

Appendix C: Comments from local groups

	Comment	Response
Overall project / making TCR two-way bus and cycle only and Gower Street two-way for all traffic		
Bloomsbury Ward Councillors, The Bedford Estate, Bedford Court Mansions, Ridgmount Gardens Residents Association, South Bloomsbury TRA	Generally support project objective and vision	Comment noted.
Bloomsbury Association	Gower Street and TCR should be exemplary streetscape design like Malet Street and Montague Place.	Comment noted.
Fitzrovia Community Centre	Support design elements and greening proposed, and in particular more trees, but less hard landscaping and more greening should be included in the design	Trees and greenery have been proposed where possible and appropriate. Although further greening of public spaces would be considered at the detailed design stage, if the proposals were to go ahead, it may not be feasible due to maintenance and funding constraints and concerns regarding anti-social behaviour.

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	Comment	Response
Fitzrovia Neighbourhood Association	Welcome proposals to improve TCR, new public spaces and reducing traffic lanes. Concerned about traffic being displaced into the side streets in Fitzrovia which would be worse for air quality and for pedestrians and cyclists.	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. . As a result there is likely to be less congestion and better air quality.

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	Comment	Response
Ridgmount Gardens RA	The plans to improve TCR and Gower Street for pedestrians are good and would substantially improve the environment in the most unpleasant area round Centre Point.	Comment noted.
Ridgmount Gardens RA	Would like more emphasis on residents than commuters. Concerns about traffic increase and air quality on Torrington Place and lack of traffic data for Ridgmount Gardens.	The proposals would lead to wider pavements and new public spaces, quicker and more reliable bus journeys, less traffic congestion and better air quality. These changes would benefit residents, businesses, institutions and visitors. 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. 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.

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	Comment	Response
Proposals for St Giles area and Denmark Street		
Bloomsbury Ward Councillors	Support diagonal crossing at St Giles Circus.	Comment noted.
Bloomsbury Association	Would like all kiosks removed from the area permanently, including outside the Dominion Theatre.	The existing kiosks would be replaced with a more attractive design and a wider range of goods for sale. In some locations, the kiosks would be considered for relocation.
Covent Garden Community Association and Seven Dials Trust	Concerned about a lack of loading proposed on Denmark Street for the Consolidated development.	Following public consultation and discussions with the developer the facilities for loading have been increased, as shown in Appendix F.
St Giles in the Fields Church	Support proposals and the links between the new plaza and church. Concerns that the proposals are not coordinated with permitted development and do not fully take account of listed status. Would like the small lanes to be included in the project e.g. Stacey Street, Phoenix Street.	The proposals would fully incorporate all proposed permitted developments in the area. The project does not currently include proposals to change the small lanes but this could be considered in the future.
St Giles in the Fields Church	Concerns about increase in service vehicles for Denmark Place development and if this has been incorporated.	Following public consultation and discussions with the developer the amount of loading bays have been increased.
St Giles in the Fields Church	Concerns about increase in congestion on Earnshaw Street with new bus stands and increase in traffic.	The traffic modelling does not predict any significant increase in traffic on Earnshaw Street.

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	Comment	Response
St Giles in the Fields Church	Concerns about bus stands adjacent to churchyard	The creation of the public plaza requires the relocation of bus stands to Earnshaw Street. Unfortunately, there are no alternative feasible locations for bus stands in response to these comments, the size of the bus stand outside the church is proposed to be reduced to a space for one bus, rather than two buses and the size of the bus stand increased on Earnshaw Street to allow space for three, rather than two, buses.
Princes Circus and Shaftesbury Avenue		
The Covent Garden Community Association and Seven Dials Trust	There is a lack of left filter from Shaftesbury Avenue into Charing Cross Road South. This proposal should have been included	This option has been considered as part of the traffic modelling for Cambridge Circus. Due to the predicted split of traffic travelling straight ahead and turning left, the introduction of a left filter would be unlikely to provide any benefit in terms of queue lengths on Shaftesbury Avenue and so has not been included.
Alfred Place		
Bloomsbury Ward Councillors	Support the proposals for a park, including the relocation of the cycle hire station. Would like Rangers War Memorial relocated to central location or south of Chenies Street.	Comment noted. The war memorial would be relocated to a central location in the park.

