitalise town centres, boost businesses and connect communities.

We run most of London's public transport services, including the London Underground, London Buses, the Docklands Light Railway, London Overground, TfL Rail, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line. The quality and accessibility of these services is fundamental to Londoners' quality of life. By improving and expanding public transport, we can make people's lives easier and increase the appeal of sustainable travel over private car use.

We are moving ahead with many of London's most significant infrastructure projects, using transport to unlock growth. We are working with partners on major projects like Crossrail 2 and the Bakerloo line extension that will deliver the new homes and jobs London and the UK need. We are in the final phases of completing the Elizabeth line which, when it opens, will add 10 per cent to London's rail capacity.

Supporting the delivery of high-density, mixed-use developments that are planned around active and sustainable travel will ensure that London's growth is good growth. We also use our own land to provide thousands of new affordable homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means freezing TfL fares so everyone can afford to use public transport, using data and technology to make services intuitive and easy to use, and doing all we can to make streets and transport services accessible to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day.

None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. We all need to pull together to deliver the Mayor's Transport Strategy; by doing so we can create a better city as London grows.

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Foreword

London is, and has always been, a walking city. Its historic centre developed at a time well before motorised travel, generating the characteristic street layout that remains today. Many of London's town centres and neighbourhoods were once smaller settlements, located beyond the city's boundary, and dating back to a time when walking was one of few travel options.

The advent of the motor vehicle changed the way in which our city functioned and also affected how it was designed. Central London's streets became clogged with cars, and developing neighbourhoods in other parts of the city began to be planned with car use in mind.

The quality of London as a walking environment declined, and the needs of people walking began to be neglected. This started to cause some serious problems for Londoners' health, as well as the economy and the functioning of the city. We live with these problems today, and we must tackle them in earnest.

However, despite these challenges, around a quarter of trips in London each day are made on foot – there are more

walking journeys each day than Tube or bus journeys. Even in those parts of London that are not welcoming places to walk, people still want to do so – this is a very encouraging sign.

And the benefits are huge. Walking as part of regular travel is the best way to stay healthy. Switching from motorised travel to walking reduces road danger, air pollution and noise. If more people walk and consequently fewer drive, the result is streets and neighbourhoods that are more pleasant and connected communities. Footfall is good for both the local and the city-wide economy. And walking is a great way to explore the amazing city around us.

Using the Healthy Streets Approach, we can help many more Londoners and visitors feel these benefits every day. This document sets out how we will do this, developing specific proposals for walking, using the framework set out in the Mayor's Transport Strategy.

With the right planning, organisation and community engagement, we can use the best lessons of London's past to create a city for the future. We believe we can make London the world's most walkable city.



A handwritten signature in black ink, appearing to read 'Will Norman', with a long horizontal line extending to the right.

Will Norman
Walking and Cycling Commissioner



A handwritten signature in black ink, appearing to read 'Yvonne Doyle', written in a cursive style.

Yvonne Doyle
London Regional Director,
Public Health England



Chapter I – Healthy Streets and healthy people

The Mayor's Transport Strategy has walking for travel at its heart.

The Mayor's Transport Strategy, published in March 2018, applies the Healthy Streets Approach to the whole of London for the first time. This means that it plans for active, efficient and sustainable transport modes to be used to improve health and the human experience of using the streets where Londoners live, work and spend time.

Walking is, in many ways, the mode of travel that is most important to the aims of the strategy. It makes efficient use of street space. It is good for individuals' health. It produces no emissions or noise. It is safe and encourages interaction, which improves lives. It is good for business.

For all of these reasons, and many more, walking is included throughout the Mayor's plans for transport in London. Street changes of any kind will be required to benefit people walking. Public transport systems will be planned for the whole journey, including the walk to or from the stop/station. And

new homes and jobs will be facilitated by making walking the easiest option wherever possible.

The importance of walking is evident in some of the strategy's key aims. One goal is for all Londoners to do at least 20 minutes of active travel every day by 2041. This is a big challenge, because only a third¹ report doing this now.

Walking is also integral to the strategy's main aim for 80 per cent of all trips in London to be made on foot, by cycle or using public transport by 2041 (see Focus box I). Walking is the most common of these modes now, but the proportion of trips made on foot has remained static at around 24 per cent² since the 1990s.

By working together – across TfL, the boroughs, schools, Business Improvement Districts (BIDs), businesses, community groups and the police – we can increase the number of people walking and improve the experience of walking on London's streets.

¹ <http://content.tfl.gov.uk/healthy-streets-for-london.pdf>

² <https://tfl.gov.uk/corporate/publications-and-reports/travel-in-london-reports>

Focus box I

Healthy Streets and healthy people

The Mayor's Transport Strategy chapter entitled 'Healthy Streets and healthy people' sets out how London's main transport challenges can be addressed in three ways:

- Enabling active, inclusive and safe travel** – by providing accessible, well-designed space for walking and cycling, the healthiest means of moving around London's streets
- Using street space more efficiently** – reducing traffic levels through better-managed freight and fewer car trips
- Improving air quality and the environment** – and ensuring London's transport system is resilient to the impacts of severe weather and climate change

The first policy in the Mayor's Transport Strategy contains a headline target and demonstrates the importance of walking to the whole strategy.

Policy I: The Mayor, through TfL and the boroughs, and working with stakeholders, will reduce Londoners' dependency on cars in favour of active, efficient and sustainable modes of travel, with the central aim for 80 per cent* of all trips in London to be made on foot, by cycle or using public transport by 2041.

* From a base of 63 per cent in 2015





Chapter 2 – The vision for walking in London

Our aim is to enable more people to walk part or all of their journey, improve the experience of walking in London, and reduce car dependency.

Our Vision: London should be the world's most walkable city.

This means a city where walking is the most obvious, enjoyable and attractive means of travel for all short trips.

Walking has been undervalued in policy and transport terms, even though nearly a quarter of trips made by Londoners each day are on foot. Walking should be the easiest and most attractive way of making short trips in London – whether it be to school, work, the station or the local town centre. It is the cheapest way to travel around and it is great for physical and mental wellbeing, as well as London's environment.

We need to create conditions where walking is a viable choice for more people, helping to ensure a more equal

and prosperous city where people are healthier and can enjoy London's opportunities.

Supporting more Londoners in walking will be key to helping them live healthier lives. Nearly 70 per cent³ of Londoners are not doing the amount of physical activity they need each day to stay healthy, and 40 per cent⁴ of children in London are overweight or obese. The easiest way of achieving the required levels of physical activity is to build walking into everyday lives.

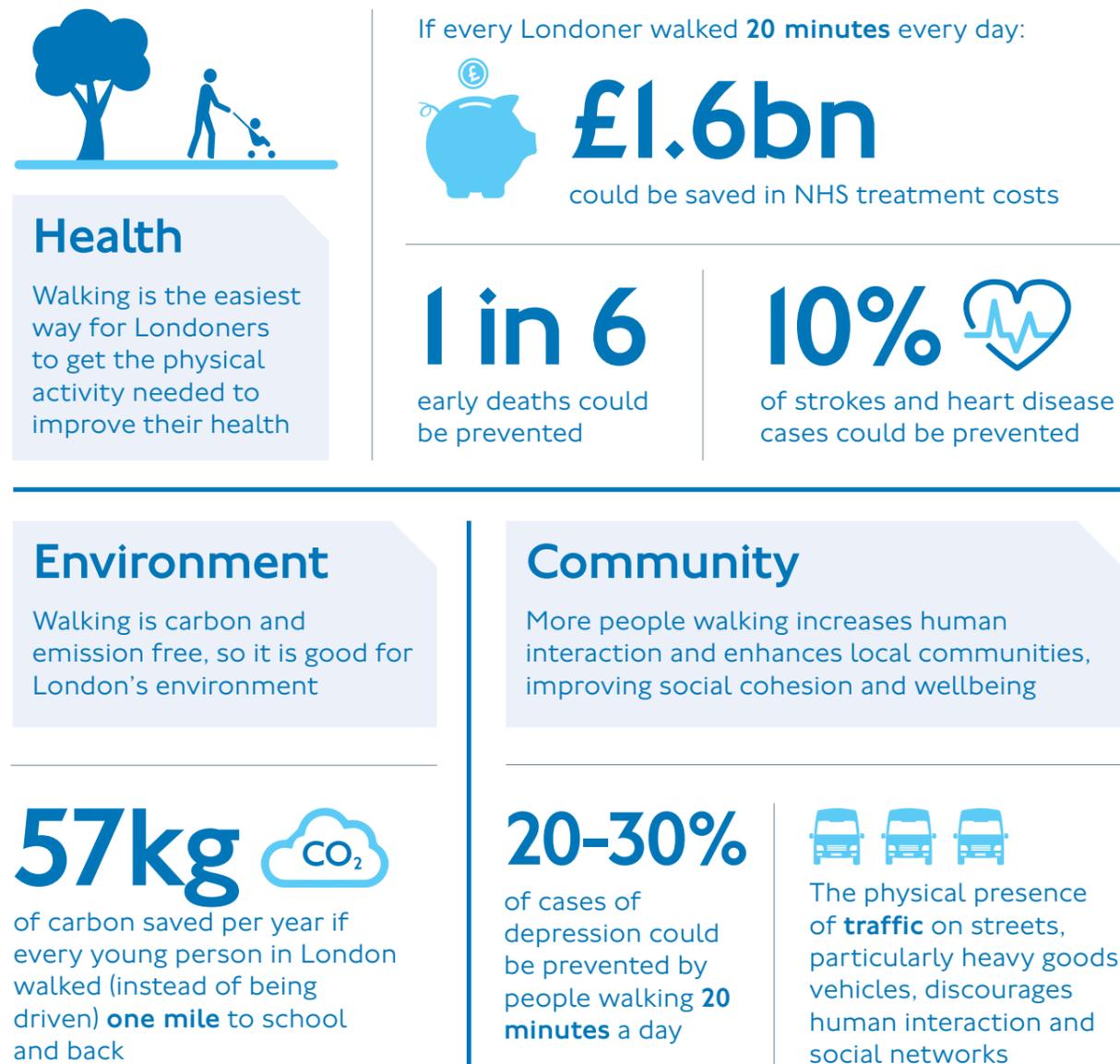
Enabling more people to travel on foot will make London's streets more efficient. A better walking environment will help connect communities and reduce road danger, air pollution, noise, and health and economic inequalities. Our streets will provide places where people want to spend time, and walking will boost local economies, as well as helping to create a well-functioning city.

³ <http://content.tfl.gov.uk/healthy-streets-for-london.pdf>

⁴ ibid

Benefits of walking

Increasing the amount that people walk will have many benefits for London⁵:



Good growth

Walking is important to support London's rapid population growth

350,000 

new homes will be directly supported by planned transport investment – with walking key to enabling this

2.1m 

more people living in London by 2041

6m 

more trips a day in London by 2041

Efficiency

Walking is the most space-efficient form of transport. It makes the best use of our streets, and tackles congestion

£9.3bn 

annual cost of **congestion** to London by 2030 if action is not taken to reduce traffic



1/3 of trips made by Londoners as a driver or passenger could be walked in **less than 25 minutes**

Economy

Walking is the lifeblood of our streets, with increased footfall boosting local economies

17%

reduction in retail vacancies on studied streets in London after significant walking investment

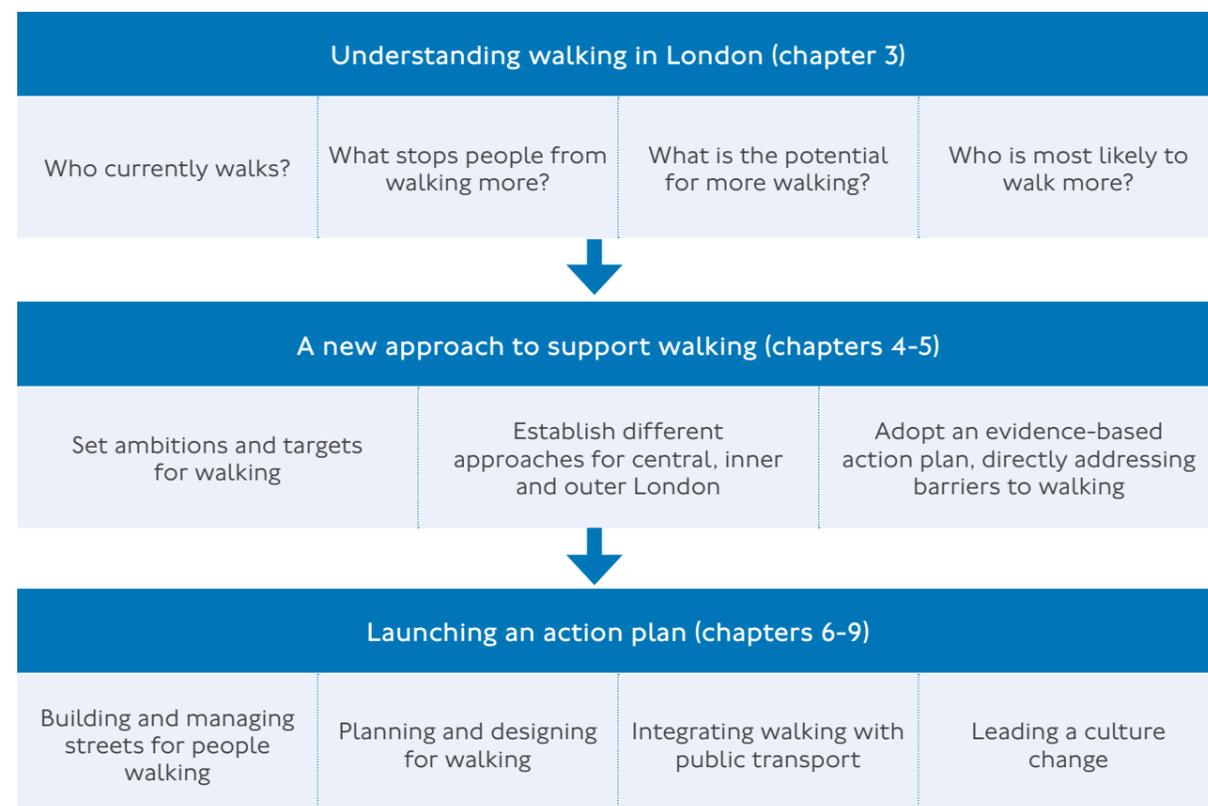
People walking spend

40% 

more in town centres over the course of a month than car drivers

Achieving the Walking Vision

This Plan sets out how we can boost walking in London:



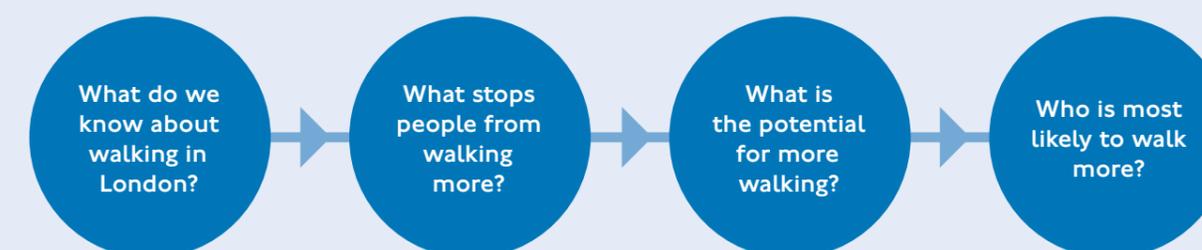
- 5 www.london.gov.uk/what-we-do/transport/our-vision-transport/mayors-transport-strategy-2018?intcmp=46686
<http://content.tfl.gov.uk/healthy-streets-for-london.pdf>
<http://content.tfl.gov.uk/town-centres-report-l3.pdf>
www.erpho.org.uk/Download/Public/21632/1/Soft%20measures%20-%20hard%20facts_2011_final.pdf
<http://discovery.ucl.ac.uk/1575499/>
www.ncbi.nlm.nih.gov/pmc/articles/PMC3324603/#CR2
<http://inrix.com/press-releases/traffic-congestion-to-cost-the-uk-economy-more-than-300-billion-over-the-next-16-years/>
 Survey of Business Improvement Districts by Westminster University for TfL – report to be published in 2018
<http://content.tfl.gov.uk/town-centres-report-l3.pdf>





Chapter 3 – Understanding walking in London

To understand how to encourage more walking, we need to examine the current situation before looking at the potential for more walking.



