

# St Johns Road, Clapham Delivery and Servicing Observation Study



Prepared for

**London Borough of  
Wandsworth**



on behalf of the

**South London Freight  
Quality Partnership**



by



**Version 1.0**

**March 2011**

**Draft Report**

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## 1 INTRODUCTION

The London Borough of Wandsworth and Bus Operations of Transport for London have identified several issues in St Johns Road, located close to Clapham Junction Rail Station, in the London Borough of Wandsworth. These issues relate to:

- Delivery and Servicing Activity on St Johns Road blocking a carriageway resulting in just one carriageway available for two way traffic flows
- Instances of buses not being able to clear the junction of St Johns Road and Lavender Hill.

The London Borough of Wandsworth is interested in identifying the nature of delivery and servicing activity that occurs on St Johns Road and to identify potential solutions to alleviate these and any further issues.

As such, the London Borough of Wandsworth, through the South London Freight Quality Partnership, commissioned TTR to conduct an initial scoping study into St Johns Road.

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## 2 METHODOLOGY

In order to conduct this scoping study, it was agreed with the client that observations of delivery and servicing activity were to be carried out for a 12 hour period on Wednesday 16<sup>th</sup> February 2011. Wednesday was chosen to be a typical day for delivery and servicing activity. Observations were carried out by a single surveyor at a time between the hours of 06:30 and 18:30.

Observation recording templates were prepared (a copy is included as Annex A) and the study area was agreed amongst the project team.

During the course of the observations, the nature of delivery and servicing activity was recorded, and where this activity occurred, any impact on pedestrians, cyclists and buses this was noted. The observations were supplemented with digital photographs and other supporting commentary. In addition the items were recorded:

- the nature of businesses on St Johns Road
- the presence of on and off-street loading facilities available for use by business
- a brief review of the presence of rear or side access entrances which could be used for loading
- the presence of loading/unloading restrictions, Traffic Enforcement Officers and whether Penalty Charge Notices were issued
- any infrastructure damage and the suitability of the carriageway and pavement surfaces for loading/unloading. (This was not a comprehensive overview as provided by a Freight Environmental Review Systems (FERS) report.)

Following the observation day, details of the delivery and servicing activity observed were written up and reported, along with other information recorded on the day. In light of other research conducted into the St Johns Road area a package of recommendations was developed to alleviate any issues observed relating to delivery and servicing activity. The other research reviewed included:

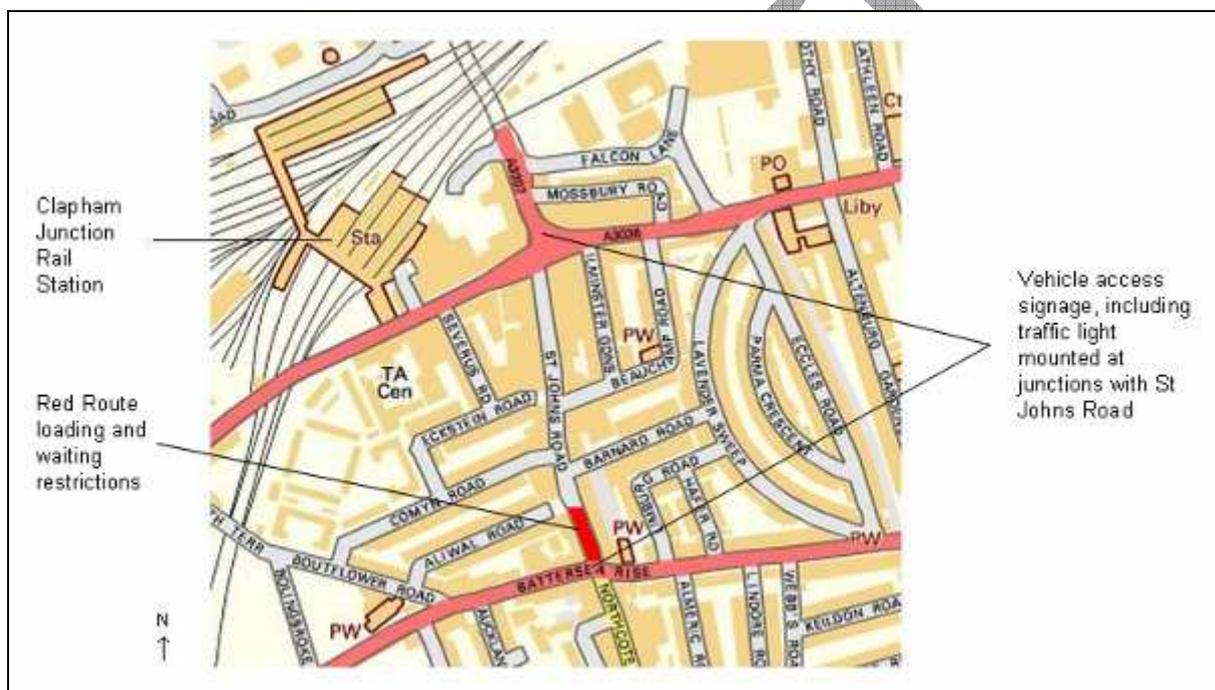
- A St Johns Road – Waiting, Loading and Access Review study by PBA, completed in 2005.
- A traffic management study of Clapham Junction Town Centre by JMP, completed in 2007.
- A Legal Loading Initiative Report conducted by TTR for the SLFQP in the Northcote Road area of Clapham, completed in 2007.

