

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

Topic	Comment	No.	Officer response
Generally positive comments		14	Comment noted
Pedestrians	Support widening pavements and improvement for pedestrians	10	Comment noted
	Do not widen pavements	9	The proposals would widen pavements along some sections of Tottenham Court Road. The opening of Crossrail in 2018 will significantly increase the footfall around Tottenham Court Road and widen pavements would help reduce overcrowding and make the street more attractive for residents, shoppers and visitors.
	Support priority given to pedestrians and cyclists over traffic flow	7	Comment noted
	Support more and better pedestrian crossings	3	Comment noted
	Do not raise road to level of pavement as confusing for pedestrians	3	If the West End Project were to go ahead, the proposals would raise the road to pavement level at a number of different locations to help reduce vehicle speeds and to make it easier for pedestrians to cross the road.
	Will not improve pedestrian congestion	2	The proposals would widen pavements and provide more space for pedestrians to walk reducing congestion.

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

	This option would not improve pedestrian comfort. Keep the one-way system with segregated cycle lanes	2	The proposals aim to provide a balance of all users whilst prioritising walking, cycling and public transport users. The proposals would provide wider pavements, better crossings, protected cycle lanes and quicker more reliable bus journeys. Appendix E includes details on other option that were considered and following a detailed assessment on why they were not progressed.
	Improve crossing of TCR at Grafton Way	1	The junction would be simplified and clearer with two-way traffic. The crossings would be more direct and with clear green man facilities.
Cycling	Do not mix buses and cycles including separate cycle lanes and bus stop bypasses, and to encourage older people, children and women to cycle	25	The proposals would make TCR for buses and cycles only from 8am-7pm. The street would be designed so that there would be 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 options that have been considered for cycling are included in Appendix E.
	Install 2m wide kerb-segregated cycle lanes in both directions on either TCR or Gower Street, with floating bus stops or raised bus platforms	17	The proposals would make TCR for buses and cycles only from 8am-7pm and for Gower Street to have protected cycle lanes. Introducing 2m wide cycle lanes on TCR would require a width of 13m. The current width of Tottenham Court Road is only 9m in sections and therefore the pavements would need to be significantly narrowed this would be unacceptable due to the very large number of pedestrians on the street. Further details on options that have been considered for cycling are included in Appendix E.

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

	Install two-way segregated cycle lanes on TCR and or Gower Street with one-way system	13	<p>The proposals would make TCR for buses and cycles only from 8am-7pm and for Gower Street to have protected cycle lanes.</p> <p>One-way systems have some undesirable impacts e.g. speeding, longer journey times and difficulty crossing the road.</p> <p>To provide two 2m wide cycle lanes, two 3m traffic lanes, and a 0.5m separation between cyclists and other traffic would require a road width of at least 10.5m. In some sections Tottenham Court Road has a width of 9m. Therefore, this option would require losing up to 1.5m of pavement and this would be unacceptable due to the very large number of pedestrians on the street.</p> <p>If only one traffic lane were provided there would be sufficient space but buses would be delayed by other traffic, by up to 15 minutes per journey, as there would be no space for overtaking. This amount of delay to buses would not be acceptable. Further details on options that have been considered for cycling are included in Appendix E.</p>
	Install full kerb-segregated cycle lanes	12	The proposals would make TCR for buses and cycles only from 8am-7pm and for Gower Street to have protected cycle lanes.
	Support proposals for two-way cycling	8	Comment noted.
	Cycle parking needs to be convenient for shops and cafes on TCR, not just on side roads / more cycle parking around Crossrail station	6	The proposals include additional cycle parking within the project area including on side streets close to the junctions with TCR. Generally, cycle stands are not proposed to be provided on TCR in order to maximise