This Plan is underpinned by what we know currently about walking in London. It sets out the eight barriers that inhibit Londoners from walking more, and then identifies where there is potential to help more people to walk. It concludes by identifying who would be most likely to walk more, if we can support them in overcoming the barriers.

What do we know about walking in London?

Walking moves London

Walking is ingrained into city life, whether it is walking to the bus stop, to the shop or to enjoy the local area. Residents make around 18 million walking journey stages a day. These walking journey stages are part of longer trips made by bus (including tram), rail and Underground/DLR. These modes account for 36 per cent of all daily trips (see Figure 1).

There are also six million walking trips made every day, in which people walk all the way to their destination. These walking trips represent about a quarter of all daily trips in London (see Figure 1).

While the number of people walking is high, the proportion of people choosing to walk, compared to other forms of transport, has been relatively constant for many years. With this plan, we now have an opportunity to initiate a step-change in levels of walking.

Being out and about on foot in London takes many forms – they are all part of this plan:

A walking journey stage



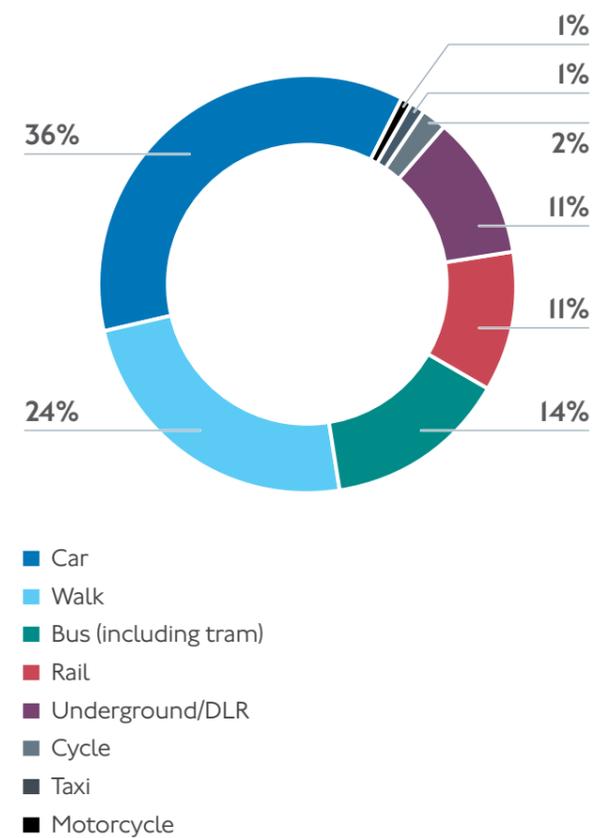
A walking trip



Walking and enjoying the area



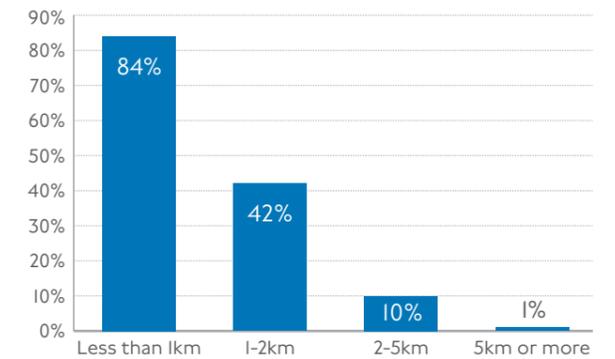
Figure 1: Proportion of walking trips made per day compared to other forms of travel, 2016⁶



People are more likely to walk for shorter trips

When making a short trip in London (less than 1km), most people walk: more than eight in 10 trips of less than 1km are made on foot. When faced with longer trips, however, a decreasing proportion of people choose to walk.

Figure 2: Proportion of all journeys made on foot (for different journey lengths)⁷



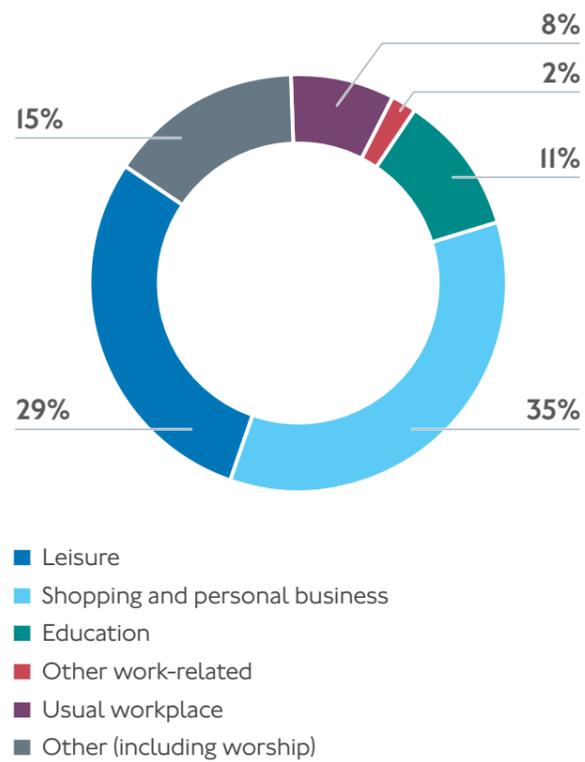
⁶ <http://content.tfl.gov.uk/travel-in-london-report-10.pdf>

⁷ London Travel Demand Survey (LTDS), 2014/15-2016/17

Most walking trips are for shopping, personal business and leisure

Most walking trips made by people in London are for shopping, personal business and leisure (see Figure 3). Walking to work accounts for a small percentage of trips by foot in London.

Figure 3: Purpose of walking trip⁸



Londoners enjoy the benefits of walking

There are many reasons why a good number of people already choose to walk in London. Recent TfL customer research⁹ shows that most people enjoy walking and think it is a good way to get around. People walk to get fit and feel good, and also because it is convenient, social and reliable. Nearly three quarters of our residents think that London is a great city for walking.

People love to walk:

94%

'it's a good way to get around'

91%

'it's enjoyable'



8 LTDS, 2015/16

9 TfL research, 2018

People chose to walk more in key locations across London

Some parts of London are more popular for walking in than others. Figure 4 shows locations across the city where London residents walk most.

Walking is already the most common form of transport in central and inner London, where 41 per cent of all trips are made on foot.¹⁰

In outer London, walking is less common, with only 29 per cent of trips made on foot. Figure 4 shows these journeys are concentrated around public transport interchanges and town centres, for example Croydon and Stratford.

In general, people living in areas with dense, mixed-use, integrated buildings, and with good access to public transport are more likely to walk. Walking and public transport go hand in hand. It therefore follows that improving and increasing public transport and supporting walking as part of public transport journeys should be a fundamental part of our approach.

Where building densities are lower, public transport is less available and people are more reliant on cars, so are less likely to walk. The proportion of journeys made by cars, vans and motorcycles in outer London is high, at 45 per cent.

Who currently walks?

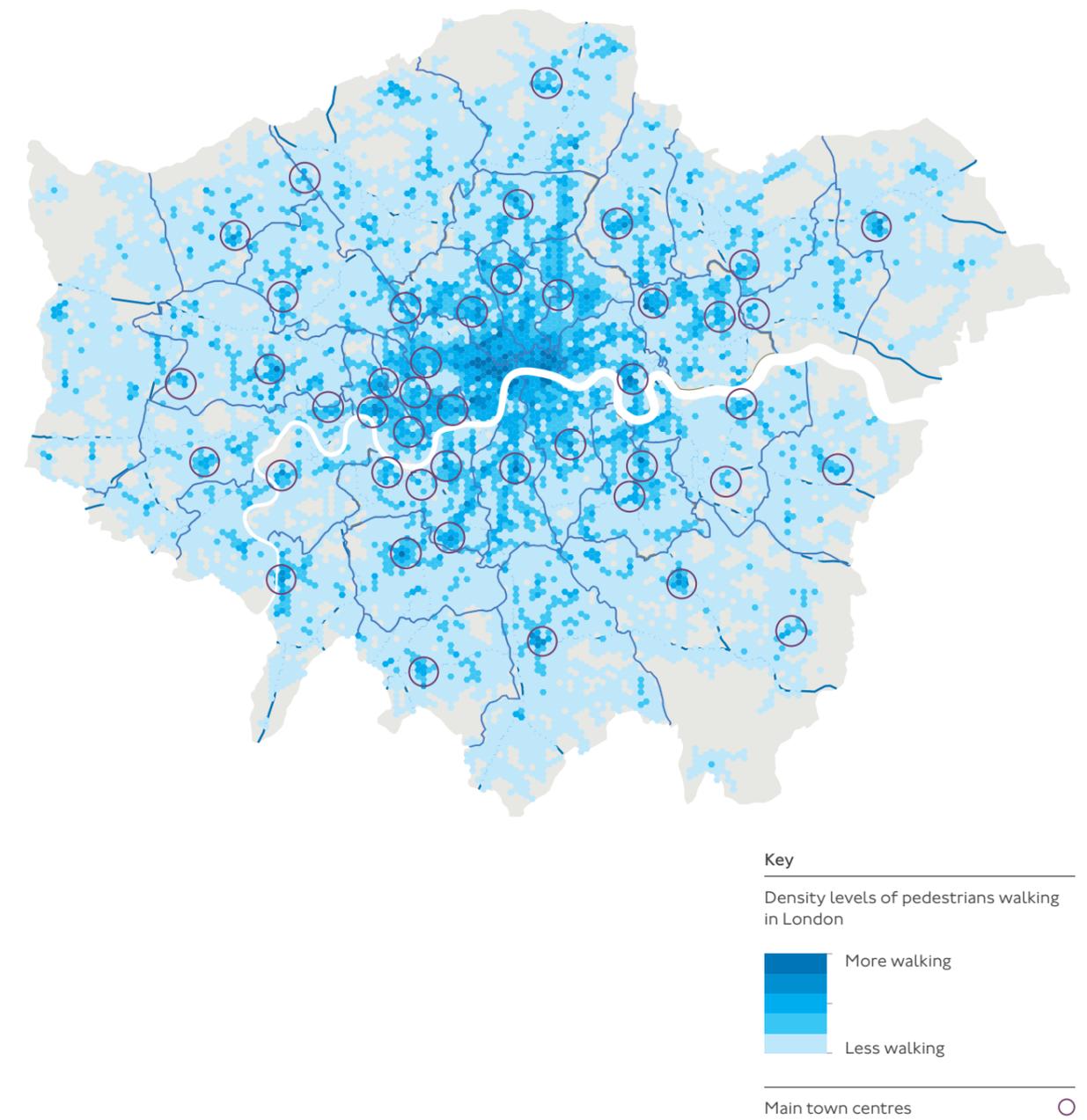
Our data tells us who currently walks (and does not) in London.

Young adult Londoners are more likely to travel actively. London residents aged 25-44 are the age group with the highest proportion of people (36 per cent)¹¹ achieving the recommended physical activity target of 20 minutes a day through active travel.

The percentage of the population meeting their physical activity requirement through active travel decreases with age. Just 24 per cent of London residents aged 65 and over achieve two 10-minute periods of active travel per day.¹²

It is recommended that children do a minimum of one hour of physical activity each day. Eight out of 10 do not achieve this (see Focus box 2).