## 3 ST JOHNS ROAD

### 3.1 Location

St Johns Road is located in the Districts of Clapham and Battersea, in the north east part of the London Borough of Wandsworth, close to Clapham Junction Rail Station. St Johns Road is accessible from the junction of the A306 (Lavender Hill, St Johns Hill) and the A3207 (Falcon Road), and from the A3 (Battersea rise) junction with Northcote Road. Other access is also available via residential side streets as shown in Figure 3.1:

Figure 3.1: St Johns Road Location Map



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### 3.2 Business Profile

St Johns Road consists of approximately 60 – 70 business premises. These include retailers, health and beauty establishments such as Hair Dressers, coffee/sandwich shops, eateries and takeaways, and professional services establishments such as Banks, Buildings Societies and Solicitors.

The retailers include independent businesses, charity shops and typical High Street brand names. The largest premises and occupiers include Debenhams, TK Maxx, Waitrose, and Marks Spencer. Other well established retail chains with a local presence include Boots, CarPhone Warehouse, Claires Accessories, Footlocker, Holland and Barratts, JD Sports, o2, Superdrug and Waterstones. In addition to the independent coffee and sandwich shops, St Johns Road includes a Starbucks and a Costa Coffee, with a McDonalds restaurant also present. However, it should be

noted there are no pubs or bars located on St Johns Road necessitating deliveries of barrels and/or kegs.

The side streets located off of St Johns Road consist of almost entirely residential properties, typical terraced housing, some of which has been converted into flats.

### 3.3 Vehicle Access

Whilst access is available from the A306/A3207 and A3/Northcote Road junctions, vehicular access to St Johns Road is prohibited except by cyclists, buses and loading/unloading vehicles requiring access.

However, signage on St Johns Road itself, and at the A306/A3207 and A3/Northcote Road junctions is inconsistent, with 3 different pieces of signage indicating different access restrictions (see Figure 3.2:). The image on the left shows that cars and motorcycles are prohibited, and the right-hand image, located at the junctions to enter St Johns Road from the A3/Northcote Road, and the A306/A3207, indicate access only to buses and commercial goods vehicles of 7.5T gross vehicle weight or more for the specific purpose of loading.

**Figure 3.2:** St Johns Road Vehicular Access Signage [on St Johns Road itself (left)] and at the junction with the A3 [right]



There is also conflicting signage mounted on the traffic lights at the junctions to enter St Johns Road from the A3/Northcote Road and A306/A3207, which prohibit turns into St Johns Road except for bicycles and buses (Figure 3.3:).