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

			available pavement width for pedestrians.
	Providing segregated cycle lanes is essential including separate (two-way) bus and cycle lanes	4	<p>The proposals would make TCR for buses and cycles only from 8am-7pm and for Gower Street to have protected cycle lanes.</p> <p>Introducing 2m wide cycle lanes on TCR would require a width of 13m. The current width of Tottenham Court Road is only 9m in sections and therefore the pavements would need to be significantly narrowed this would be unacceptable due to the very large number of pedestrians on the street. Further details on options that have been considered for cycling are included in Appendix E.</p>
	Proposals are too pro-cyclist	3	<p>The proposals would transform the Tottenham Court Road area making it safer and more attractive for residents, boosting business and creating new public spaces. The proposals would encourage more people to walk, cycle and use public transport helping to reduce congestion and improve air quality.</p>
	Proposals not good enough for cyclists and pedestrians	3	<p>The proposals would introduce protected cycle lanes on Gower Street / Bloomsbury Street and convert TCR into a bus and cycle only street from 8am-7pm. Protected cycle lanes would also be introduced on Grafton Way as well as wider protected cycle lanes on Torrington Place.</p> <p>Pavements on TCR would be widened with better more direct crossings. New public spaces would be created including a new park on Alfred Place.</p>
	Introduce floating bus stops to assist cyclists at bus stops	3	<p>The proposals would make TCR for buses and cycles only from 8am-7pm and for Gower Street to have</p>

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

			protected cycle lanes. Introducing 2m wide cycle lanes and floating bus stops on TCR would require a width of 13m. The current width of Tottenham Court Road is only 9m in sections and therefore the pavements would need to be significantly narrowed this would be unacceptable due to the very large number of pedestrians on the street. Further details on options that have been considered for cycling are included in Appendix E.
	Install 2m protected cycle lanes on TCR	3	The proposals would make TCR for buses and cycles only from 8am-7pm and for Gower Street to have protected cycle lanes. Introducing 2m wide cycle lanes on TCR would require a width of 13m. The current width of Tottenham Court Road is only 9m in sections and therefore the pavements would need to be significantly narrowed this would be unacceptable due to the very large number of pedestrians on the street. Further details on cycling options that have been considered are included in Appendix E.
	Ban cyclists from TCR	3	The Council's Transport Strategy prioritises walking, cycling and public transport. Banning cyclists on TCR would not be appropriate as it is a key corridor with important destinations nearby.
Road safety	Make the street safer for everybody	2	The proposals include wider pavements, better crossings and protected cycle lanes to make the streets safer for all users.
Buses	Reduce number of buses / reduce over time	8	Transport for London is responsible for bus services in London and there are no proposals to reduce the number of buses.
	Bus stops should be evenly spaced and	5	As a result of comments received in the public

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

	located closer to Goodge Street station, with easy pedestrian crossing to station		consultation, the bus stop locations have been revised so that there is now a stop proposed closer to Goodge Street Station and the distances between bus stops is roughly 400m.
	Limit bus noise and speed to 20mph or below	3	All borough roads in Camden have a 20mph speed limit. The Council does not have powers to limit the noise from moving vehicles.
	Welcome simplification of bus network with all buses on Tottenham Court Road	2	Comment noted
	Welcome improvements to bus journey times	2	Comment noted
	Will lead to worse access to UCL, UCLH and British Museum – particular problem for UCLH as people may have mobility problems.	2	The proposals would move all bus routes from Gower Street / Bloomsbury Street to TCR to simplify bus routes and to make them quicker and more reliable. The proposals include bus stops for the hospital on Euston Road outside the entrance as well as a bus stop nearby on TCR. Unfortunately people that want to access UCL or the British Museum by bus may have to walk slightly further than they do now. .
	Move bus stop outside Argos as conflicts with loading to the shop	1	Following public consultation responses the bus stop locations have been amended to reduce the distances between stops. As a result there is no longer a bus stop proposed outside Argos.
Taxis	Allow taxis	128	The proposals would still allow taxis to serve 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%

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

			of the street would be open to taxis in at least one direction from 8am to 7pm on Mondays to Saturdays. 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.
	Disabled people need to be able to access TCR by taxi	41	Further detail of the assessments of taxi access on TCR, including access for disabled people is provided in Appendix A.
	Taxis need full access because it is a busy shopping street and it will affect businesses	28	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.
	Support restricting taxis / restrict taxis further in evenings / do not allow taxis	15	The proposals would allow taxis to use TCR during the evenings and at night to assist the night time economy and safer travel home.
	Allow taxis for tourists / night life / theatres / restaurant goers	3	The proposals would allow taxis to use TCR during the evenings and at night to assist the night time economy and safer travel home.
	Restricting taxis will lead to more traffic on less suitable streets and more congestion	3	Detailed traffic modelling has been undertaken to assess the impact on side streets of restricting taxis on TCR. This did not highlight any significant difference between traffic levels if taxis were restricted or not on side streets. However, restricting taxis on TCR would reduce traffic levels on TCR by up to 160 vehicles an hour (a 23% reduction).