Figure 4: Levels of walking across London¹³



¹⁰ LTDS, 2016/17

¹¹ LTDS, 2014/15-2016/17

¹² ibid

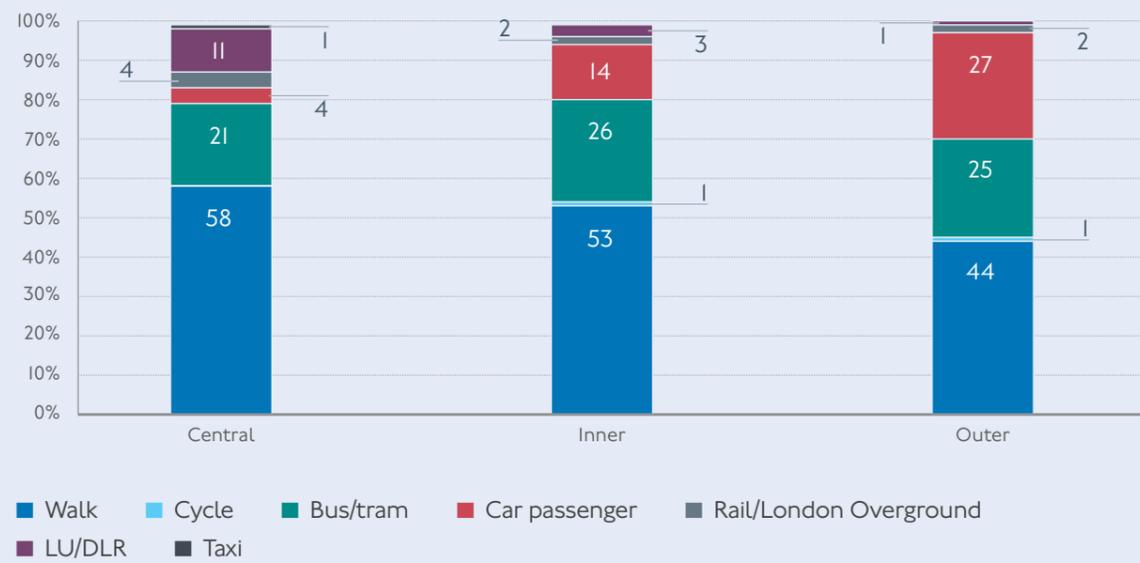
¹³ LTDS, 2012/13-2016/17

Focus box 2

London’s child inactivity crisis

- Eight in 10 children in London do not achieve their minimum recommended physical activity level of one hour per day¹⁴
- Four in 10 children in London are considered to be overweight or obese. London has the highest levels of childhood obesity in England¹⁵
- Trips to school also impact on congestion and the efficiency of London’s streets, as a quarter of weekday morning peak car trips are for school drop-off¹⁶

Figure 5: Proportion of school trips made by walking in central, inner and outer London



¹⁴ <http://content.tfl.gov.uk/healthy-streets-for-london.pdf>

¹⁵ *ibid*

¹⁶ TfL analysis, 2018





What stops people from walking more?

TfL customer research¹⁷ shows that, while many people already walk, there are others who do not, for a variety of reasons. Londoners have told us they face eight main barriers to walking, which our action plan needs to address.

1. Not having enough time

Twenty-four per cent of Londoners say they do not have enough time to walk. People have a range of reasons for choosing how they travel, but time

efficiency is always a strong influence. This fact highlights the importance of good urban planning to ensure walkable distances to local amenities, the provision of public transport, and the reduction of severance, where destinations that are geographically close cannot be reached easily.

2. Too much traffic, and traffic travelling too fast

Twenty-one per cent of Londoners say too much traffic is a barrier to walking, and 14 per cent say traffic travelling too fast is what stops them walking more. Traffic can be intimidating and

unpleasant. Policies to reduce traffic, such as parking controls, are important to encourage more walking.

High traffic speed is also part of this barrier, deterring some Londoners from walking more. If a pedestrian is hit by a vehicle at 20mph, they are around five times less likely to be killed than if they were hit at 30mph.¹⁸

Reducing the speeds at which vehicles travel is a vital part of reducing road danger (also see barrier 7). Vehicles travelling at lower speeds lead to fewer collisions and less serious injuries if one does occur.

¹⁷ TfL research, 2018

¹⁸ Mayor's Transport Strategy, March 2018

24%



of Londoners say they do not have enough time to walk

21%



of Londoners say too much traffic is a barrier to walking, and 14% say traffic travelling too fast is what stops them walking more

20%



of Londoners feel worried about personal security while walking

18%



of Londoners say they have other ways of travelling that work better

3. Personal security concerns

Twenty per cent of Londoners feel worried about personal security while walking. When people were asked what in particular they were worried about, half of respondents said they were concerned about drunken, aggressive or intimidating individuals. There were also high levels of concern around violent crime, having something stolen or damaged, and being a victim of verbal or physical abuse. This highlights the fact that people need to feel safe from crime in order to walk.

4. Having other ways of travelling that work better

Eighteen per cent of Londoners say they have other ways of travelling that work better. In order for more people to choose walking for more journeys, it has to be the most obvious, enjoyable and attractive means of travel for all short trips. In outer London, in particular, the private car currently works best for many people, so positive improvements to other travel choices are needed.

5. Streets are not pedestrian friendly

Fourteen per cent of Londoners say London is not pedestrian friendly, and 11 per cent say this of their local area. Sixty-six per cent of Londoners say they would walk more if routes were improved to give greater priority to people walking. People need space for walking, and safe and convenient crossings. Crowded and obstructed streets, and pavements not being wide enough, are among the most frequent and annoying ‘pain points’ cited by people walking.

6. Not being fit enough

Fourteen per cent of Londoners say they do not consider themselves fit enough to walk more. However, just two 10-minute periods of brisk walking or cycling a day is enough to achieve the recommended level of physical activity needed to avoid the greatest health risks associated with inactivity.

7. Road danger concerns

Twelve per cent of Londoners say that fear of road collisions stops them from walking more. In 2016, pedestrians accounted for 35 per cent of those killed and seriously injured on London’s streets. Fear of traffic is the main reason people give for being unwilling to let their children walk unaccompanied. To encourage people to walk, the activity must become safer, and must also feel safer.

8. Having a disability

Ten per cent of Londoners say they have a disability that makes walking more unrealistic. While walking is the main mode of travel for disabled Londoners, they still do less walking than non-disabled Londoners. Sixty-five per cent of disabled Londoners consider the condition of pavements to be a barrier to walking, and 43 per cent report that obstacles on pavements are a barrier to walking.

Our action plan (see chapter 5) is based on overcoming these eight barriers.

What is the potential for more walking?

Addressing the barriers to walking will unlock significant potential to enable more people to travel on foot.

TfL analysis¹⁹ demonstrates that, every day, Londoners make around 1.5 million short trips by car, taxi or bus that could be walked instead. These are known as ‘walkable trips’.

Where is there more potential to walk?

Our analysis shows where in London there is most potential for people to switch to walking from other modes of transport (see Focus box 3).

Outer London has the greatest walking potential. More than 60 per cent of all walkable trips made in London every day by car, bus or taxi are made in outer London.

Inner London also has significant potential for supporting more people to walk. Almost one third (31 per cent) of walkable trips are in inner London.

Central London already has high levels of walking, so has less potential for existing trips to be switched to walking. However, by providing a more people-friendly environment in central London, we can improve the experience of walking.

1.5m 

trips made each day by car, taxi or bus could be walked instead

73% 

Approximately 73% of walkable trips are currently made by car

10mins 

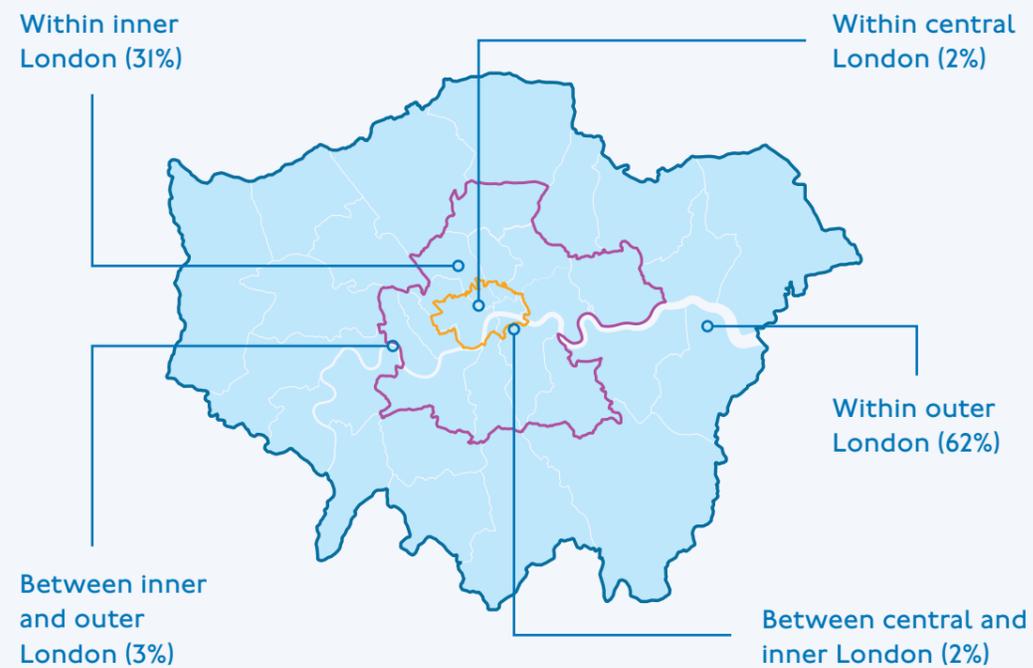
Nearly one third of walkable trips would take less than 10 minutes for most people to walk

50% 

The greatest opportunities for Londoners to try walking lie in non-work purposes – half of all walkable trips are currently being made for leisure and shopping reasons

¹⁹ <http://content.tfl.gov.uk/analysis-of-walking-potential-2016.pdf>

Focus box 3



Distribution of walkable trips across London

- TfL analysis looked at trips that could reasonably be walked all the way, but that are not currently
- Trips that could reasonably be walked were identified by considering the characteristics of trips that are currently walked. For example, short car trips were considered 'walkable', but journeys where people were carrying heavy equipment, or that were judged too far, were discounted



Who is most likely to walk more?

Our walking potential analysis shows that a significant number of existing trips and journey stages currently made by other modes could be walked. The distribution of this potential indicates that we should prioritise efforts in inner and outer London in order to realise the greatest amount of potential and enable people to walk more.

One in seven Londoners say they are actively thinking about walking more.

TfL's analysis²⁰ tells us more about which people would be most inclined to walk more, if they could overcome their barriers.

Londoners most likely to consider walking more are:

- Those experiencing some form of lifestyle change, such as a new job or new family
- Young workers
- Students and graduates

There are also groups who may be less likely to consider walking as it is more difficult, such as older or disabled people. This Plan focuses on enabling everyone in London to walk more.

²⁰ TfL analysis, 2018



Chapter 4 – A new approach to support walking

London needs a new approach to walking in order to achieve the Walking Vision.

This Plan commits to new targets to increase levels of walking, and introduces specific ambitions for different parts of London.

Targets

A core aim of the Mayor's Transport Strategy is that, by 2041, 80 per cent of journeys will be made by active, efficient and sustainable modes. Achieving our Walking Vision is a core contributor to this, alongside growth in public transport and cycling.

To achieve the Walking Vision, we need to enable more people to walk part or all of their journey; improve the experience of walking in London; and reduce car dependency by encouraging mode shift from private car to walking.

Our analysis (see Focus box 2) also highlights the importance of helping London's children to walk more. This will assist in bringing about the health and social benefits associated with walking, and ensure we are supporting future generations to reap the benefits of active travel.

This Plan establishes two new walking targets. These reflect the scale of change needed to deliver the Mayor's Transport Strategy.

Progress towards these targets will be reported annually in TfL's 'Travel in London' report.

The targets are to:

1. Increase the number of trips made by walking



Increase the number of walking trips by more than one million per day by 2024 (from 6.4 million²¹ to 7.5 million).

- This will increase the proportion of journeys made by walking to 26 per cent of all journeys by 2024 compared to the current level of 24 per cent
- This will keep London on track to meet the 80 per cent active, efficient and sustainable modes target by 2041, as set out in the strategy

2. Increase walking to school



Increase the proportion of trips to primary schools made by walking to 57 per cent by 2024 (from 53 per cent).²²

- This will bring the average proportion of journeys to primary school made by walking to a level that is in line with those schools in London that have the best record of pupils walking
- This would exceed the national Government target of 55 per cent

Ambitions for different parts of London

To create an attractive environment for walking, and achieve the targets in this Plan, we need a step-change in focus and effort by everyone involved. Investment in Healthy Streets should focus on those locations with the greatest potential, and must directly tackle the barriers to walking.

TfL's modelling shows that London can achieve its walking targets, with significant investment in public transport, as set out in the Mayor's Transport Strategy. However, there is not one universal solution. New projects

need to be designed according to the unique and different areas of London. This is true of urban transformation, behaviour change activities and public transport solutions.

The strategy outlines different approaches for central, inner and outer London. Our action plan will contribute to these, by delivering interventions that both align with the specific strategy approach for these three areas, and also tackle the barriers to walking set out in chapter 3.

²¹ London Travel Demand Survey (LTDS), 2016/17

²² LTDS, 2012/13-2016/17

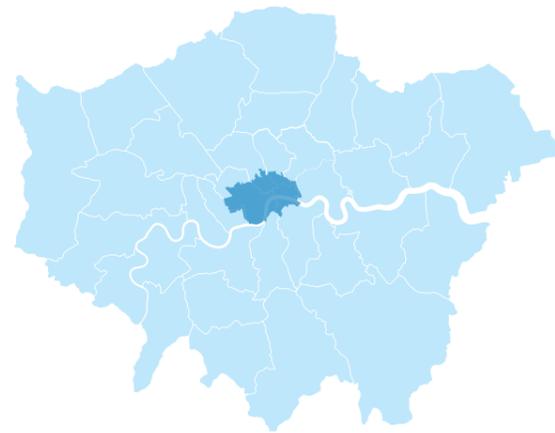
Central London

The Mayor's Transport Strategy sets out an approach for central London of:

- Gradual reduction in car use, and growth of walking, cycling and public transport
- Freed-up space for other non-car uses, including major schemes that transform streets in certain locations and restricting traffic where appropriate to provide better environments for walking and cycling
- Making areas around stations welcoming and good for onward active, efficient and sustainable travel

Who will walk more here and why?

People who are already active will choose to walk short trips to avoid congestion on public transport and reduce their use of private hire vehicles.



This Plan highlights measures that can help in central London, by:

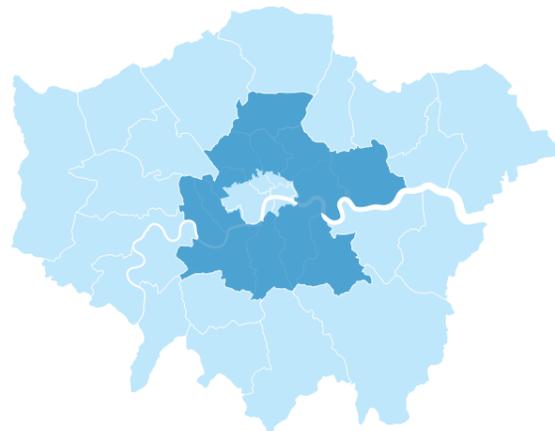
- Creating attractive places to improve the experience of walking, and inspiring people to walk more
- Tackling barriers to walking, including overcrowded and cluttered pavements
- Facilitating interchange with public transport by improving dispersal from stations
- Promoting walking as an alternative to crowded public transport and private vehicle use



Inner London

The Mayor's Transport Strategy sets out an approach for inner London of:

- Reducing car use, and increasing travel by walking, cycling and public transport, particularly the bus
- Reducing car dependency through orbital rail services and mini-radial services
- Building a series of strategic interchanges to make it easier to switch between rail, bus, walking and cycling
- Creating dense, mixed land-use developments in areas with good public transport and access to services within walking distance



This Plan highlights measures that will bring change in inner London, by:

- Creating opportunities for new walking trips, particularly to and from town centres
- Improving walking access to local high streets and services
- Improving walking access to key transport hubs and strategic interchanges
- Improving interchange between inner London bus services and walking trips
- Targeting inner London trips to school, reducing car use and increasing walking

Who will walk more here and why?