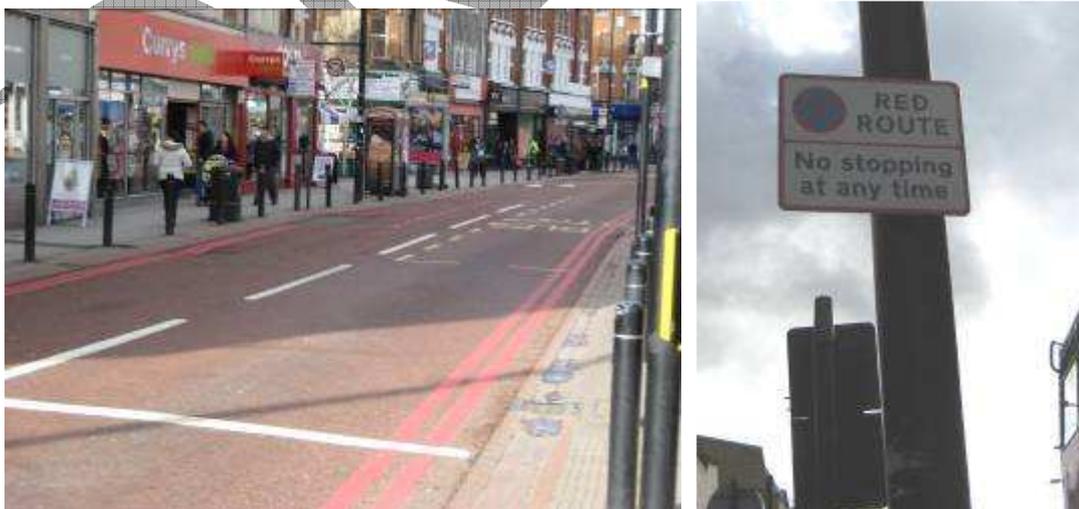
**Figure 3.3:** St Johns Road Vehicular Access Signage mounted on traffic lights at the junction of the A306/A3207



### 3.4 Restrictions and Enforcement

Whilst St Johns Road is a Borough controlled route, the stretch of St Johns Road from the junction with Aliwall Road (in as southerly direction) to the junction with the A3/Northcote Road is designated as a Red Route (Figure 3.1:). The Red Route affects both carriageways, with no stopping allowed on the northbound carriage at any time Monday to Saturday 07:00 – 19:00 (outside of the Loading Bay). On the southbound carriageway, signage is also present indicating no stopping at any time on the approach to the junction with the A3/Northcote Road.

**Figure 3.4:** Red Route Signage and Road Markings



For the rest of St Johns Road, from the junction with Aliwall Road north to the junction with the A306/A3207, there are no restrictions affecting loading/unloading activity.



Excluding the waste collection vehicles, the 42 vehicles consisted of:

- 34 vans (including car derived vans)
- 6 two axle vehicles (including long axle vans up to 7.5T gross vehicle weight and rigid goods vehicles of 7.5 – 16T gross vehicle weight)
- 2 four axle articulated goods vehicles

The morning period observations included collection of waste and other servicing activity as commented on below, in addition to deliveries to local businesses.

#### 4.1.1 Conflict between Buses and Commercial Vehicles

During the morning observations, there were 10 instances observed of commercial vehicles carrying out delivery and servicing activity that had a significant impact on the flow of buses along St Johns Road, with the majority of other instances having a minor impact on bus flow.

In one instance, a Marks and Spencer commercial vehicle which had carried out its delivery activity, and was seeking to exit St Johns Road, was waiting at the traffic light controlled junction of the A3/Northcote Road. This vehicle, which was, behind a waiting bus, prevented buses from accessing the bus stop on the southbound carriageway of St Johns Road (leading to junction with the A3/Battersea Rise). This led to mums with school children having to walk along the pavement, away from the sheltered bus stop to where the bus was able to stop. As such the commercial vehicle was caught between two buses, as shown in .

