

## Appendix B: Comments from individuals on overall proposals and removal of one-way system (question 1)

Topic	Comment	No	Officer response
<b>Pedestrians</b>	Not enough pedestrian priority / consider pedestrianisation / more pedestrian space	18	The proposals provide a large amount of new public space and streets that are safer and more attractive for walking. Providing additional public space and pedestrianisation would lead to unacceptable traffic impacts on the local and wider area.
	Cyclists will conflict with pedestrians / buses	18	There would be less traffic on Tottenham Court Road and therefore fewer conflicts between all users. In addition to making TCR for buses and cycling only, protected cycle lanes would be provided on Gower Street.
	Proposals will improve pedestrian amenity, space and priority, including routes to UCL	12	Comment noted.
	Make TCR 20mph / enforce 20mph to make it walking and cycling friendly	7	TCR is already 20mph as are all roads in the borough. The proposals would encourage slower driving speeds and an improved pedestrian and cycling environment.
	Increasing pavement space / pedestrianisation may lead to traffic congestion and more pollution	6	The traffic impact of the proposals have been assessed using an approved Transport for London traffic model which predicts that the proposals would lead to an overall reduction in traffic in the area as well as quicker bus journeys. As a result there is likely to be less congestion and better air quality.
	Make footways shared for walking and cycling	6	Shared footways would lead to unacceptable conflicts between people walking and cycling.
	Welcome prioritising pedestrians and cyclists and road capacity over private motor vehicles	5	Comment noted.
	Raised road surface is expensive / gives pedestrians a false sense of security / may not slow traffic	5	Raised areas have been shown in Camden to provide significant benefits such as helping pedestrians to cross streets more easily as well as encouraging drivers to drive at slower speeds which makes both walking and cycling safer.

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	In Grafton Way, a crossing is needed mid-street near the flats	1	A crossing is proposed on Grafton Way to address the main desire line to UCLH and the treatment centres on Huntley Street. Any additional crossing on Grafton Way would be too close to this crossing and not be possible.
<b>Cycling</b>	Proper segregation needed, not armadillos, including on TCR	40	Further details on the cycling options that have been considered are included in Appendix E.
	Proposals not good enough for new cyclists / more space for cycling	38	The proposals would make TCR for buses and cycling only from 8am-7pm. The proposals seek to provide a balance between providing more space for walking and cycling as well as making bus journeys quicker and more reliable.
	Support cycling proposals more space for cyclists / safer cycling	35	Comment noted.
	Cycles should not be mixed with buses	15	The proposal would make TCR for buses and cycles only from 8am-7pm. The street would be designed so that there is space for buses and cyclists to safely pass each other. The proposal for Gower Street is to provide protected cycle lanes. Both streets would provide a high quality and attractive environment for cycling. Further details on cycling options that have been considered are included in Appendix E.
	Cyclists need to follow rules / use cycle lanes / fine cyclists that break the law	9	The Council has no powers to fine cyclists for breaking traffic regulations. Evidence shows that providing high quality cycle facilities reduces casualties and the likelihood of cycling on pavements and other contraventions.
	Cycling provision will cause traffic congestion	7	The traffic impact of the proposals have been assessed using an approved Transport for London traffic model which predicts that the proposals would lead to an overall reduction in traffic in the area as well as quicker bus journeys. As a result there is likely to be less congestion.