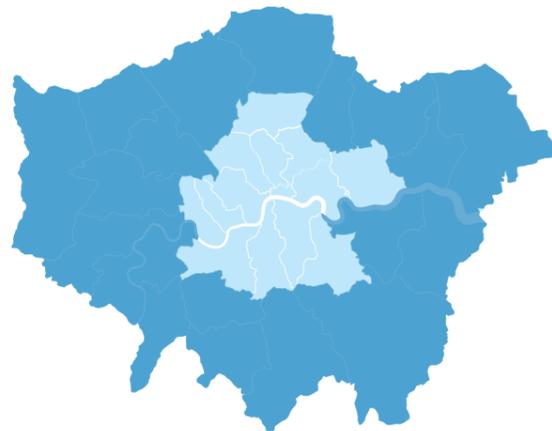
People who are open to being active will switch short local trips to walking – getting healthy, reducing congestion and supporting community cohesion.



Outer London

The Mayor's Transport Strategy sets out an approach for outer London of:

- Addressing the dominance of motorised transport
- Improving walking and cycling environments to enable trips made by car to be made on foot or by cycling
- Making significant improvements to public transport, both rail and bus
- Bringing in a more joined-up approach to planning transport and dense, mixed land-use developments to encourage active, efficient and sustainable travel patterns



Who will walk more here and why?

People who are open to being active will switch short local trips to walking – getting healthy, reducing congestion and supporting community cohesion.

People who are unlikely to be active will be able to build some walking into their lives when they feel ready.

This Plan will contribute to the outer London vision, by:

- Identifying opportunities for new walking trips
- Improving walking access to town centres and transport interchanges, including rail and Underground
- Reducing the impact of traffic and making local streets better places to walk and spend time
- Targeting trips to school, with a focus on reducing car use and increasing walking





Chapter 5 – Action plan

The action plan comprises four main areas for action, which together offer a comprehensive package of measures to help people reap the benefits of walking.

The following chapters set out our action plan. Some of the actions in the plan are under way already – such as delivery of the £2.2bn portfolio for healthier streets – and some are new, in recognition of the additional effort required to achieve the step-change London needs.

This action plan addresses the eight barriers to walking, through four main areas for action. These areas comprise:

Chapter 6
Building and managing streets for people walking

Chapter 7
Planning and designing for walking

Chapter 8
Integrating walking with public transport

Chapter 9
Leading a culture change

Our package of actions has been carefully constructed to comprehensively address the barriers to walking, as follows:

Table 1: How the barriers to walking are addressed by the action groups

Barriers to walking	Groups of actions			
	Building and managing streets for people walking	Planning and designing for walking	Integrating walking with public transport	Leading a culture change
Not having enough time	✓		✓	✓
Too much traffic, and traffic travelling too fast	✓	✓	✓	✓
Personal security concerns	✓	✓	✓	✓
Having other ways of travelling that work better	✓	✓	✓	✓
London not being pedestrian friendly	✓	✓		✓
Not being fit enough		✓	✓	✓
Road danger concerns	✓	✓		✓
Having a disability	✓	✓	✓	✓

Building and managing streets for people walking

TfL customer research²³ shows that people will walk more if there are improved walking routes, and cleaner, more attractive streets, with priority given to people walking.

Londoners also say they have other ways of travelling around the Capital that work better for them (often the private car, particularly in inner and outer London), therefore streets should be built and managed to encourage walking.

Planning and designing for walking

The research also shows people are deterred from walking by traffic travelling too fast, as well as by safety and personal security concerns, having a disability and a general feeling that London needs to be more pedestrian friendly. Overcoming these barriers by prioritising walking across investment, design and decision-making will enable new and longer walking trips to be made. This can be achieved if streets and places are better designed, with slower traffic and accessible walking routes.

Integrating walking with public transport

Expanding the public transport network and improving the experience of using public transport will increase levels of walking, as most walking in London takes place as part of a longer public transport journey. A significant amount of walking occurs around public transport interchanges, and therefore walking should be well integrated with the public transport system.

Leading a culture change

Addressing the barriers to walking on streets will be complemented with measures to make people want to walk. This will involve recognising that London is already a great city for walking, and celebrating the walking that already happens. It will also promote walking and its benefits, particularly working with schools and parents to enable children to walk more.

²³ TfL research, 2014

The contribution of other policies in the Mayor’s Transport Strategy to boosting walking

A world-class walking experience will not be realised without the wider measures being implemented through the strategy and the boroughs’ Local Implementation Plans (LIPs).

The actions set out in this Plan will work together with these wider measures, including:

- Vision Zero and its contribution to reducing pedestrian casualties. The Vision Zero action plan will make walking safer in London through actions including lowering speed limits, new Direct Vision Standards for HGVs and Safer Junctions. By ensuring that every opportunity to reduce road danger is identified, Vision Zero will help break down the barriers to walking by making people feel safer and so more likely to walk
- Improving personal safety and security, by designing secure environments and implementing effective policing and crime prevention interventions
- Good growth, including the requirement for developers to deliver solutions that promote a shift to



active, efficient and sustainable modes and assist in the development of attractive places that promote a healthy, active lifestyle (alongside restricting car parking provision in new developments)

- New LIPs, including strategies to reduce traffic, will support mode shift away from car use and reduce road danger, helping to increase walking

Expected contribution of the Walking action plan

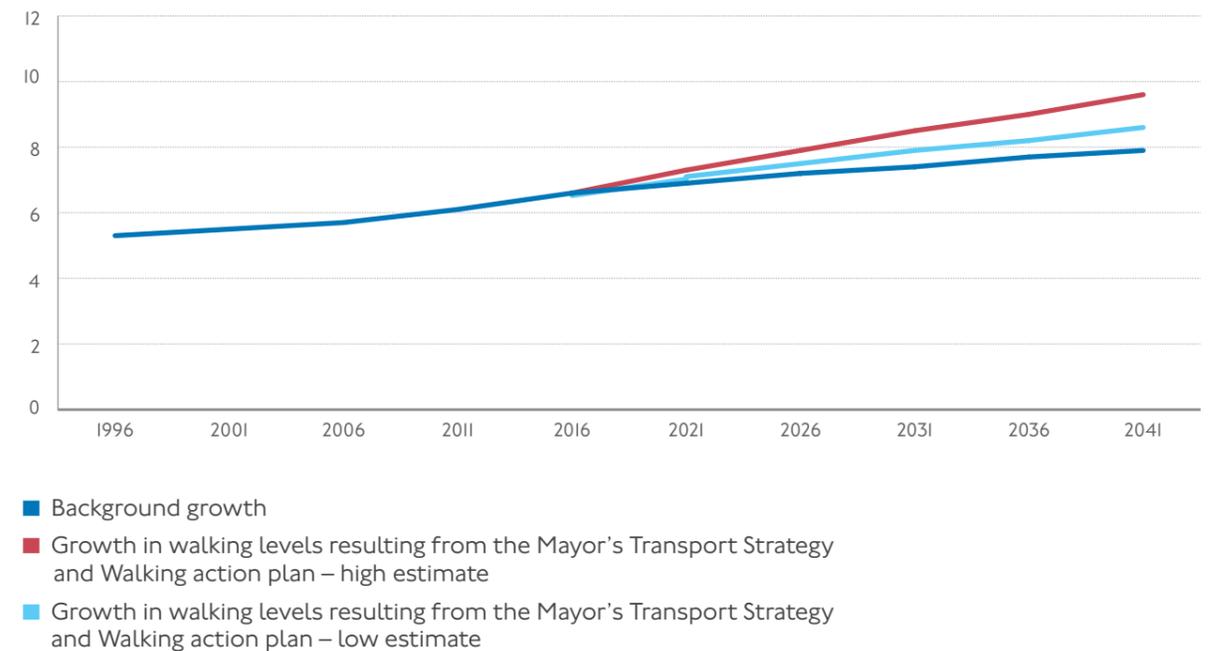
Through the actions in this Plan, alongside the other policies in the Mayor’s Transport Strategy, our target is to achieve an increase of more than one million walking trips per day by 2024 (compared to 2016/17 levels). Figure 6 shows the background growth in walking levels that would be expected through normal population growth (shown in dark blue). The red and light-

blue lines show the range of growth in walking levels expected as a result of implementing policies in the Mayor’s Transport Strategy and the Walking action plan.

Levels of walking are reported annually in TfL’s ‘Travel in London’ report.

The next four chapters provide more details on the four groups of actions proposed by this Plan.

Figure 6: Expected growth in walking levels – walking trips per day (millions)²⁴



²⁴ TfL analysis, 2018



Chapter 6 – Building and managing streets for people walking

Good infrastructure enables more active travel. People walking need good routes and crossings, and uncluttered and attractive streets.

The priorities in this first group of actions – building and managing streets for people walking – include:

- Building streets that prioritise people walking
- Optimising the management of streets
- Making streets safer
- Enhancing the accessibility and inclusiveness of London's streets

Taking action around these areas will reduce the barriers that stop people walking.

Building streets that prioritise people walking

London is investing record levels in walking and cycling, with £2.2bn dedicated to the Healthy Streets programme in TfL's five-year Business Plan. This is in addition to further investment programmes, for example in public transport services and air quality.

This transformative investment is reshaping the walking environment across the Capital, for the benefit of all Londoners.

New projects will make it easier and safer to walk and cycle, as well as improve air quality, reduce noise pollution and create some of the world's finest public spaces for years to come.

Action 1

Transform London's streets to reshape the landscape for walking, starting with Highbury Corner in 2018, Old Street roundabout in spring 2019, and further design consultation on the Rotherhithe to Canary Wharf crossing in 2018.

London's town centres and local neighbourhoods

Most streets in London are residential. Improving the feel of these streets, and connecting them to local destinations will be important in boosting walking



growth, particularly in inner and outer London.

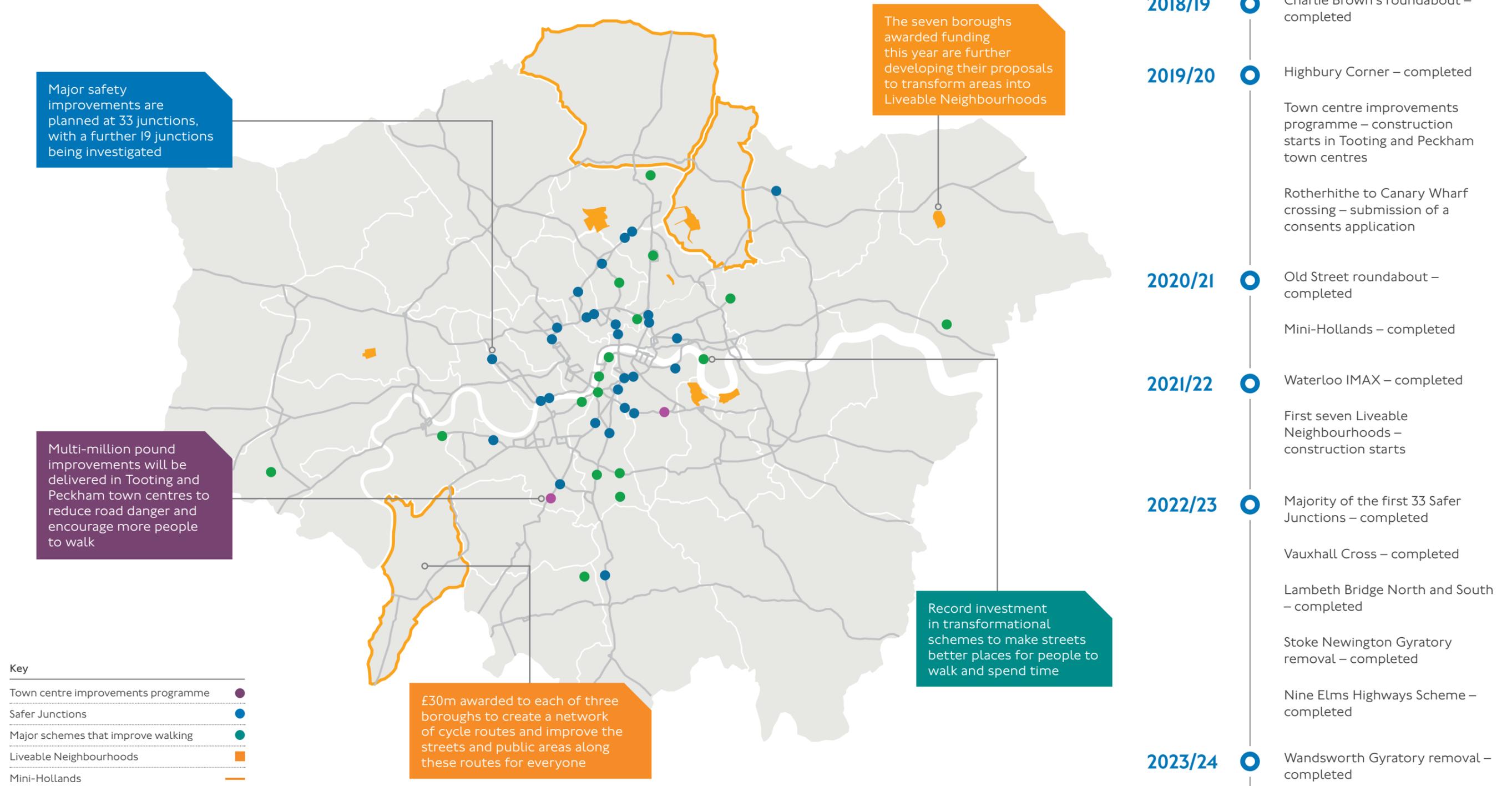
The £115m Liveable Neighbourhoods programme, which is funded by TfL and delivered by the London boroughs, will deliver attractive, healthy and safe neighbourhoods. It focuses on a range of improvements across an area such as a town centre and its surrounding

neighbourhood. Improvements include interventions to reduce traffic dominance and enhance conditions for people walking, cycling and using public transport. Liveable Neighbourhoods encourage innovations such as new infrastructure trials and 'open street' events, and other wider behaviour change activities.