**Figure 4.2: Marks and Spencer vehicle exiting St Johns Road**



**Figure 4.3: Marks and Spencer vehicle exiting St Johns Road (continued)**



During the morning observations, two Marks and Spencer articulated goods vehicles accessed St Johns Road, before reversing into the Marks and Spencer delivery yard located on Barnard Road. The first goods vehicle was already in the delivery yard when the surveying period started at 06:30 and had departed by 08:08 via Battersea Rise.

**Figure 4.4: Marks and Spencer Articulated Goods Vehicle reversing into and exiting from Barnard Road**



**Figure 4.5: Marks and Spencer Articulated Goods Vehicle reversing into and exiting from Barnard Road (continued)**



The second Marks and Spencer articulated goods vehicle arrived at 12:01 and left at 12:52. The departure of the vehicle coincided with the arrival of a Kheune and Nagel goods vehicle, which was entering St Johns Road via Comyn Road as shown in Figure 4.5.:

**Figure 4.6: Vans using the Red Route loading bay**



It was observed that congestion on the southern end of St Johns Road is caused by commercial vehicles using the existing loading bay on the northbound carriageway of St Johns Road. This can lead to buses, which come from Battersea Rise, having difficulties in entering St Johns Road when the following combination of factors occurs:

- When commercial vehicles use the existing loading bay on the northbound carriageway at the same time as buses stop in the bus stop on St Johns Road southbound carriageway, just before the junction with Battersea Rise.

Congestion at the southern end of St Johns Road is also caused by the traffic controlled junction of St Johns Road and Battersea Rise, which can lead to buses waiting/queuing at the traffic lights. The congestion is relieved when buses depart the bus stop, exit St Johns Road, or when the loading bay becomes vacant.

It was observed that commercial vehicles stopping north of the loading bay and closer to Costa coffee shop have a lesser effect on the buses' flow on St Johns southbound. There is also no or limited impact on traffic flow along St Johns Road of commercial vehicles stopping for loading and unloading on the adjacent side roads such as Bernard Road or on Comyn Road (by Nat West).

**Figure 4.7: Van parked on Comyn Road**



During the morning, it was observed that 3 commercial vehicles involved in loading/unloading activity carried out multiple drop-offs and/or collections to/from the various businesses on St Johns Road, with 2 of these also accessing businesses located on St Johns Hill/ Lavender Hill.

#### 4.1.2 Conflict between Cyclists and Commercial Vehicles

Despite the moderate number of cyclists using St John's Road during the morning observations, it was felt that the delivery and servicing activity observed did not have any impact on the cyclists ability to progress along St Johns Road.

#### 4.1.3 Waste and Servicing

During the morning observations, a mixture of collection and servicing activity was observed occurring on St Johns Road.

At least three separate waste collection service providers were observed servicing various businesses on St Johns Road. The collections observed occurred throughout the morning (at 06:54, 09:48 and 11:40). All of the waste collection vehicles stopped at various points along St Johns Road.

**Figure 4.8: Waste vehicle observations**



**Figure 4.9: Waste vehicle observations**



A variety of servicing activities were also observed which had an impact on traffic flow. The following paragraphs provide some examples of this.

Buses were prevented from pulling onto the northbound bus stops when a Clear Channel maintenance van stopped along St Johns Road to change the advertisements in all the bus stops on the northbound of St Johns Road.

**Figure 4.10: Van servicing the bus stop**



During the morning observations, New Look had equipment and servicing/shop fitting work carried out before the store opened. The servicing vehicle stopped initially in front of the store to unload equipment, before the servicing vehicle parked in a pay & display parking space. Servicing activities in general can take a few hours or up to a whole working day to complete. In general, servicing vehicles need to be parked in close proximity of the premises where work is undertaken. These observations indicate that frequent servicing occurs at the shops on St Johns Road.

At 9:56 a van was observed removing the Christmas lights on St Johns Road (Figure 4.11:). Whilst this activity was carried out the van caused temporarily congestion at both ends of St Johns Road, (the junctions with Battersea Rise and with Lavender Hill). The servicing van took over 30 minutes to complete its activities and had multiple stops along St Johns Road.

