

Teddington

Travel to work network

Welcome to the seventh issue of the Teddington Travel to Work Network. In this edition we have a summary of our last network meeting, feedback on Teddington Bike Week, Streetcar and other initiatives that all members can take advantage of.

The next network meeting will be held at Tearfund on Thursday January 28th. If you wish to attend please contact Jakub Bojczuk at 020 8891 7665 or j.bojczuk@richmond.gov.uk

SEPTEMBER MEETING

The last network meeting was kindly held by Tess Duffell at Ellmer Constructions on September 10th 2009. Tess welcomed all representatives who arrived from six local businesses, Streetcar, Local Cycle Campaign and Richmond Council.



Ellmer Constructions is a member of the Byrne Group. Their offices are based in Teddington, in an astonishingly refurbished building on Hampton Court Road. Lately this Teddington business has won a Go Green Exceptional Achievement Award from Richmond Council. Ellmer Construction is the second second firm in the borough to reach the standard, after publishers Haymarket (also members of the Teddington network) which reached the required level earlier this year.

Support is available for all businesses which want to improve their environmental credibility and to sign up for the awards scheme. Visit www.richmond.gov.uk/ro/gogreen/gg_home for more information.

TALK ON BUS SERVICES

Teddington Travel to Work Network members have been seeking feedback on their views on local bus network including some identified issues and opportunities. Peter Bradley, Head of Consultation and Engagement Strategy was invited to the September meeting to explain what his department does and how the TfL Bus Consultation is usually carried out.

He begun with giving away some statistics.

- Bus transport in London carries 6.3 million people each week.
- Bus patronage in 2009 is up by 3% compared with the previous year.
- There are 700 bus routes across the capital covering 478 thousand miles.
- Customer satisfaction surveys show 80 out of 100 passengers are satisfied.

The way how services are run has been changing over lat years. There are four principles behind the bus network and service:

- Simplicity
- Reliable service
- Comprehensive – goes where people want to go
- Frequency – try to run at 12 minute intervals or less

In reference to bus routes in Teddington there are no planned changes at present with an exception of a couple of updates:

- Route 33 will be converted into a 24hour service (This will be the third 24 hour service in Teddington alongside 281 and 285).
- TfL will be retendering franchise for running R68 and R70 next year.

TfL is also working to develop a mobile and web-based real-time information system available to anyone with an access to internet. This is a subset of the automatic vehicle locator. His will upgrade TfL's countdown system where passengers will use mobile phone of the internet to find out when their bus is due. Companies will be able to have the real-time information displayed in the reception area using their LCD monitors.

QUESTIONS RAISED AT THE MEETING

What criteria do operators bidding for running London's bus routes need to meet?

There is a tender list that TfL uses. Once the contract awarded millage and reliability against timetable are being monitored. Moreover, TfL dictates a number of bus vehicles that are need for each route. An operator can only use fewer vehicles if they can prove reliability. Any problems must be sorted at the bus provider's expense. Providers judged on vehicle presentation, driver standard, and interaction. All drivers now have to do training for qualifications.

How to ask specific questions to TfL as a network. Is there an easy mechanism?

Peter Bradley said he can be approached directly as he should be able to get reasonable answers to reasonable questions. Questions are also fed through quarterly borough liaison meetings.

Although certain criteria would be correct to go through the borough first as they know the area and specifics, Peter Bradley is keen to hear feedback from the TTWN – every route is reviewed before retendering. Jakub offered to send info to PB. Have 3 specific points from the group. This will include as much background as possible including data available from travel plans to support any case.

Are there any thoughts on linking cycling with public transport such as cycle carriers such as those in US?

This could have a potential conflict with other bus users in London and be likely to cause delays.

However, TfL is working on Cycle Hire Project, a public bicycle sharing scheme for short journeys in and around central London. It will allow its users to pick up a cycle, use it as they like, then drop it off at one of docking stations, ready for the next person. It will be an opportunity for people to travel by public transport and then use a bicycle.

As a result of Peter Bradley's visit Jakub will draft an email on behalf of the networking collecting all the common thoughts, ideas and survey data available through travel plans and send to TfL for his feedback.

FEEDBACK FROM NPL BIKE WEEK EVENT

Lindsay Chapman, a Senior Research Scientist from NPL provided us with feedback from the event and thorough results analysis from the survey that was completed before the event by 88 participant who registered for the event. It is difficult to judge how many people actually turn up as not all registered beforehand. We estimate there were well over participants from seven organisations: NPL, LGC, NMO, Tearfund, Amey, NHS Richmond and Ellmer Construction.

The survey found that the event attracted not only keen cyclists who already cycle to work but also public transport users, pedestrians and those who drive the car alone.

Safety on roads was the main concern for participants from NPL and LGC, while inclement weather was the main barrier for cycling for Tearfund staff.

Amongst many activities offered on the day, police cycle marking were the most popular among LGC staff, dr bike among NPL staff and dr bike and cycle training among Tearfund staff.