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	Cycling conflicts with buses and pedestrians	6	The proposals provide protected cycle lanes on Gower Street and would make TCR for buses and cycling only from 8am-7pm. These proposals would provide significant benefits to buses and cycles whilst also reducing conflicts with pedestrians.
	Do not prioritise cycles / too much priority	4	Camden's Transport Strategy has clear policies to promote and prioritise cycling. Increasing the number of people that cycle would help to reduce traffic congestion, overcrowding on public transport and improve air quality. Cycling is also a healthy and affordable method for people of all ages to travel.
	TCR hours restriction must be later in evening to help cyclists / after 8pm	3	The proposed restrictions would apply from 8am to 7pm. This would allow taxis and other traffic access outside these hours including servicing vehicles. These proposals would benefit the night time economy and safer travel at night.
	TCR should not become another Oxford Street which is bad for cyclists	3	Although there would be more buses on TCR under the proposals, there would be 60% less traffic on the road than now and significantly less traffic than in Oxford Street. There would also be more space on the road to allow buses and cyclists to safely pass each other. These proposals would reduce traffic congestion on TCR making the street more attractive for walking and cycling.
	Need to reduce private motor vehicle road capacity	3	The volume of traffic on both Gower Street and TCR is predicted to reduce by up to 30% and up to 60% respectively providing more space for walking and cycling and making bus journeys quicker and more reliable.
	Need protected cycle lanes on New Oxford Street	1	The existing westbound bus and cycle lane would remain between High Holborn and Earnshaw Street. Providing an eastbound cycle lane on New Oxford Street would require the removal of a traffic lane. To provide segregated cycle lanes on New Oxford Street would require the removal of one of the two eastbound traffic lanes. This has not been proposed as it would be likely to lead to significant delays to traffic at the junctions and displacement of traffic to other streets which would lead to unacceptable delays to traffic including buses. Further examination of this proposal and the

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			safety at junctions will be undertaken as part of the Holborn Project which is currently being developed by the Council.
	Traffic reduction needed to increase cycle capacity & safety on the Torrington Place – Tavistock Place cycle route, and on Gordon St by reducing through traffic or a one-way system with contra-flow for cycles.	1	Unfortunately, the traffic modelling predicts an increase in traffic on Torrington Place of 209 vehicles an hour (a 102% increase). The public consultation highlighted significant concerns from residents and local groups. As a result, it is recommended that a temporary trial of traffic changes to Torrington Place and Tavistock Place (east of Gower Street) be progressed to public consultation. The trial would seek to reduce traffic on Torrington Place (west of Gower Street), subject to further assessment and Transport for London approval. More information is set out in Appendix H.
	Put more TfL Cycle hire stations on TCR	1	The feasibility of introducing more cycle hire stations in the area will be examined.
	Develop more connected cycling routes in parallel streets	1	The publication of the London Cycle Grid highlights the key routes that will be improved for cycling in the coming years. There are parallel routes that will be improved including Gordon Street / Malet Street / Montague Place / Bury Place / Museum Street.
<b>Road safety</b>	Two-way operation is unsafe / less safe	8	Although replacing one-way streets with two-way streets can introduce more turning movements and therefore more potential conflicts, it also reduces speed and therefore the number and severity of casualties. Excessive and/or inappropriate speed is a contributory factor in 14% of all injury collisions, 15% of those resulting in a serious injury and 24% of those resulting in death (Department for Transport, 2011).
	Support improving road safety and safety for pedestrians and cyclists	7	Comment noted.
	Road safety in the proposals in inadequate	5	The proposals have been designed to make the streets safer for walking and cycling. New and better crossings would be provided as well as dedicated cycle lanes. Overall, with less traffic in the area and with better facilities for walking and cycling, fewer traffic casualties would be expected.
	Two –way cycle lanes are dangerous	2	Providing two-way cycling facilities helps make it easier to cycle in

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			an area. There is no evidence to suggest that well-designed cycle routes are unsafe.
	Proposals unsafe / displaced traffic safety issue	3	The proposals include a large number of new or improved pedestrian crossings and raised areas to encourage slower driving speeds. In addition, protected cycle lanes are proposed on Grafton Way and Gower Street. Despite there being a small number of streets where traffic levels are predicted to increase, a significant improvement of road safety in the area is expected.
<b>Bus</b>	Good for bus passengers / support reduced journey times	13	Comment noted
	Two-way buses on TCR is easier and clearer	12	Comment noted
	Reduce number of buses	11	Transport for London is responsible for bus services in the area and there are no proposals to reduce the number of buses.
	Taxis and buses must operate together	6	The proposals would allow buses and taxis to operate in the area with taxi ranks and stopping locations provided at key destinations. On TCR 60% of the street would be open to taxis in at least one direction from 8am to 7pm.
	Support buses and bicycles only	4	Comment noted.
	Better located and more bus stops needed on TCR including near Goodge Street	4	As a result of comments received in the public consultation, the bus stop locations have been revised so that there is now a stop proposed closer to Goodge Street Station.
	Bus and cycle only on Gower Street, all other traffic on TCR	4	There is a greater demand for buses to use TCR in both directions to serve the shops, tube stations and the nearby attractions.
	Buses not as comfortable as taxi / service not as good / not door to door	3	Buses are used by many more people in London than taxis. The proposals would allow buses and taxis to operate in the area with taxi ranks and stopping locations provided at key destinations. On TCR 60% of the street would be open to taxis in at least one direction from 8am to 7pm.
	Two-way bus operation unnecessary	3	Having buses operate in different streets is confusing for bus passengers. In addition, the proposals for TCR would make bus journeys quicker and more reliable.