**Figure 4.11: Team removing the Christmas lights**



#### 4.1.4 Cash in Transit

During the morning, several vehicles were observed undertaking cash in transit activity. These included G4S parking on Comyn Road to access Nat West, which had no impact on traffic flow. A Loomis vehicle was also engaged in cash in transit activity accessing TK Maxx from St Johns Road, arriving at 12:04 and departing approximately 40 minutes later. The Loomis vehicle was accompanied by a vehicle from the Met Police observing the Cash in Transit Activity.

#### 4.1.5 Instances of Hazardous activity

During the morning observations, one potentially dangerous occurrence was observed whereby a manual handling trolley used for deliveries was left in the middle of the road by a commercial vehicle driver after the delivery was completed. This had a brief impact on bus flow along St Johns Road.

**Figure 4.12: Delivery trolley left in the middle of the road**



**4.1.6 Locations frequently used for loading**

During the morning observations, vehicles were observed stopping frequently at a few locations.

Commercial vehicles were frequently observed parking on the northbound carriageway of St Johns Road, by McDonalds and Superdrug. This location is used for deliveries to businesses located on St Johns Road, but also to Lavender/St Johns Hills. Commercial vehicle drivers were also observed having their breakfast/lunch during their work break.

**Figure 4.13: Vans stopping at McDonalds, Superdrug part of St Johns Road**



**Figure 4.14: Vans stopping at McDonalds, Superdrug part of St Johns Road (continued)**



Another location frequently used by commercial vehicles for deliveries is located on the south west of St Johns Road by the British Heart Foundation outlet and Brook Street.

**Figure 4.15: Location by BHF**



## 4.2 Afternoon Observations (12:30 to 18:30)

During the afternoon and evening period of observations, 28 instances of activity were recorded associated with delivery and servicing activity. This activity was carried out by 22 vehicles, with 3 vehicles carrying out delivery and serving and servicing activity to more than 1 location on St Johns Road. Of the 22 vehicles:

- 12 were vans (including car derived vans)
- 9 were 2 Axle Vehicles (including long axle vans up to 7.5T gross vehicle weight and rigid good vehicles of 7.5 – 16T gross vehicle weight)
- There was one 4 Axle articulated goods vehicle (McDonalds).

Compared to the morning observations, less activity was observed, and there were no instances of waste collections.

### 4.2.1 Conflict between Buses and Commercial Vehicles

During the afternoon period, of the 28 instances of activity, 8 of these had a significant impact on the flow of buses along St Johns Road, with the majority of other instances having a minor impact on bus flow. A number of these led to significant amounts of congestion on St Johns Road including:

- A delivery to McDonalds which lasted for approximately 1 hour from around 17:00 until 18:00. This delivery was made by a 4 axle vehicle of gross vehicle weight of approximately 18T. The vehicle stopped on the North bound carriageway south of bus stops, but relatively close to bus stops on the southbound carriageway.

**Figure 4.16: McDonalds delivery impact on Bus flow and Vehicle Bunching**



- In addition to the McDonalds delivery, 2 other delivery vehicles (belonging to Royal Mail and Unichem) stopped to the south of the vehicle to make deliveries/collections to Superdrug and Santander at the same time as the McDonalds delivery was occurring. However, these other deliveries were of shorter duration, with the Royal Mail vehicle having no impact on bus flow.
- During the early afternoon, Foot Locker received a delivery from a 2 axle rigid goods vehicle (UPS), delivering from the northbound carriageway outside of the store. This negatively impacted significantly on bus flow at the northern end of St Johns Road, with the delivery taking 21 minutes to complete.

**Figure 4.17: Foot Locker (left side of the photo) delivery impact on bus flow**



- Similarly to the morning observations, commercial vehicles, notably vans (but also including 2 axle goods vehicles) carrying out delivery activity at the southern end of St Johns Road also impacted on bus flow, whether they were using the Red Route loading bay or not. This included deliveries made through the afternoon and early evening by UPS, TNT, Interlink Express,

Office Depot and Costa Coffee Express, and from a Petit Forestier hired vehicle.