Action 2

Deliver the £115m Liveable Neighbourhoods programme, transforming walking throughout London, particularly in town centres, with seven projects identified in 2018, and roll-out of further projects to 2024.

Figure 7: Building streets for people walking



Case study

Walk Elephant

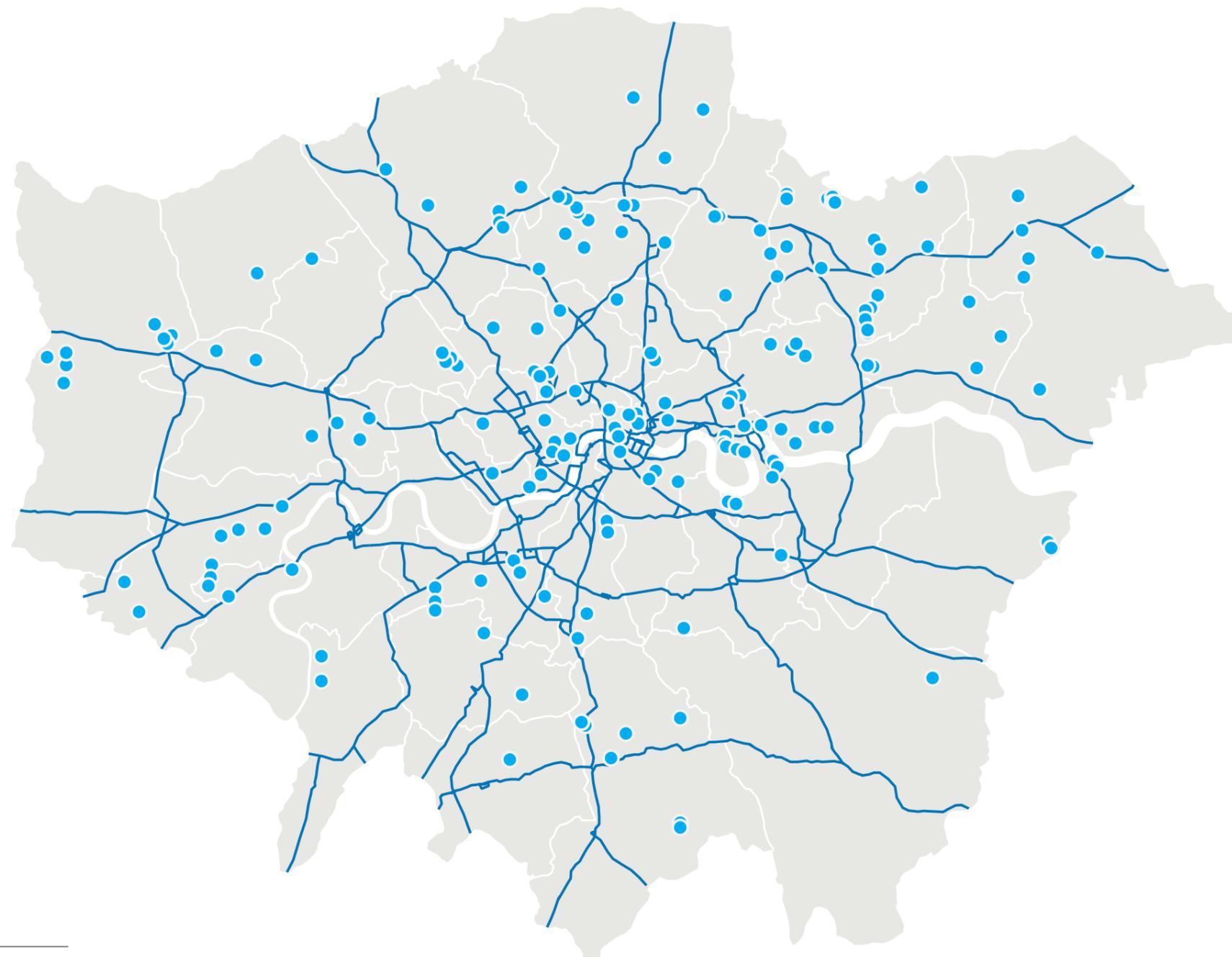
Launched in spring 2017, Walk Elephant is a community initiative to improve walking routes across the Elephant and Castle area. Inspired by similar, community-led projects – such as East Walworth Green Links, which created a high-quality route connecting the town centre with Burgess Park – the initiative was kick-started by a series of local walks. Residents took part in these walks to identify potential improvements to help people walking, such as new crossings, better landscaping or clearer signage.

These enhancements were plotted on a communal map, and now Southwark Council is helping to bring these ideas to life by seeking support and funds from a variety of sources, including local property developers. Graphic design students from the London College of Communication created a brand for the project.

Walk Elephant is changing perceptions of Elephant and Castle from a car-dominated town centre to a green, pleasant space a short walk from the Thames and central London. It links the hidden gems in the area, creating safe and enjoyable walking routes for people to take on their way to work, the shops or home.



Figure 8: Crossings where wait time was reduced for people walking in 2017



Key

TLRN

Pedestrian review site



Optimising the management of streets

Well-managed streets help people walk and cross them safely, swiftly and directly, while at the same time keeping traffic moving and reducing congestion. This is being achieved in many ways across London, using tailored solutions at each location.

TfL has responsibility for all London's traffic signals, undertaking annual timing reviews at 1,200 signal junctions and crossings. In 2017, TfL reduced the wait times for people walking at 200 crossing locations close to schools, hospitals and transport hubs (see Figure 8). From 2018 onwards, this will be an objective for all signal timing reviews and, for the first time, 'pedestrian time saved' will be measured alongside other performance metrics.

Of the 200 reviewed crossings to date, 94 per cent now run a cycle time of less than one minute, meaning that if a person walking was to arrive just as the red signal for pedestrians came on and traffic was given a green light, they would only wait around 40 seconds or less to cross.



This new approach to optimising streets will be boosted by the introduction of further technology:

Pedestrian Countdown technology, which lets people know how long they have to cross the road, is in place at 1,200 traffic light sites across London (around one fifth of all traffic signals). Whenever a signal site is upgraded, TfL will look to install Pedestrian Countdown, subject to technical constraints.

Pedestrian SCOOT (Split Cycle Offset Optimisation Technique) is in place at seven locations where occasional high volumes of pedestrians would benefit from a longer green pedestrian signal period. Detectors are used to count the number of people waiting to cross in order to provide more green pedestrian signal time when it is busier. This prevents overcrowding on the pavement and ensures people have enough time to cross the road.

By spring 2019, 20 more locations in London will benefit from Pedestrian SCOOT technology.

'Green man' authority is a radical technique where the traffic signals show a green signal for pedestrians continuously, until vehicular traffic is detected, at which time the pedestrians are stopped on a red signal, and vehicles are given a green light to proceed. This

technique has previously only been used at two locations in London, on bus-only streets in Hounslow and Morden. TfL has identified the next 10 new locations where this approach will be set up, where it would significantly benefit pedestrians, with very little detriment to traffic.

Action 3

Support pedestrian movement through the management and operation of London's road network, including the following:

- From 2018 onwards, ensure that there is a net improvement to pedestrian journey times at signalised crossings through its annual signal timing review programme. Achieve a target of 15,000 people hours saved at signals for those choosing sustainable travel options in 2018/2019
- Identify locations where innovative traffic signal control techniques can improve the pedestrian walking experience, starting with Pedestrian SCOOT technology in 20 more locations by spring 2019, and 'green man' authority in 10 new locations

Disruptions on busy city streets are inevitable, but more can be done to support walking when they are particularly busy.

TfL's Traffic Control Centre manages the transport response to disruptions on London's complex road network, playing a vital role in keeping the Capital moving. These disruptions arise from planned events, such as the Notting Hill Carnival, the London Marathon and road works, and incidents that are unplanned, such as collisions or emergency road works. The decisions made in the Control Centre will now be based on a new decision-making framework that focuses on 'Four Ps' – Protection, Pedestrians, Pedal cycles, and Passengers.

With this new framework, people walking will be better protected and prioritised when decisions are made in response to disruptions on London's streets.

Planned road works are commonplace across the Capital. TfL is raising the bar beyond national standards for providing a safe, accessible and intuitive passage around works sites. It will publish a new Temporary Traffic Management Handbook for London – the first of its kind – in December 2018, which sets out guidance for traffic management designers and work promoters on:

- Inclusive access
- The provision of temporary footways and diversion routes
- Safety and security considerations
- Signage, and
- The provision of portable crossing facilities

TfL is working with London boroughs, contractors and utility companies to encourage this approach to be taken on all roads in London.

Action 4

Launch the new Temporary Traffic Management Handbook in December 2018 to ensure that road works are no longer a barrier to people walking and accessing London's streets.

Making streets safer

The Vision Zero action plan and the Police and Crime Plan – in line with the Mayor's Transport Strategy – set out actions required to eliminate from London's streets death and serious injury as a result of collisions, and improve safety and security. This will enhance people's feelings of safety and increase their willingness to walk more.

Lowering speeds is one of the most important actions that can be taken to make streets safer and ensure people feel safe when walking. As such, the Vision Zero action plan includes actions to introduce more 20mph speed limits.

Personal security can be improved by design and environmental measures, such as street lighting and clear sight lines, and by increasing natural surveillance.

The Roads and Transport Policing Command, jointly funded by TfL and the Metropolitan Police Service (MPS), provides dedicated, specialist transport policing for improving the safety and security of London's roads and surface transport networks. Alongside this, the work of MPS local policing teams to improve the safety of local neighbourhoods is vital.



Enhancing the accessibility and inclusiveness of London's streets

Street layouts should be intuitive and accessible for all people, comfortable and safe for use throughout the day. All authorities have duties under the Equality Act 2010 to build to the highest standards of inclusive design.

Crowded and obstructed streets, and pavements not being wide enough are among the most common 'pain points' cited by people walking.²⁵ Analysis shows the most crowded pavements are in central London and town centres (see figure 9).

Disabled Londoners are significantly less likely to be satisfied with the condition of streets and pavements than non-disabled Londoners.²⁶

Action 5

Refine the strategic approach to maintaining pavements in 2018, to place greater focus on areas with the highest levels of people walking and the most crowded pavements. This could include creating a simple, customer-focused reporting system, making it easier for everyone to report faults and defects.

TfL's Operation Clearway ensures that action is taken against businesses that persistently clutter pavements with A-boards, unlicensed retail stands or unlicensed al-fresco dining areas. This is a particular problem for visually and physically impaired people as it puts obstacles in their way, posing a safety risk.

Another source of clutter includes telephone kiosks, which can be installed without local authority planning permission via permitted development rights. These kiosks obstruct footways and are often unsightly due to fly-posters, graffiti and vandalism.

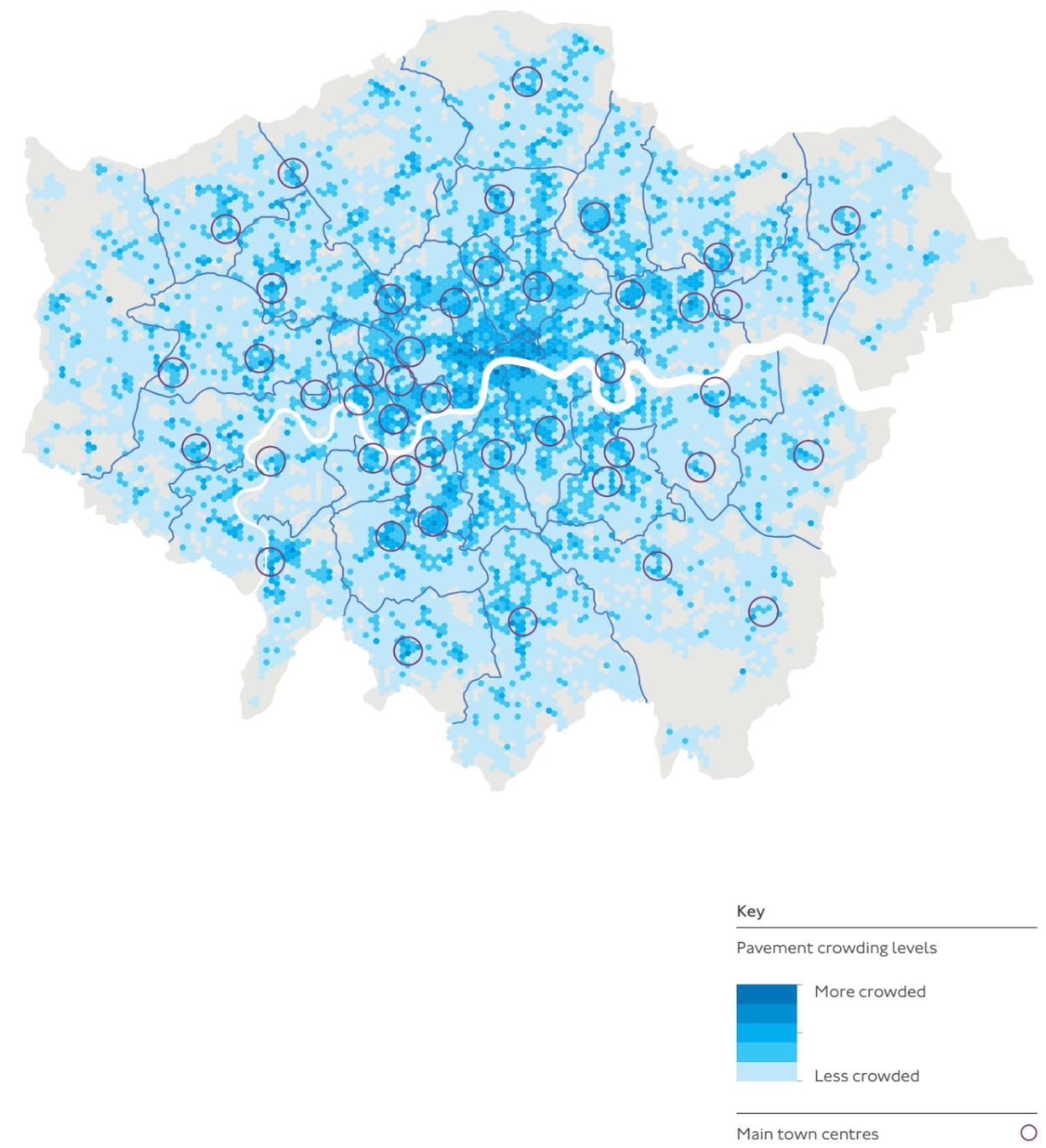
Action 6

Lobby national Government to make it easier for TfL and the boroughs to manage and remove street clutter including phone boxes, WiFi kiosks and utility boxes, for example by setting a requirement for planning permission for new boxes and kiosks.