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	Better located and more bus stops on New Oxford Street	1	The two bus stops on the north side of New Oxford Street would be combined into one stop and it would be served by fewer routes. The bus stop on the south side would be unaffected. The number of buses on New Oxford Street would go down under the proposals but the journey time reliability for most of the east-west routes that would serve New Oxford Street should improve.
	Take buses off Chenies Street	1	Buses have been temporarily using Chenies Street as a diversion route whilst works are being undertaken in Oxford Street.
	Divert some buses to Gower Street on Sundays only	1	Having some buses on Gower Street on certain days could be confusing for passengers and would have limited benefit.
<b>Taxi</b>	Taxis need access to TCR / for residents / will use residential side streets and Gower Street instead / form of public transport	50	The proposals would still allow taxis to serve the area with taxi ranks and stopping locations provided at key locations. Taxis would only be restricted from short sections of TCR at certain times in the day. On TCR 60% of the street would be open to taxis in at least one direction from 8am to 7pm. After 8pm the street would be open to taxis and other traffic to assist the night time economy and safer travel home. Further detail of the assessments of taxi access on TCR is provided in Appendix A
	Restricting taxis will affect disabled people	26	Further detail of the assessments of taxi access on TCR, including access for disabled people is provided in Appendix A.
	Will affect local businesses including hotels	25	The proposals would still allow taxis to operate in the area with taxi ranks and stopping locations provided at key locations. On TCR 60% of the street would be open to taxis in at least one direction from 8am to 7pm. There is no evidence that restricting taxis would have an adverse impact on businesses. Instead reducing traffic on TCR (by restricting taxis) and having better air quality is likely to have a positive impact on business. Further detail of the assessments of taxi access on TCR is provided in Appendix A.
	Taxis should be allowed the same access as the buses.	20	The proposals would still allow taxis to operate in the area with taxi ranks and stopping locations provided at key locations. On TCR 60% of the street would be open to taxis in at least one direction from 8am to 7pm. After 7pm the street would be open to taxis and

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			other traffic to assist the night time economy and safer travel home.
	Ban taxis from TCR at all times as they are polluting, they can use other routes.	13	The proposals would allow taxis to use TCR during the evenings and at night to assist the night time economy and safer travel home.
	Support restricting taxis on TCR	11	Comment noted.
	Taxi fares will increase / loss of income	10	The proposals would reduce traffic on Gower Street and TCR reducing traffic congestion in the area and leading to more reliable travel. No assessments have been made on the impact of taxi fares. Further detail of the assessments of taxi access on TCR is provided in Appendix A.
	Taxis will be slowed down	6	The proposals would reduce traffic on Gower Street and TCR reducing traffic congestion in the area and leading to more reliable travel. Further detail of the assessments of taxi access on TCR is provided in Appendix A.
	Taxis are form of public transport	4	Comment noted.
	Can't hail a taxi easily	3	Comment noted.
	Displacement of taxis will cause traffic congestion on side streets	3	<p>Detailed traffic modelling has been undertaken to assess the impact on side streets of restricting taxis on TCR. In terms of the amount of traffic on side streets, there was no significant difference between allowing taxis to use the full length of TCR and restricting their use of TCR. However, restricting taxis on TCR would reduce traffic levels on TCR by up to 160 vehicles an hour (a 23% reduction compared to allowing taxis full access).</p> <p>Further detail of the assessments of taxi access on TCR is provided in Appendix A. If the project were approved the traffic levels on all streets in the area would be monitored before and after implementation and if adverse impacts were identified they would be mitigated where possible and appropriate.</p>
	Make taxi pick-ups near TCR	3	Taxi pick-ups would be available on sections of TCR that are not restricted, side roads and at ranks both on TCR and side roads.