**Figure 4.18:** Delivery impact on North bound carriageway on bus flow at the Southern end of St Johns Road



#### 4.2.2 Conflict between Cyclists and Commercial Vehicles

Of the 28 instances of delivery and servicing activity observed in the afternoon, 3 of these required cyclists to make significant manoeuvres around delivery vehicles, with approximately 12 instances of cyclists having to make minor adjustments to continue along St Johns Road. With regards those instances requiring significant manoeuvres, in some of these cases cyclists were stuck in the middle of the road between a commercial vehicle on one side and a bus on the other. This is not a safe environment for cyclists.

**Figure 4.19:** Cyclists manoeuvring along St Johns Road with other road users



**Figure 4.20: Cyclists manoeuvring along St Johns Road with other road users**

In other cases, cyclists were observed cycling on pavements to proceed along St Johns Road. Whilst no data was collected relating to number of cyclists observed, it is felt that the number of cyclists is fairly constant during the afternoon, with increases after 15:30 when schools finish, and associated with the evening commute from workplaces.

#### 4.2.3 Cash in Transit

During the afternoon, three instances of cash in transit activity (New Look, Waitrose and Vodafone) were observed on St Johns Road, all carried out by the same G4S vehicle.

As a result of the nature of cash in transit and the associated risks and security associated with them, these usually occur in front of the business being serviced, rather than using loading facilities or side roads. As such changing the location of the activity is highly unlikely.

#### 4.2.4 Locations frequently used for loading

In support of the morning observations, Commercial Vehicles were frequently observed parking on the northbound carriageway of St Johns Road, by McDonalds and Superdrug. Other than this location, the areas close to the Red Route loading bay on the north bound carriageway were also well used.

### **4.3 Use of St Johns Road by Unauthorised Vehicles**

Over the course of the 12 hour period of observations, it was noted that whilst passenger vehicles are prohibited from using St Johns Road, a minimal number of

cars were observed either cutting through St Johns Road between the side streets, or entering St Johns Road from side streets and exiting St John Road onto the A3 or the A306. Similarly a number of minibuses identified by livery as belonging to the London Borough of Wandsworth (presumably Community Transport) also observed using St Johns Road in the above manner.

However, given the small number of passenger vehicles observed using St Johns Road as a through route, it was not felt that these had any impact on delivery and servicing activity, or impeded buses.

#### 4.4 Emergency Service Vehicle Access

During the afternoon period of observations, 5 emergency service vehicles tried to use St Johns Road as a through route. Of these, 4 successfully entered and exited St Johns Road in quick time.