²⁵ TfL research, 2016/17

²⁶ <http://content.tfl.gov.uk/disabled-people.pdf>

Figure 9: London pavement crowding levels





Chapter 7 – Planning and designing for walking

People enjoy walking and find it relaxing, but there are many streets and places in London that fail to meet people's expectations for that space.

Our second group of actions focuses on making investment decisions and designing streets and places.

As good infrastructure influences physical activity, we need to ensure that all schemes improve the environment for walking.

We will embed the Healthy Streets Approach and put health at the heart of decision-making by:

- Developing new tools to improve London's streets for walking, including street design guidance
- Shaping and encouraging future investment by TfL and the boroughs, and guiding community initiatives through walking analysis
- Improving monitoring and sharing evidence on walking

Tools to improve streets for walking

The Healthy Streets Approach puts people at the centre of the planning process. It focuses on creating streets that are pleasant, safe and attractive, where noise, air pollution, accessibility and lack of seating and shelter are not barriers that prevent people, particularly the most vulnerable, from getting out and about.

By continuing to embed the Healthy Streets Approach within TfL and across partner organisations, we will improve the walking experience.

At a street level, this involves investing in infrastructure and the urban realm to provide safe, clean and attractive environments for people walking. At a network level, it is important to design and manage our streets and rail system to build active travel into every journey. As London continues to grow, we also need to design active travel into new developments and regeneration projects so that active travel is both convenient and attractive.

TfL has launched a range of tools, including the Guide to the Healthy Streets Indicators, the Healthy Streets Check for Designers (HSCD) (see Focus box 4) and the Healthy Streets Surveys. TfL is using these tools for new schemes, and encouraging other delivery partners to do the same.



TfL is also using these tools to measure its performance as an organisation by including the HSCD in its corporate scorecard. This helps translate the long-term objectives, as set out in the Mayor's Transport Strategy, into year-on-year targets that will contribute towards increasing walking in London.

Action 7

Apply the Healthy Streets Check for Designers to all TfL-funded schemes where changes to the street layout are expected to significantly affect the experience of people walking, cycling and accessing public transport (see Focus box 4).

Focus box 4

The Healthy Streets Indicators

- The Healthy Streets Approach is based on 10 indicators that focus on the experience of people using streets
- The experience of being on a street affects all the human senses, which means that all the indicators interrelate. For example, if the street is very noisy, then people do not feel relaxed and they may, as a result, choose not to walk or cycle

The Healthy Streets Check for Designers

- The Healthy Streets Check for Designers (HSCD) is a diagnostic tool for designers to assess the detailed layout of streets against the 10 Healthy Streets Indicators
- It shows how scheme proposals will deliver the objectives of the Healthy Streets Approach
- It can be applied to any scheme, but provides most value when applied to schemes that expect to make a significant change to people's experience of the street environment
- It shows a score against each of the 10 Healthy Streets Indicators and an overall HSCD score
- It does not show whether or not a street is healthy, but indicates the strengths and weaknesses of a scheme/street design
- There is no threshold score that would produce a 'pass' or 'fail' – the focus is on improvement relative to the existing conditions



Designing streets for people walking

Given that the aesthetics of streets influence how people use them, our aim is to design streets so that they are inviting for everyone to spend time in and where they can make journeys on foot.

In addition, design can influence who uses a street, with the condition of the pavements among the many factors that deter some people from using certain streets. It is important to attain the highest standards of inclusive design for people walking, and for people who are currently deterred from doing so. TfL will publish in spring 2019 new design guidance that focuses on the needs of people walking on London's streets.

Action 8

Publish in spring 2019 London's first design guidance for walking to help TfL, boroughs and other stakeholders to design world-class streets for walking, based on the latest evidence and best practice.

The guidance will include:

- Requirements for walking infrastructure and the tools and techniques for delivering streets for people



- Results of continued review of innovative infrastructure measures, including design considerations and the monitoring of recommendations
- Ensuring network-wide standards for pedestrian accessibility and inclusive design

This guidance, alongside complementary guidance for lower speed environments being developed as part of Vision Zero, will support boroughs preparing Traffic Reduction Strategies as part of their LIPs.

People living in traffic-calmed environments feel safer and use public space more often. A safer environment means that children are more likely to be allowed outside on their own, where they will play for longer, and their physical activity will be more rigorous.²⁷

Design measures to achieve slow traffic speeds and reduce the effect of traffic include: widening the pavement and narrowing the carriageway; traffic

filtering; 'pocket parks' (small parks); and play streets.

They also include innovative policy and infrastructure measures such as 'timed streets', when streets are closed to all vehicles or to cars during the busiest hours. The recent trial closure of the junction at the Bank of England in the City of London (see case study on pages 72-73) is an example of this.

²⁷ The contribution of good public spaces to social integration, Sauter and Huttenmoser, 2006

Case study

Bank on Safety

Bank on Safety was launched by the City of London in spring 2017. Between the hours of 07:00-19:00, Monday to Friday, the Bank junction is for use by buses and cycles only, as 75 per cent of collisions were identified as occurring between these hours.

The trial is running for 18 months and aims to provide immediate safety benefits while longer-term solutions are developed. Automatic Number Plate Recognition is being used to control people driving motorised vehicles within the prohibited hours, and signage and advanced warnings are rerouting vehicles.

To date, the scheme has reportedly met all four of the success criteria:

- Significantly improve safety at Bank
- Maintain access for deliveries
- Improve air quality at Bank
- Not unreasonably affect traffic flow, while preferably improving bus journey times

This case study has provided evidence that 'timed streets' can benefit people walking, and therefore this intervention will be considered alongside other innovative infrastructure measures to be included in the new walking design guidance.



Shaping future investment

An evidence-based approach is required to inform investment and plan projects and programmes for walking.

TfL's new Strategic Walking Analysis, to be published this year, will inform prioritisation and investment in walking to obtain the best result for Londoners and local communities.

The analysis will draw on the London Travel Demand Survey, and census and land use data. It will combine analyses of levels of walking, walkable trips and barriers to walking, mapping out at a granular level where the walking experience could be improved and where more people could walk. This will allow TfL, boroughs and other partners to make best use of their resources to deliver improvements for walking.

Action 9

Publish the Strategic Walking Analysis in 2018 to inform planning and decision-making for walking improvements.

Improving monitoring and data collection on walking

TfL will monitor and publish annual progress against the targets in this Plan – specifically walking levels across London and among children walking to school.

In addition, evaluating the impact of the Plan is vital in order to gather evidence for developing future interventions.

The 10 Healthy Streets Indicators are the basis for assessing the performance of London's streets against liveability goals. TfL has developed a new method of assessing these indicators using a 'mystery shopper'-style tracker survey, in which trained surveyors will make a selection of observations on individual streets. These surveys will be important for tracking change in relation to improvements at specific locations.

Technology and innovations present new opportunities for big data to inform analysis, and will allow future research to be more detailed and accurate.

For example, video analytics could be used to assess how people behave at a new crossing, or data on walking trips could be combined with big data on the weather.

TfL will engage with technology developers and app designers to explore partnerships and better enable these complex data analyses.

Action 10

Improve monitoring and evidence on walking by:

- Rolling out Healthy Streets tracker surveys to monitor how streets perform against the Healthy Streets Indicators, starting with a feasibility study in 2018
- Collecting counts of the number of people walking in central London to build a more accurate picture of pedestrian volumes
- Reporting on the above new data sources in TfL's annual Travel in London report

Sharing evidence

Evidence of the many benefits walking has for health, efficiency of street space, the environment, communities, the economy and London's growth can be used to build a compelling case for walking interventions, whether this is to support a local street closure or planning a large-scale project.

TfL and its partners hold a wealth of evidence and case studies (see Focus box 5), but this needs to be more accessible to everyone, particularly at local and community level, to support local and community groups in making the case for improvements and investment.

Action 11

Launch an online evidence hub for TfL, boroughs, stakeholders and communities, showcasing groundbreaking analysis and case studies on the economic, environmental and health benefits of walking by the end of 2018.

Focus box 5

The economic benefits of designing streets for walking²⁸

Designing streets for walking is not just about helping Londoners get around their city. It also helps create the conditions for London's businesses to thrive.

People walking spend 40 per cent more in town centres over the course of a month than car drivers. Shopping surveys conducted in Waltham Forest through the Mini-Hollands programme found that walking was the most popular mode for getting to local high streets and town centres.

In a recent survey of London's BIDs, 95 per cent of respondents said that walking was important for the business performance of their area.

BIDs across central, inner and outer London overwhelmingly responded that creating a good environment for walking can increase the vibrancy of areas, boost retail vitality, increase customer footfall and attract and retain talented employees.

Furthermore, a recent study commissioned for TfL compared five London high streets that had recently been improved for walking with equivalent unimproved locations.

The improved high streets fared much better for business, with 7.5 per cent higher retail rental values (reflecting better performance) and 17 per cent lower vacancy rates than their unimproved counterparts. Office buildings were more attractive to businesses in the improved locations.

Walking improvements are therefore an important tool for creating thriving high streets and town centres across Greater London.

²⁸ The figures referred to in this focus box will be published on the online hub referred to in Action II





Chapter 8 – Integrating walking with public transport

London has one of the most extensive public transport networks in the world, with more than nine million trips made every day by bus, tram, Underground, train and river boat.

Half of all walking in London takes place as part of a longer public transport journey. Nearly all public transport journeys include at least one walking or cycling stage, with people walking on average between four to 10 minutes to reach public transport services (see Figure 9).

It follows therefore that the reach of the public transport network and the experience of using it are closely linked to increasing the level of walking.

People walk more if they live in an area that has good public transport. This is why, as we improve London's public transport network, we will boost the associated benefits for people walking. This is at the heart of the Healthy Streets Approach.

Journeys involving walking and public transport rely on both streets and the public transport network to collectively provide a good experience. We need to take a whole journey approach, working towards the highest levels of experience at both stages of journeys, and at the interchange between streets and public transport stops and stations.

Integrating walking with public transport represents our third group of actions.

Figure 9: Duration of walk time to/from public transport compared to the car²⁹



Improving the public transport network to boost walking

As most walking in London occurs as part of a longer public transport journey, improving and expanding the public transport network will increase walking.

Londoners have told us that ‘getting the basics right’ is vital, which is why the Mayor’s Transport Strategy focuses on making the public transport network easier and more pleasant to use, enabling customers to enjoy comfortable, confident, safe and secure, informed and stress-free travel.

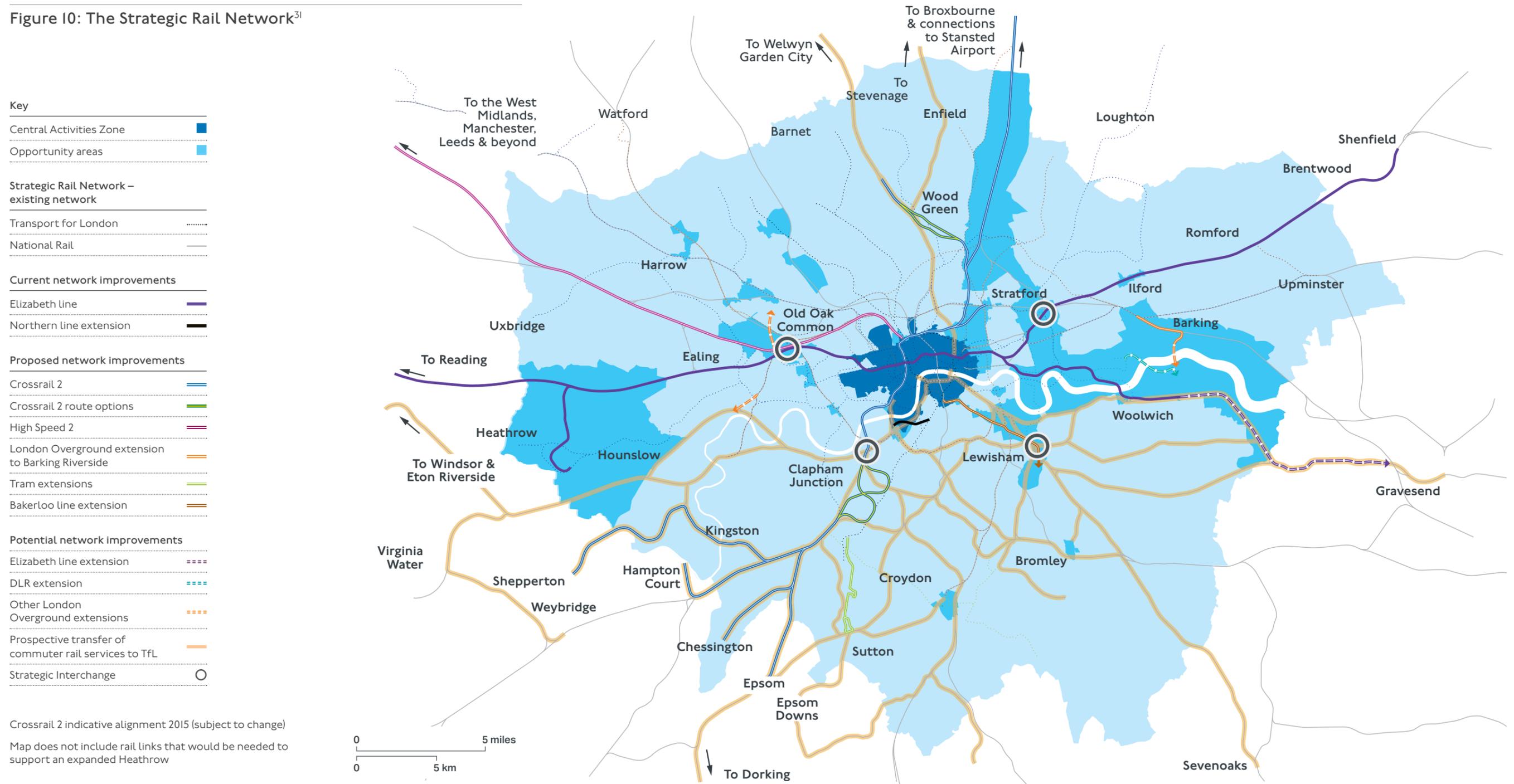
London has ambitious plans for expanding and improving the public transport network (see, for example, the rail improvements shown in Figure 10). This will generate thousands of new walking journey stages.