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	Taxis need to serve Crossrail TCR station with dedicated rank	2	Following consultation, it is proposed that the taxi rank move from next to the Dominion Theatre to the opposite side of the road to make it easier for taxis to access and that it be enlarged from three spaces to four. The hours of the all of the proposed taxi ranks would be discussed further with Transport for London, if the proposals were to go ahead.
	TCR and Charing Cross Road should be two-way for buses, taxis and cyclists	1	The proposals would make Charing Cross Road northbound and TCR for buses and cycles only to reduce traffic congestion, improve air quality and make the environment safer and more attractive for walking and cycling. Further detail of the assessments of taxi access on TCR is provided in Appendix A.
	Gower Street should be bus, cycle and taxis only as narrower, and TCR for other traffic.	1	There is a greater demand for buses on TCR than Gower Street because of the shops and other attractions nearby.
	Need taxi/car drop off at door of A&E	1	The proposals do not restrict the ability for taxis to drop passengers outside the hospital entrances on Euston Road and Grafton Way.
<b>Community safety</b>	More open space / mini parks / benches will attract anti-social behaviour	4	The proposed public spaces have been carefully designed to encourage people to use the spaces positively.
	More public toilets, particularly in Whitfield Gardens	1	The Council does not have sufficient funding to install and maintain public toilets.
	Would you consider removing the bench outside Warren Court on Euston Road?	1	The request will be passed to the Council's Community Safety team to determine whether there is an issue with anti-social behaviour.
<b>Air quality</b>	There will be more pollution including in side streets, Gower Street, Torrington Place, Ridgmount Gardens, Bedford Avenue.	57	The Council would monitor air quality in terms of nitrogen oxides before and after implementation at sites within the project area in order to assess the change as a result of the proposals, were they to go ahead.
	Support improved air quality	20	Comment noted.
	Planting will help absorb pollution	3	Comment noted.
	Noise will increase	3	The proposals would lead to a reduction in traffic in the area which would be likely to lead to a reduction in traffic noise.



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	More trees	3	The proposals include a significant number of new trees.
	Ban private cars on TCR to improve environment	3	The proposals for TCR would restrict private cars from using the whole street during the restricted hours.
	Do not ban taxis as will become zero emissions	3	If the Ultra-Low Emission Zone were to go ahead, we would review restricting taxi access to Tottenham Court Road.
<b>Accessibility</b>	Need taxis / private car access for disabled people, people with prams and heavy luggage	28	The proposals would still allow taxis to operate in the area with taxi ranks and stopping locations provided at key locations. On TCR 60% of the street would be open to taxis in one or both directions from 8am to 7pm.
	Need comfortable seating for all and for disabled people	3	The proposals would include seating within the public spaces and along TCR.
	Unhappy about reduction in disabled and metered parking near the UCL Hospital	2	In response to the consultation, three additional blue badge disabled bays and five additional pay and display bays (as well as the current nine pay and display bays) would be provided on Grafton Way in the vicinity of the hospital.
	Bus stop spacing of 575m, removing bus stop by Percy Street and Goodge Streets is bad for less mobile	1	As a result of comments received in the public consultation, the bus stop locations have been revised so that there is now a stop proposed closer to Goodge Street Station and the spacing between bus stops has been reduced to no more than 400m.
<b>TCR restrictions / vehicle access</b>	Oppose two-way working as reduced road space, increases capacity for private cars, coaches/lorries struggle to turn into TCR from side streets, one way systems do not make journeys longer, causes congestion.	14	Removing the one-way system as proposed would reduce traffic, improve air quality, improve road safety, make bus journeys quicker and more reliable and make it safer and more attractive to walk and cycle.
	No restrictions on TCR	5	Having no restrictions on TCR would lead to more traffic, worse air pollution and a less safe and attractive environment for walking and cycling.
	Support restrictions on TCR	4	Comment noted.
	Allow residents' cars access on TCR	3	It would not be feasible to allow residents to access TCR by car but prevent other cars. These journeys (if needed by car) can be made