Figure 4.21: Emergency Service Vehicle Unable to Exit St Johns Road

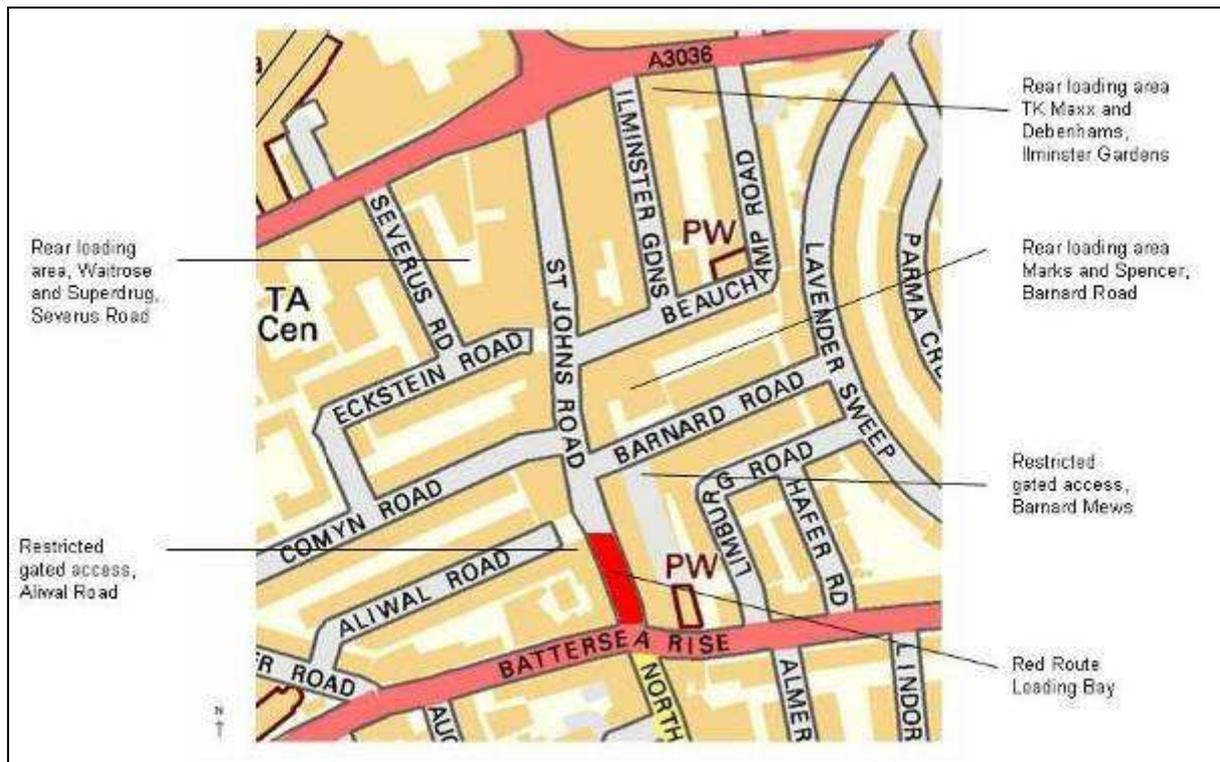


However, at 17:50, a police van trying to exit via St Johns Road northbound was not able to exit promptly onto the A306 due to the presence of buses blocking both carriageways – stopped at the bus stops on the southbound carriageway and waiting for traffic lights on the northbound carriageway.

## 5 ST JOHNS ROAD AND THE ENVIRONMENT FOR FREIGHT

Figure 5.1: shows the provision of loading/unloading facilities, and the provision of rear access in the St Johns Road area.

**Figure 5.1: Provision of loading/unloading facilities and rear access in the St Johns Road area.**



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### 5.1 Loading and Unloading Facilities

The only formal on-street provision for loading is provided by the Red Route loading bay located on the North bound carriageway of St Johns Road, close to Costa Coffee and Currys.

The loading bay is a shared use (disabled) red route loading bay, allowing loading/unloading activities for 20 minutes between 10am and 4pm. Directly opposite the loading bay on the southbound carriageway is a bus stop which is extensively used throughout the day.

**Figure 5.2: Red Route Loading Bay Usage Signage and Road Layout**


## 5.2 Rear and Side Access

From a brief review of side streets and the rear of premises located on both carriageways of St Johns Road, it appears that very few premises have side or rear access through which delivery or servicing activity could occur. This is particularly the result of infill by residential properties, either as new builds or as extensions.

There are exceptions – these include on Ilminster Gardens where there is a rear loading access area available for use by TK Maxx and Debenhams – and on Barnard Road, where Marks and Spencer has its own delivery yard with rear access.

**Figure 5.3: TK Maxx and Debenhams Rear Access (left) and Marks and Spencers (right)**


On Severus Road, there is a rear access area which is believed to be for use by Waitrose and Superdrug. However, the area is used as storage area for waste bins and for customer collections, as well as having restricted ceiling height of 12ft 6". As a result, it is likely that deliveries from larger vehicles are received via the customer entrance on St Johns Road.

**Figure 5.4: Rear Access Area on Severus Road**

Rear access is also available to businesses via Aliwal Road, although this is to pedestrians only, with no vehicle access, and gated rear access is available via Barnard Mews.

**Figure 5.5: Rear Access via Barnard Mews (left) and Aliwal Road (right)**

### 5.3 Home Delivery

As a result of the nature of the businesses on St Johns Road, there aren't a large number of home delivery vehicles based at these premises. However, it was observed that a Waitrose home delivery vehicle was in the servicing area. It was also observed that Ryman's offer a delivery service to customers provided by DHL, with a DHL van observed delivering and collecting to/from the stationery retailer.