However, the transport system must be navigable and accessible to all. A significant proportion – 45 per cent – of disabled Londoners find planning and making trips by public transport stressful.³⁰ The Mayor’s Transport Strategy commits to enhancing London’s streets and public transport network to enable disabled and older people to more easily travel spontaneously and independently.

²⁹ LTDS, 2016/17

³⁰ <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities.pdf>

Figure 10: The Strategic Rail Network³¹



31 The Mayor’s Transport Strategy, March 2018



The most significant improvement to the public transport network is the Elizabeth line, which will open in December 2018. The line will run more than 60 miles from Reading and Heathrow in the west through central tunnels across to Shenfield and Abbey Wood in the east.

The new railway will stop at 41 accessible stations, 10 of which will be newly built and 30 upgraded.

The line is expected to serve around 200 million people each year. When it opens in December 2018 with the central tunnels under London, many people will be changing their daily journeys to incorporate the new service. This provides a once-in-a-lifetime opportunity to boost walking by supporting access by foot to and from Elizabeth line stations.

Action I2

Ensure the opening of the Elizabeth line helps achieve thousands of new walking trips through:

- Delivery of public realm infrastructure improvements
- Wayfinding and customer information, and
- Communications focusing on the areas around stations where there is the greatest opportunity for new journeys

Increasing walkability at TfL stations

The walk to and from the station can be an important part of staying healthy for many Londoners.

The areas around and within stations, however, can be cluttered and difficult to navigate, and interchanges between services can be complex. This needs to be addressed.

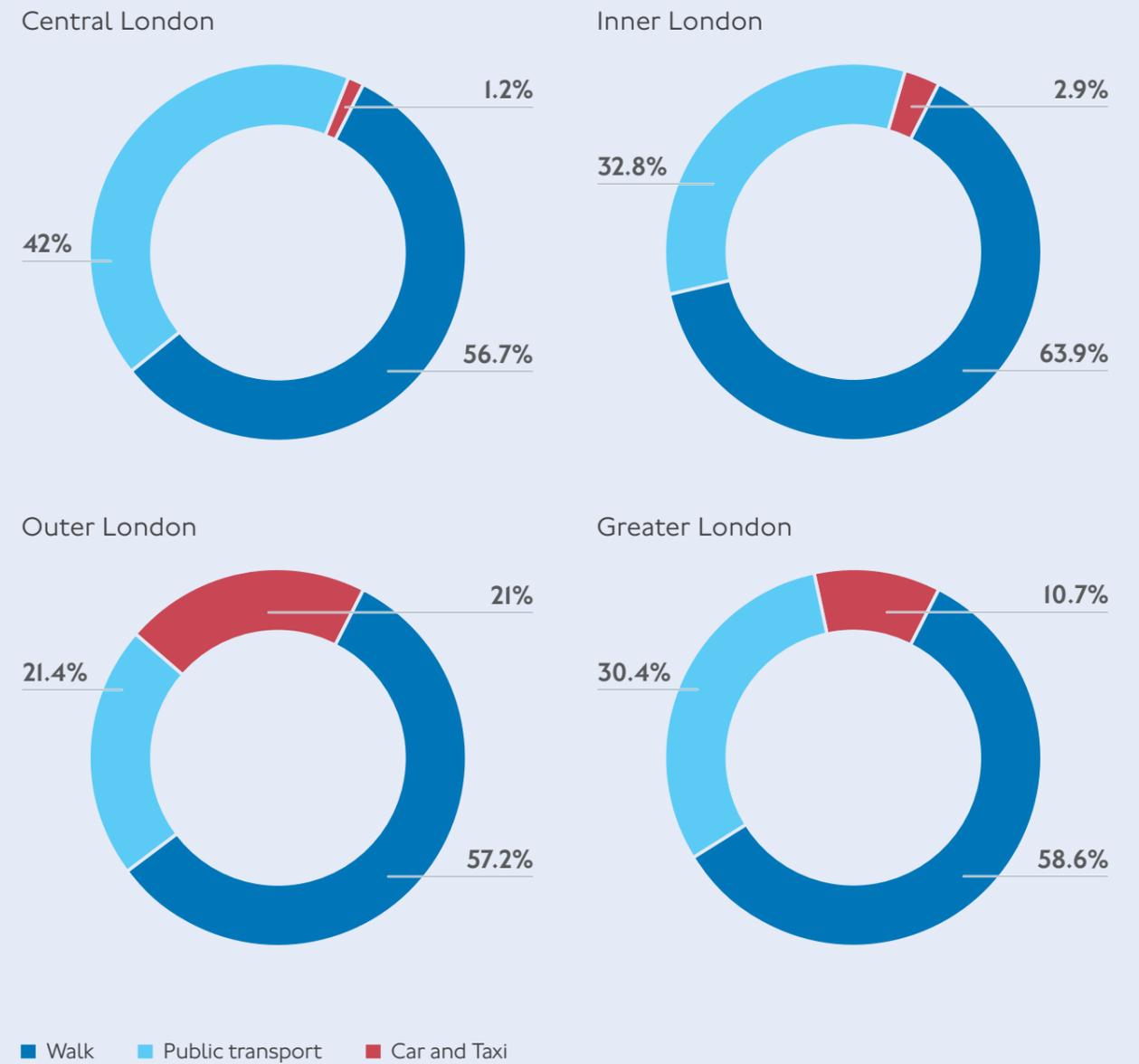
As shown in Figure II, many people currently drive to stations, particularly in outer London. To cater for the ‘whole journey’, stations and the areas around them should be better designed for active, efficient and sustainable onward journeys. Our Active Travel Hubs programme will directly address this, focusing on stations in zones 2-9 with high levels of walking potential.

Action I3

Deliver exemplar ‘Active Travel Hub’ TfL stations, by:

- Early delivery of ‘trial stations’ by 2019, boosting the walking experience through enhanced active travel information and promotion, staff training, and better public realm
- Wider roll-out of programme across TfL stations from 2019, depending on the results from trial stations

Figure II: Mode share of access to Underground stations by area of London³²



³² Rolling Origin Destination Survey, 2010-2014

Improving walkability at National Rail stations in London, bus stops and stations, and piers

More than one million people travel into central London in the morning peak, the majority arriving by rail at central London stations, with 36 per cent of these people continuing their journey on foot.

The interchange between these stations and the surrounding streets is vitally important to facilitate a larger number of onward walking journeys.

River services are particularly significant for walking as access to piers is on the Thames Path, part of the Walk London Network.

Most London piers are well connected with facilities and information to enable walking as part of the onward journey. However, more can be done to improve pier visibility and access, and to provide clear information on piers' proximity to local visitor attractions, businesses, places of interest and public transport.

Buses are the most accessible form of public transport, and they provide the widest and most comprehensive network of travel options for distances that are too long to walk. This form of transport is now even more attractive as a result of TfL's introduction of the Hopper fare, which allows unlimited bus

and tram journeys within one hour for the price of one.

Easy access by foot to public transport is essential, and already 99.6 per cent of London's population live within eight minutes' walk (640 metres) of a bus stop.³³

Action I4

Improve walkability, by:

- Working in partnership with Network Rail, the train operating companies and the highway authorities to improve signage, permeability and access to the streets around central London stations
- Upgrading existing bus stops so that they meet the wheelchair-accessible standard; and ensuring that all new bus stops will be wheelchair accessible as a minimum, with 95 per cent of bus stops being wheelchair accessible in all boroughs by 2025
- Prioritising connectivity and access for people walking to/from bus stops when planning new growth areas, and ensuring all new households are a maximum of 400 metres' walk to/from a bus (or tram) stop



³³ TfL strategic analysis, 2018



Chapter 9 – Leading a culture change

Most Londoners agree that walking is enjoyable, an interesting way to travel and gives them time to think. Walking to a destination makes them feel more relaxed, and is a good way to keep fit.

Walking allows people to experience the city streets – the majority of people believe that London is a city for walking. Therefore we should be celebrating London as a great city for walking.

However, while most Londoners recognise the benefits of walking, they do not all feel able to walk on a regular basis. Complementing the infrastructure improvements designed to overcome barriers to walking with activities to promote walking will help make people want to walk. This is our fourth group of actions.

Supporting children to walk more is particularly important in ensuring that future generations of Londoners are able to choose active, efficient and sustainable modes of transport. Working with primary schools is key, as they make up the majority of educational establishments in London.

As streets comprise 80 per cent of public space in London,³⁴ they are also places where people spend time. At a local level, for example, this could mean socialising and children playing. We need to support people to reclaim their streets for the uses they need, and to enable communities to help themselves and each other to walk more.

34 <http://content.tfl.gov.uk/healthy-streets-for-london.pdf>

Enabling children to walk more

London has the highest levels of childhood obesity in England. It is vitally important that our city's children can access the health benefits of walking, and that is why this Plan introduces a new 'walk to school' target for London. Efforts will need to be focused in this area, and TfL will be working with the boroughs to reduce road danger and air pollution around schools.

Parents recognise walking for its benefits to children's physical and mental health and as a way for them to gain the skills needed to become independently mobile. It also provides an opportunity for quality family time together.

Travel to and from school accounts for around 44 per cent of all journeys made by children, so building active travel into this regular routine is an important way of improving the health of young Londoners.

The Children's Traffic Club London is a free education programme covering road safety, walking, scooting and cycling for pre-school-aged children, their parents and carers.

STARS (Sustainable Travel: Active, Responsible, Safe) is TfL's accreditation scheme for London schools and nurseries. STARS inspires young Londoners to travel to school sustainably, actively, responsibly and safely by championing walking, scooting and cycling.



STARS schools on average see a six per cent decrease in car travel to and from school, and a four per cent increase in active travel. At present, half of all schools in London are STARS accredited.

As well as promoting active travel, schools can identify the obstacles to walking to school through engagement with pupils, parents and staff. TfL and the boroughs can then work with schools to address any physical barriers, for example by improving crossing facilities. Pupils who live further away can be supported in walking part of their journey with a Park and Stride initiative, where a safe parking location is identified around 10 minutes' walk from the school, and pupils walk the last stage of their journey.

Beyond primary school age, the Youth Travel Ambassadors programme recruits teams of students aged 11–19 to research and develop campaigns to change people's behaviour. The campaigns focus on walking and cycling, road safety and improving people's experiences. They are supported by TfL, the boroughs and school staff.

Action 15

Increase 'Walk to School' levels in London by:

- Increasing the number of STARS schools, particularly in areas with poor air quality, high road casualty numbers and the most active travel potential. Our target is to double the number of gold-accredited schools from 500 to 1,000 by 2024
- Promoting measures, which can be delivered through LIPs, to reduce road danger and improve air quality around schools, including timed road closures, car-free days and 20mph speed limits

35 LTDS, 2016/17

<http://www.gov.uk/government/statistics/schools-pupils-and-their-characteristics-january-2018>

TfL/GLA research, 2016

<http://content.tfl.gov.uk/healthy-streets-for-london.pdf>

44%

of all journeys made by children are to and from school

1.4m

children attend schools in London

57%

of the educational establishments in London are primary schools

60mins

is the minimum amount of daily physical activity recommended for children – ideally, children should be active for up to several hours every day. Only 2 in 10 children in London achieve this³⁵

School case studies

STARS programme

Millbrook Park Primary School in Barnet – a STARS Top Schools Award Winner for Walking 2017 – has implemented a wide range of walking activities. These include the walking bears project, where the pupils record what their class teddy sees on route to school, and a Park and Stride scheme from a local supermarket car park.

Scootering has also been encouraged through the provision of scooter storage, a scooters' breakfast, scooter training and 'Bling Your Scooter', which encourages children to decorate their scooters.

Due to road danger concerns, the school has worked closely with the council and the management company that oversees the private roads on the new estate on which the school is located to set up vehicle-activated signs and parking restrictions. Road danger concerns have also led parents to successfully campaign for a new zebra crossing.

School Streets

Hackney Council is trialling a scheme where roads outside five schools are closed to traffic at opening and closing times, in order to create a safer and more pleasant environment.

A similar pilot in Camden, at St Joseph's Primary School on Macklin Street, in 2016 resulted in a 43 per cent reduction in driven trips to school, and a 3.8 per cent reduction in NO₂ levels overall on school days.



Parents are often reluctant to let their children walk to school unless the journey is safe. TfL is working with boroughs to increase active travel, reduce road danger and air pollution around schools. TfL's Strategic Walking Analysis will include a focus on Healthy Routes.

Healthy Routes are safe, low-pollution, quiet and accessible routes to schools, town centres and local areas of interest, with a particular focus on improving conditions for children, older people and disabled people. The identification of priority Healthy Routes across London within the analysis will inform future decision-making to:

- Tackle the local barriers to walking (such as road danger or personal security concerns, severance, overcrowding and clutter on pavements)
- Reduce road danger (by slowing traffic speeds, improving crossings and other measures)
- Encourage more walking by making routes more interesting and attractive (through measures such as greening and improved lighting)
- Decrease exposure to pollution (for example by reducing traffic or improving routes that provide an alternative to walking on heavily trafficked streets)

Promoting walking for all

Many Londoners walk on a regular basis, but there are others to whom walking could be more attractive.

Action needs to include:

- Creating a desire to walk
- Helping people take action
- Supporting people to make a long-term change

New partnerships between organisations and technology providers can enable action, as was successfully achieved at the first Active Travel Hackathon in June 2018. This event was the result of a partnership between TfL, the Met Office, Amazon Web Services and Cloudreach. Seven teams participated, developing solutions including a personalised app-based travel planner that takes into account data such as weather, and reflects personal data such as allergies.

Following on from the success of the Hackathon, TfL has launched an open innovation challenge (the Mayor's Civic Innovation Challenge) to encourage the development of tech-based products and services that promote more walking in London.



London's Summer of Active Travel

TfL, boroughs and partners are celebrating active travel throughout summer 2018, with a busy season of events, activities, communications, behaviour change initiatives and new infrastructure openings, aimed at getting people walking and cycling in London.

TfL launched the programme of events in June 2018, with a new active travel campaign encouraging people to 'walk, cycle, discover', and a new partnership with Public Health England on its 'Active 10' campaign. Londoners are challenged to walk briskly for 10 minutes twice a day, tracking their progress through the 'Active 10' app.

Many other partnerships are planned to promote walking and cycling throughout the summer, including Crumbs (a free treasure hunt app), the Adidas Fitbit Challenge (a two-week 10,000 steps challenge) and Open House (the London festival of architecture).