THREE BIKE WEEK EVENTS TOOK PLACE ACROSS TEDDINGTON DURING 1ST WEEK OF JUNE.

NPL event was the largest one with 34 bikes checked by dr bike and 32 bikes tagged by Police. Lensbury Club event had 22 bikes checked by dr bike and 26 tagged by Police while at Haymarket and Teddington Studios 15 bikes were checked and 24 had a security marks done by Police.

QUOTES FROM THE DAY

This was a really useful event for me - not only did I get my loose and very noisy mudguard fixed by the helpful Dr Bike but my bike was given an MOT and is on the police bike database!" Debbie Gaskell, LGC

Thank you for extending the invitation to Ellmers and Byrnes. I'm glad the weather was good - although I was in a suit!!! -Tess Duffel, Ellmer Constructions

We had a total of 13 staff who attended all thought it was well worth while and the weather was great. The different cycles were great fun. Eddie Cole, Facilities Manager

WORKPLACE CYCLE CHALLENGE

4 Teddington participants in the workplace cycle challenge – Haymarket, LGC, Tearfund, NPL.

Feedback – hard getting people to sign up. Maybe a discount. Trying to get people to sign up. Maybe link up with cycle buddy scheme.

4 Teddington participants in the Workplace Cycle Challenge.

- Haymarket cycled 10,562 miles during June (25th position in London)
- LGC cycled 3,070 miles (66th position)
- Tearfund cycled 1,915 miles (98th position)
- NPL cycled 1,118 miles (134th position)

STREETCAR - THE COMPANY CAR THAT FITS IN YOUR WALLET

Suyin Dubois from Streetcar presented to Teddington Travel to Work Network members a concept of a car club.

A car club provides its members with quick and easy access to a car for short term hire. Members can make use of car club vehicles as and when they need them.

Streetcar is one of four car club operators in London. The operator has:

- ❑ Over 60,000 members and 1,800 businesses
- ❑ Around 50 Streetcars and vans within the London Borough of Richmond
- ❑ The company offers corporate and individual membership.

Suyin brought one of the vehicles to the meeting and demonstrated on the day how the Streetcar works.

HOW DOES STREETCAR WORK?

1. *Book online*
2. *Identify your Streetcar*
3. *Use your smartcard to unlock the door*
4. *Check for damage*
5. *Enter your PIN and take the keys*
6. *Use the fuel card to pay for petrol*

CYCLE AMBASSADOR SCHEME

The Cycle Ambassador Scheme (CAS) is an innovative new project that provides existing cyclists with the tools they need to get non-cyclists onto bikes.



The scheme aims to get existing cyclists to encourage one or two novice cyclists, such as friends, family and colleagues, who they think would take up cycling with a bit of gentle persuasion and support. The scheme provides both novice and existing cyclists with information and support to help them through the scheme.

Jonathan Rowland from Richmond Cycling Campaign said that there is help provided for both Cycle Ambassador and the learner through Smarter Travel Richmond. If any member of staff working in the borough is interested in participating should contact cycleambassadors@richmond.gov.uk.

MARKETING INITIATIVES OFFERED TO THE NETWORK MEMBERS

SWELTRAC joined the forces with Smarter Travel Richmond in proposing a list of initiatives that could be used to promote sustainable forms of transport to people working in Teddington.

Based on feedback given to us at regular meetings with the network and Teddington Bike in June 2009, we decided to ask you to score various initiatives in an on-line survey.

The survey showed that cycle maintenance courses and regular dr bike visits were the most popular amongst members. Six organisations were very interested in having these two initiatives implemented in their workplace. Others felt it would be useful to support staff with cycle maintenance.

We will be contacting individual companies to organise these initiatives at their workplaces.

MAPPING

The work on Teddington-wide map is undergoing.

The map will be available to staff working for all members of the network. The map will show main roads, bus routes and cycle signed and quiet roads in 20 minutes walking time from the Teddington Station.

Open-Ended Response	Total points received
Cycle maintenance courses	57
Mapping of Teddington	55
On-site Dr Bike sessions	52
Bike events	51
Promotional material for the workplace	47
Travel Plan toolkit	47
Individual site maps	46
New webpages	45
Grants for the installation of small-scale infrastructure	42
Smarter driver training	41
Roadshows	41
Car-sharing	40
Workplace Cycle Challenge	40
Cycle Trial Scheme	39
Car clubs	38
Merchandise	38
Corporate cycle training	36
Teddington Bicycle User Group	28

NEW LOGO NEW WEBSITE

SWELTRAC is pleased to announce we have developed a new website.

We also took this opportunity and recreated webpages of the Teddington network. We also have designed a logo for the network. If you want to give us a feedback on this please do not hesitate to contact us.

NEXT MEETING AT TEARFUND

Eddie Cole will host the next meeting at Tearfund. The meeting will be held at 8.30am on Thursday 28th January 2010. Agenda will be confirmed.

To confirm your place contact Jakub at SWELTRAC j.bojczuk@richmond.gov.uk

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