### 5.4 Footway, Carriageway and Infrastructure Damage

On St Johns Road, there is clear evidence that vehicle strikes have been observed to bollards on the northbound carriageway in the area of Waitrose, Superdrug and McDonalds. This could be the result of strikes by commercial goods vehicles, waste collection vehicles or buses. It was also observed in the morning that commercial vehicles were reversing onto St Johns Road from side streets, which could also be the cause of the damage.

**Figure 5.6: Damaged bollards on St Johns Road (left) and Barnard Mews (right)**

In addition to the strikes observed on St Johns Road, similar strikes have been observed at the entrance to Barnard Mews. .

It is recognised that there are stretches of St Johns Road which show significant signs of degradation and use by heavy vehicles such as buses and large goods vehicles. Areas of St Johns Road where this was observed include by TK Maxx, L'Occitane and south of the Red Route loading bay on the northbound carriageway.

This damage to the carriageway presents hazards to all road users.

In the area close to the TK Maxx bus stops, kerbstones from the carriageway were missing, presenting a potential trip hazard for public transport users. The footway surface also has parts missing or bricks out of place that might be another trip hazard for pedestrians.

**Figure 5.7: Carriageway Damage by TK Maxx (left) and L'Occitane (right)**

**Figure 5.8: Kerbstones' damage at TK Maxx and uneven pavements**



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## 6 CONCLUSIONS AND RECOMMENDATIONS

The conclusions of the observations include that:

- Vans and Commercial Vehicles which stop on either the north- or southbound carriageways of St Johns Road to carry out loading and unloading activities affect the free flow of buses, and can impact on cyclist movements along the road.
- With the exception of Waitrose, Marks and Spencer, TK Maxx and Debenhams, there is very little likelihood of making use of side or rear access areas due to infill by residential properties and new developments.
- Any use of the Red Route loading bay has a negative impact on traffic flow and presents difficulties for other road users. This is as a result of its location directly opposite the bus stop on the southbound carriageway which is in constant use throughout the day.
- Whilst passenger vehicles are prohibited from using St Johns Road, a few cars and minibuses were observed doing so. This is not felt to be a significant issue affecting loading, unloading or bus movements.
- Bus movements are the most significant type of activity occurring on St Johns Road, significantly outweighing the number of commercial vehicles observed in loading/unloading activity.

Based on these observations, consideration could be given to:

- Removing or repositioning the red route loading bay on St Johns Road so that it is not located opposite a bus stop. Due to the width of available pavement and the number of pedestrians and public transport users, it is felt that the loading bay can't be inset and as such will impact on traffic flow and other road users wherever it may be located on St Johns Road.
- Carrying out a consultation exercise to discuss the nature of delivery and servicing activity with local businesses and other stakeholders. this could also be expanded to include consulting with third party logistics, waste and servicing providers and/or other transport distributors who service the area. The consultation could also focus on discussions with those businesses that appear to have rear or side access to see whether they use this and also if they are willing to share access to relieve pressure on St Johns Road.
- The initial observations and any further research could feed into the development of a Delivery and Servicing Plan for the businesses on St Johns Road. The scope of which could be expanded to include other nearby roads including St Johns and/or Lavender Hill or Northcote Road.

- A number of locations on St Johns Road were identified as suffering from poor quality of the carriageway or footway. A full Freight Environment Review Survey (FERS) audit could be conducted for the length of St Johns Road to identify these specific areas, the impact of the poor quality of carriage/foot way areas on Freight, Pedestrians and Other Road Users and could identify suitable locations for loading provision.
- Given the dominant nature of the traffic flow on St Johns Road being buses, consideration could be given to reviewing the number of buses and/or bus stops using St Johns Road. Consideration could be given to re-routing some buses away from St Johns Road, or introducing a one way system for all vehicles using St Johns Road.

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**ANNEX A: OBSERVATION RECORDING SHEET**

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