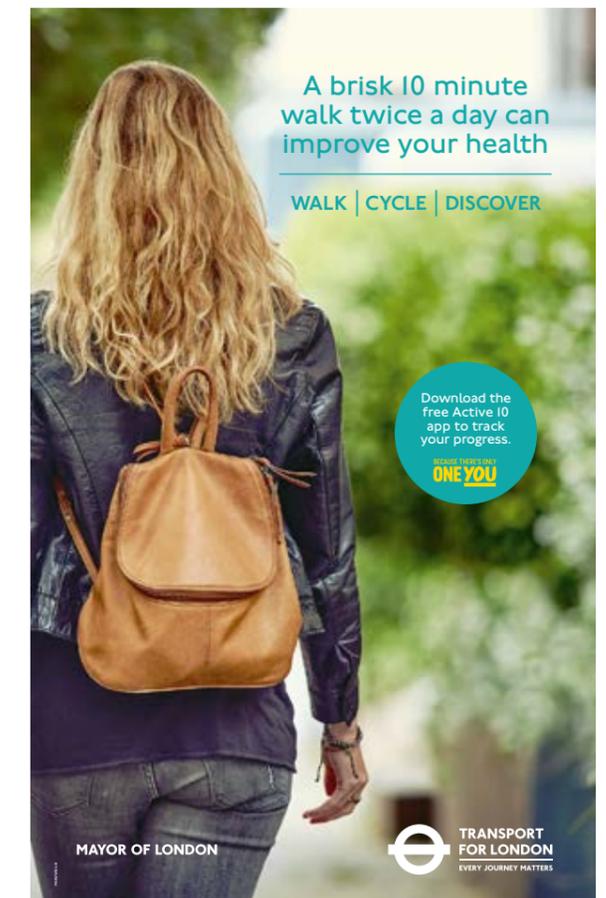
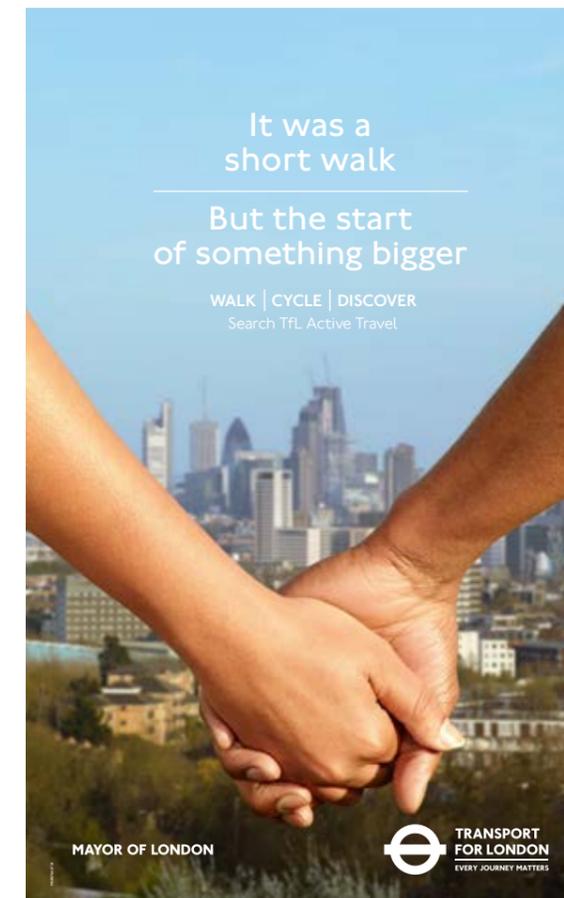
Meanwhile, the Experience London blog will inspire Londoners to take action through case studies and local events, and by highlighting available resources.

One of the new infrastructure openings is an elevated walkway that completes the 'missing link' between two sections of the Thames Path in Greenwich, funded by TfL's Quietway Programme. The Thames Path is a near-continuous 184-mile greenway for people to walk and cycle along the bank of the River Thames, and this missing link forced people to take a significant detour.

Activities will be supported by press and social media engagement and direct communications. The impact of these activities will be evaluated and used to inform future campaigns over the lifetime of this Plan.

Action 16

- Deliver London's Summer of Active Travel campaign in 2018, inspiring people to enjoy London's streets and open spaces on foot
- Work in partnership with Public Health England to promote its app tracking two x 10 minutes of activity ('Active 10')



Supporting a culture change

Local communities and walking interest groups are important in helping more Londoners to walk. Their energy and passion are inspiring, and their local knowledge and expertise unparalleled. This Plan needs to support them to be their best.

Over the last two years, TfL's Cycling Grants London programme has helped 64 community groups encourage more than 14,000 people to cycle. Community and not-for-profit groups across London can apply for grants for initiatives including cycle training, loan bikes, guided rides and courses to teach basic cycle maintenance. This successful scheme will now be extended to walking, to help thousands more Londoners travel by foot in their local community.

Action 17

Launch a grants scheme for community projects that support London's diverse communities to walk and cycle in 2019, capturing new ideas and best practice for roll-out to other locations.

Improving wayfinding

Legible London signs provide people walking with the confidence to navigate street environments, and minimise the fear of getting lost. Legible London has been widely adopted by many boroughs and partners, and has helped to unify signage across London. Across central, inner and outer London, nine out of 10 respondents were keen to see more Legible London signs introduced.³⁶ TfL maintains, improves and expands Legible London by working with boroughs and the private sector to roll out more signs, and is looking to work with partners to improve digital wayfinding.

Action 18

Improve TfL Journey Planner in 2018 so that it better highlights walking as a journey option. This includes showing walking options when they are the quickest way to make a journey, and encouraging wider use of postcodes to provide easier navigation of a walking route to final destinations.

³⁶ TfL research, 2014



Leisure walking routes

London has one of the largest leisure walking networks of any world city. These link parks, waterways and historic sites and allow people to both touch nature in the city and to experience London's amazing historical and architectural heritage. Forty per cent of people walking for business or commuting purposes on these routes state they are motivated to do so for the pleasure of the experience. Although originally perceived as a recreational resource, the Walk London network is heavily used for everyday journeys too:

- Twenty-one per cent of users are walking to work or education, or in the course of their work
- Slightly more than half of users are walking for the purpose of shopping, personal business, leisure or social activities
- Twenty-five per cent of users are walking on the network solely for the purpose of a recreational walk³⁷

The Walk London network will be a focus of the London Walking Forum (Action 21).



Reclaiming streets and making streets fun

Reclaiming streets for people walking can have many positive benefits. New York's 'Green Light for Midtown' project to improve mobility and safety along a major corridor, which included the pedestrianisation of Times Square, resulted in a 35 per cent decrease

in pedestrian injuries, a 40 per cent decrease in particulate matter and an 11 per cent increase in people walking in Times Square.³⁸

Using temporary, light-touch and low-cost projects to change the way a street looks and feels can have a big impact on people's lives, and can often be the first step towards more permanent changes.

These projects allow people to see how the Healthy Streets Approach can benefit them, showing the potential of their local streets and public spaces for uses other than moving cars.

Local communities and businesses are key partners in delivering these innovative schemes in local neighbourhoods, and we need to provide them with more support.

Action 19

Support temporary, light-touch and low-cost projects by:

- Exploring a new TfL grant scheme for BIDs and working together to develop practical measures that will deliver more walking and cycling
- Promoting new guidance (Small Change, Big Impact) to partners, including boroughs, community groups and BIDs, throughout 2018. Ensure monitoring is carried out during temporary interventions, to provide evidence for future permanent schemes

³⁷ TfL research, 2011

³⁸ www.globaldesigningcities.org/publication/global-street-design-guide/streets/pedestrian-priority-spaces/pedestrian-plazas/case-study-plaza-program-new-york-city-usa/

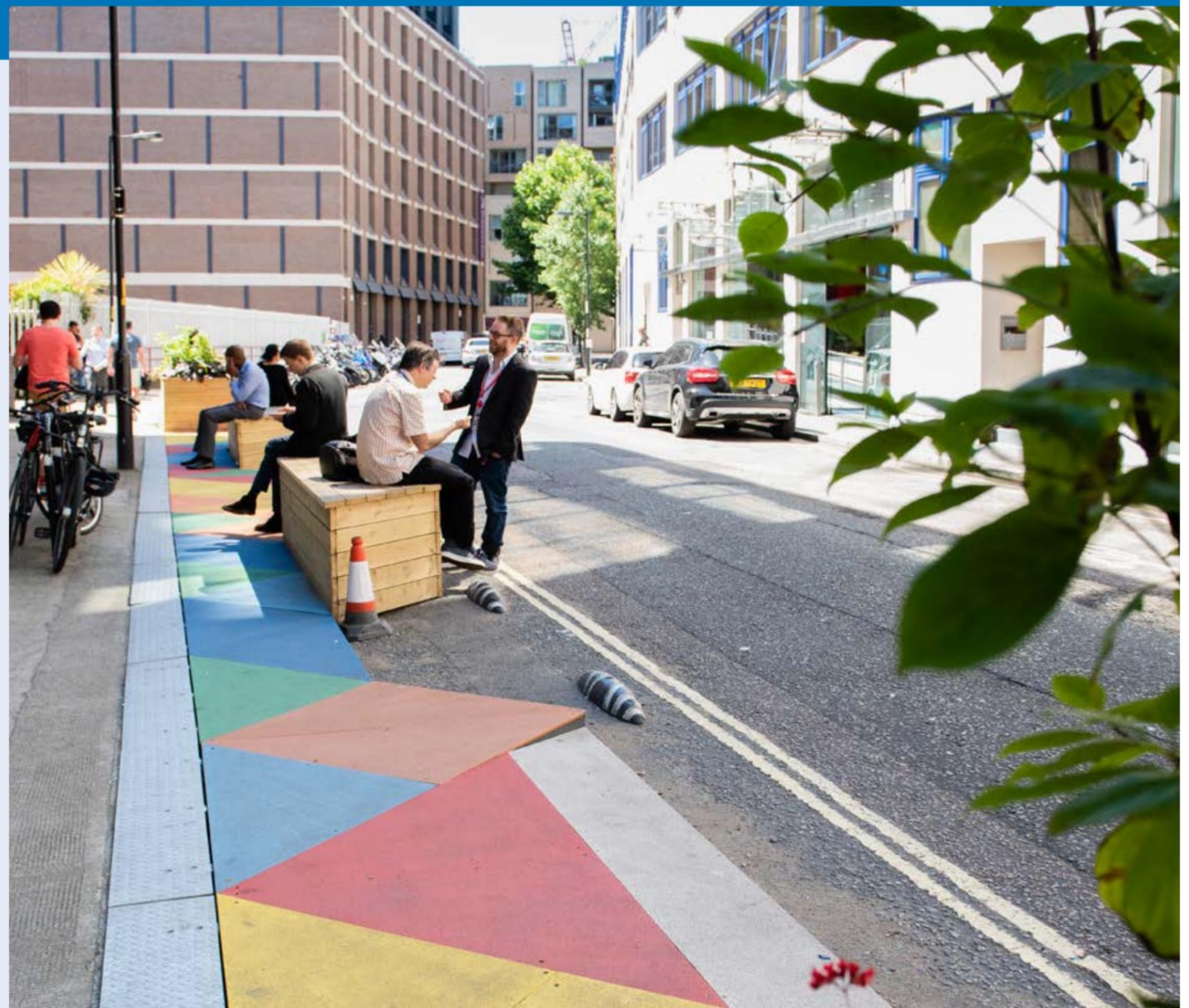
Case study

Bankside Boardwalk

Bankside Boardwalk is a temporary and flexible structure on Lavington Street, Southwark. The street, which used to be a 'rat run', is undergoing a six-month trial of a one-way system, with the boardwalk reclaiming street space for people walking.

The temporary structure will help to explore how street environments can be adapted to favour different transport modes, reducing the dominance of motorised vehicles and making walking safer and more enjoyable. The boardwalk will also feature planting and points of interest gathered from the Southwark Local History Library.

The boardwalk system was created by Design for Movement, as part of a 'design and build' competition set up by TfL's Future Streets incubator fund. The scheme is being delivered by Better Bankside as part of the wider Bankside Urban Forest, a long-term plan for improving streets and public realm in the area.





Car-free events are great opportunities to celebrate London and inspire change. From local events (such as play streets) to major international events (for example, the London Marathon), they enable people to access and experience London's streets differently.

Reducing car dominance is at the heart of the Healthy Streets Approach, and car-free events have the potential to encourage more people to walk, cycle and use public transport.

TfL is supporting the delivery of more than 100 planned street closures in 2018. This includes providing travel information to customers, diverting bus services and managing traffic on the day.

Action 20

Support car-free events as catalysts for change and celebrations of walking, by:

- Supporting event organisers in delivering high-quality car-free events across London, including new events to mark World Car-Free Day in September 2018
- Promoting sustainable travel on TfL's website in the lead-up to, and during, car-free events
- Encouraging boroughs to support small-scale events on local streets



Chapter 10 – Working together to achieve the Walking Vision

The vision and targets in this plan demand a step-change in London's activity to improve the experience of walking, and to increase levels of walking.

Many organisations and groups will contribute to making London's Walking Vision a reality. TfL has responsibility for delivering the Mayor's aims for transport, managing the city's strategic roads and public transport services, and supporting good growth. The boroughs are responsible for 95 per cent of streets in London. BIDs, businesses, the police, schools, community and residents' groups and stakeholder organisations also have key roles to play.

A range of support is available, including the forthcoming Strategic Walking Analysis and walking design guidance. Funding is provided to boroughs through LIPs and the Liveable Neighbourhoods Programme, and to local groups through the new walking and cycling grant scheme.

Next steps

To initiate and maintain delivery of the Plan, TfL will:

- Host a series of launch events to disseminate the Plan
- Publish the Strategic Walking Analysis to identify priority locations
- Publish supporting toolkits and guidance as set out in the Plan
- Hold regular workshops and forums with boroughs and other partners to share best practice and drive change and innovation
- Continue monitoring international best practice as well as evaluating schemes in London, and disseminate findings to boroughs and other partners
- Monitor progress towards the targets, reporting it annually in the Travel in London report



Action 21

Establish a London Walking Forum, bringing together boroughs and key delivery partners to oversee delivery of the action plan, and share experience and best practice.

Working together towards these targets and towards making London the world's most walkable city will allow Londoners to reap the rewards in the shape of improved health, reduced air pollution and road danger, a more efficient transport system, more cohesive communities and a boosted economy.

Further information and guidance

Any comments or queries relating to the Walking action plan should be directed to walking@tfl.gov.uk