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			via Gower Street as an alternative to TCR
	Restrict traffic more on TCR /e.g. evenings and Sundays	6	The proposals would allow all vehicles to use TCR during the evenings and at night and all day on Sunday to assist deliveries, the night time economy and safer travel home as well as allow people to collect bulky shopping on Sundays. The hours of the restrictions would be reviewed twelve months after implementation, following detailed monitoring.
	TCR restriction will affect emergency vehicles	2	Emergency vehicles would be exempt from restrictions on TCR when travelling in an emergency situation.
	Concern about vehicle access from Bedford Avenue into TCR - if coaches picking up and delivering customers at St Giles can use the new [bus] stop outside the YMCA, this problem may be reduced.	1	Comment noted.
	Vehicular access to Grape Street is important	1	Access into Grape Street would be maintained.
	Gresse Street is virtually cut off from access by car or taxi from the east/south.	1	It would be possible to access Gresse Street via Charlotte Street and Rathbone Place.
<b>Loading servicing</b> /	Residents will be unable to receive deliveries and have service or medical visits	4	On TCR deliveries or servicing vehicles would be allowed during certain times of the day. On other streets there are areas where loading can take place at specific times as well as parking bays for visitors.
	loading will become difficult and therefore affect business	3	The proposed loading restrictions were developed from extensive parking and loading surveys. An out of normal hours delivery trial for Tottenham Court Road is proposed, following this consultation, as set out in Appendix A.
	Local businesses need servicing	2	Comment noted.

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	Risk of loading moving to side streets (adjacent to TCR)	2	The proposed loading restrictions were developed from extensive parking and loading surveys. An out of normal hours delivery trial for Tottenham Court Road is proposed, following this consultation, as set out in Appendix A. This would also include an assessment of the loading required on side streets.
	Bedford Square, Bedford Avenue, Store Street concerns about noise and traffic from deliveries	2	Traffic counts would be carried out before and after implementation to assess the change in the volume of traffic and proportion of different types of vehicles. All businesses in the area would be encouraged to sign up to Transport for London's "quiet deliveries code of practice", and levels of noise would be monitored as part of the proposed loading trial.
	Proposed changes to loading arrangements will have a detrimental impact on Argos being able to undertake servicing and customer collections. Request overnight loading on Tottenham Court Road.	2	Late evening / early morning loading on Tottenham Court Road would be considered as part of a proposed loading trial, if the proposals were to go ahead. The loading arrangements on Alfred Place would be subject to further discussions with the Corporation of London and their tenants.
	Exceptions needed for loading at those premises without rear access between 11pm and 7am.	1	Late evening / early morning loading on Tottenham Court Road would be considered as part of a proposed loading trial, if the West End Project proposals were to go ahead. A daytime loading slot may also be required.
	Concerned about receiving deliveries to 105 Great Russell Street and also Store Street (application lodged with the Bedford Estate for 30 & 31)	1	Access to Gresse Street would be via Rathbone Place exiting north on Tottenham Court Road (open section) into Store Street and then Gower Street.