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

			<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>
--	--	--	--

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

Air quality	Proposals will make the area safer, more pleasant and less polluted	5	Comment noted
	Concerned about excessive noise during delivery / loading hours	3	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.
	Concerned about traffic congestion and air pollution	3	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.
Accessibility	Need to provide for people who cannot get around by public transport or bicycle / older people and disabled people need taxis and cars.	9	In response to the consultation, three additional blue badge disabled bays and five pay and display bays would be provided on Grafton Way in the vicinity of the hospital. The proposals would still allow taxis to serve 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, including access for disabled people is provided in Appendix A.
	Concerned about impact on UCLH and Macmillan Centre in Huntley Street	2	Access to UCLH and Macmillan Centre would still be possible via Gower Street and Grafton Way.

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

	including access for people with severe medical conditions and acute access needs		
Hours restriction of	Need 24 hour restrictions to improve safety for cyclists and to prevent delays to buses	16	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.
	Need car-free Sundays	3	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.
	Should remain open to all traffic as it is a major thoroughfare	3	Having no restrictions on TCR would lead to more traffic, worse air pollution and a less safe and attractive environment for walking and cycling.
Loading	Allow loading outside peaks / limit loading times to protect pedestrians and cyclists	13	An out of normal hours delivery trial for Tottenham Court Road is proposed, following this consultation, as set out in Appendix A.
	Loading times are too restrictive and will cause congestion	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.

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

	Would prefer coaches to be able to unload on TCR for St Giles Hotel / coaches should use TCR	2	Coaches servicing the hotel during restricted hours on TCR would need to access Bedford Avenue via Gower Street. Allowing coaches to use TCR would increase the volume of traffic on TCR making the street less safe and less attractive for walking and cycling.
	7am is too early for deliveries. Very quiet in the area and would wake local residents. Deliveries should be after 10am	1	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.
	Deliveries should not be allowed on side streets	2	The proposed loading restrictions on side streets 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.
Traffic flow	Support introduction of two-way working	28	Comment noted
	Concerned about displacing traffic onto Goodge Street	6	Detailed traffic modelling has been undertaken to assess the impact of the proposal on key streets in the area). This predicts that there would be 119 fewer vehicles an hour (a 46% reduction) on Goodge Street.
	Will cause traffic chaos, congestion and pollution	5	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. As a result the proposals are expected to lead to a reduction in traffic congestion and improved air quality.

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

	<p>Will displace traffic to surrounding streets / including Gordon Street and Grafton Way and so any scheme should be tested temporarily first.</p>	4	<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.</p>
	<p>Concerned about displacing traffic onto Huntley Street</p>	3	<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 and adjacent streets including Huntley 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>

Appendix B: Comments from individuals on proposals for Tottenham Court Road (question 8)

	Make Gower Street bus and cycle only as more residential and reduction in noise and air pollution would have a greater benefit	3	This would lead to an unacceptable amount of traffic diverting onto surrounding residential streets, other main roads and unacceptable delays to buses.
	Support reducing congestion and traffic	3	Comment noted
	Do not support two-way for buses and cycles only	3	Comment noted.
	Limit traffic speed to 10/15mph	3	The Council does not have powers to set speed limits below 20mph.
	Concerned about displacing traffic onto Charlotte Street	2	The traffic modelling predicts a very small increase in traffic on Charlotte Street of 34 vehicles an hour. This is not considered a significant increase. 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.
Impact on business	Improvements for buses and pedestrians will generate more business	3	Comment noted.
Public space	Support more trees / greenery including trees that are fast-growing and block noise and air pollution	9	Comment noted