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<p><b>Traffic flow</b></p>	<p>Proposals will increase congestion including in: Central London and wider (3), Torrington Place (19), Gower Street/Bloomsbury Street (25), side streets (27), Tottenham Court Road (8), Great Portland Street/Portland Place (3), Chenies Street (2), Bedford Avenue (1), Tavistock Place (1), Woburn Place/Upper Woburn Place (1), Regent Street (1), Grafton Way (1), Huntley Street (1), Shaftesbury Avenue (1), Charlotte Street (1), Ridgmount Gardens (1), Russell Square (1), Newman Street (1)</p>	<p>152</p>	<p>The traffic impacts of the proposals have been assessed using an approved Transport for London traffic model which predicts that the proposals would lead to an overall reduction in traffic in the area as well as quicker bus journeys. Whilst, there are some streets that would have an increase in traffic the majority of these are not considered significant. However, the traffic modelling predicts an increase in traffic on Torrington Place of 209 vehicles an hour (a 102% increase). The public consultation highlighted significant concerns from residents and local groups regarding this street. As a result, it is recommended that a temporary trial of traffic changes to Torrington Place and Tavistock Place (east of Gower Street) be progressed to public consultation. The trial would seek to reduce traffic on Torrington Place (west of Gower Street) and require further assessment and Transport for London approval. More information is set out in Appendix H. If the project were approved the traffic levels on all streets in the area would be monitored before and after implementation and if adverse impacts were identified they would be mitigated where possible and appropriate.</p>
	<p>Support reduction in congestion / traffic</p>	<p>8</p>	<p>Comment noted.</p>
	<p>Need strict 20mph limit</p>	<p>4</p>	<p>All roads covered by the proposals are already 20mph as are all roads in the borough. The proposals would encourage slower driving speeds and a safer pedestrian and cycling environment.</p>
<p><b>Impact on side roads / residents</b></p>	<p>The patient transport ambulances currently parked all along Grafton Way (&amp; into TCR) cause blockage. Where will they go?</p>	<p>1</p>	<p>As part of the planning application process, the hospital has committed to removing Patient Transport Service ambulances (PTS) from Grafton Way and TCR and introducing a new system to manage patient transfers. All ambulance bays would be removed from the public highway area under the West End Project proposals, except for the bay on Euston slip road, which would be enlarged.</p>

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	Further loss of residents' and visitors' parking is bad	5	In certain streets some parking is proposed to be reduced to provide space for loading, taxi pick up / drop off, and cycle parking. Every effort has been made to minimise the loss of parking. In response to the consultation, an additional residents' parking space and ten additional pay and display spaces have been found. <b>Overall the scheme would now result in the loss of four residents parking bays and 51 pay and display parking bays.</b> Loading surveys have been used to identify the level of parking stress for each bay and the net effect of their removal.
	Tourists are prioritised over residents	2	The proposals aim to balance the needs of residents, businesses, students and businesses whilst also improving the public realm and improving conditions for walking, cycling and using public transport.
<b>Impact on businesses</b>	Concern loss of businesses as a result of proposals and during construction	10	The proposals are not intended to impact adversely on businesses once completed or during construction. By providing more space for walking and cycling, the increase in people visiting the area could be safely accommodated which would be likely to benefit businesses.
	Businesses may exploit widened pavements for their own profit	3	The use of the pavements is regulated by Camden Council. Any proposals to change how they are used would need permission to be granted.
<b>Public space</b>	Support public / green space, trees and places to sit	34	Comment noted.
	If people want to go to a nice outdoor space Whitfield Gardens / Byng Place / Regents park nearby / go to Yorkshire	6	Comment noted.
	More trees than in proposals	5	Comment noted.
	Central Saint Giles Partnership, Grantham Associates Ltd, Exemplar properties (developer for 1 Bedford	3	Comment noted.

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	Avenue) support creation of new public realm		
	More green areas / public space than in proposals / with weekend market	3	Comment noted.
	Use space designated for trees for public art or sculpture exhibitions by student artists / include public art and fountain at Giles plaza	3	Comment noted.
<b>Pro-car/ Anti-car</b>	Plans unreasonable for private car drivers	6	The proposals would restrict private cars from using sections of TCR for specific times of the day whilst still permitting east / west movement across the area. Camden's Transport Strategy prioritises walking, cycling and public transport and the majority of Camden's residents do not have access to a car. Allowing cars on TCR would lead to more traffic and a less attractive environment for walking and cycling as well as slower bus journeys.
	Support ban of private cars / discouraging private cars / ban cars from central London	4	Comment noted.
	Support prioritising cyclists, pedestrians and public transport over cars	4	Comment noted.
<b>Waste of money / No justification / Do not make changes</b>	Waste of money	23	There is a clear case for making changes to the area. There is evidence of issues that need to be addressed including road safety, traffic congestion and a poor environment for walking and cycling. The proposals would provide good value for money and have a strong business case based on reduced travel times and providing a better environment for walking and cycling.
	No need to change	13	There is a clear case for making changes to the area. There is evidence of issues that need to be addressed including road safety, traffic congestion and a poor environment for walking and cycling.