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	Comment	Response
Fitzrovia Neighbourhood Association	Welcome the new park and will work with the Council to achieve an attractive green space.	Comment noted.
Huntley Street		
Bloomsbury Ward Councillors	Support the proposals to improve the environment on the corner of Huntley Street and University Street. Would also like to see more greenery provided by 30-40 Grafton Way	Comment noted. Additional trees and greenery would be included where feasible and subject to available funding.
The Charlotte Street Association	Would like to see before and after traffic flows for Huntley Street to enable an assessment of the impact of the proposals.	The traffic model from Transport for London does not include smaller connecting streets and there is no data for available for Huntley Street.
Gordon Mansions RA	Object to the proposed reversal of traffic on Huntley Street and closure of Capper Street. All daytime and traffic serving the UCH, UCL and other buildings in Huntley Street would have to go via Torrington Place (adding even further to that traffic) and then via the quiet residential part of Huntley Street	Following comments raised in public consultation the change in traffic direction on Huntley Street would not be progressed.
Gordon Mansions RA	There are issues with the parking of UCLH Patient Transport Ambulances in Huntley Street, which needs to be resolved.	The Council is aware that Patient Transport Ambulances regularly park in the area and is working with UCLH to reduce the impacts on residents.

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	Comment	Response
Gordon Mansions RA	Object to the proposal for two-way cycling on Huntley Street, as it would be dangerous and confusing for pedestrians including outpatients visiting UCLH.	In order to encourage sustainable forms of transport the proposals seek to allow two-way cycling on as many one-way streets as possible. There is no evidence from similar two-way cycling streets that there is an increased safety risk and proposals would be subject to a safety audit.
Whitfield Gardens		
Bloomsbury Ward Councillors	Support the restoration of the mural. The surfaces in gardens need to be replaced with better quality paving. The memorial stone should also be properly repaired. Should install a large tree on the southern section to shield the gardens from TCR. Need better maintenance and cleansing of gardens. The American International Church needs to be encouraged to work with the local community so the space can be used by all.	Comment noted.
Windmill Square		
Bloomsbury Ward Councillors	Welcome proposals for improved public realm, greenery, seating, and the removal of telephone boxes. The area would benefit from less street clutter	Comment noted.

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	Comment	Response
TCR proposals / loading restrictions / taxi access		
Bloomsbury Ward Councillors	Welcome the proposals to improve air quality, reduce speed of traffic and make the bus routes more logical.	Comment noted.
Bedford Court Mansions RA	Request that coaches and trucks be permitted and encouraged to use TCR and at appropriate times to service the St Giles Hotel the shops and offices between Bedford Avenue and Bayley Street along the eastern side of TCR.	Following comments received in the public consultation, a trial of late evening and early morning servicing on TCR / Gower Street and New Oxford Street would be undertaken to reduce the number of delivery vehicles on side streets. Coaches are considered to be part of general traffic and so would not be exempt from the restrictions on Tottenham Court Road. Coaches servicing the hotel during restricted hours on TCR would need to access Bedford Avenue via Gower Street.
Bloomsbury Association	TCR needs to be repaired and resurfaced, to withstand additional buses	The proposals would include resurfacing and strengthening of the carriageway.

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	Comment	Response
Charlotte Street Association	Supports the principle of reducing traffic on TCR by limiting through traffic to buses and cyclists but does not support the current proposals due to the impact on residential streets as through traffic should be directed to main roads.	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 residential streets that would have an increase in traffic the majority of these are not considered significant.
Fitzrovia Neighbourhood Association	Against allowing all vehicles to use TCR in both directions outside the proposed restricted hours as this would lead to more traffic in the evenings, overnight and at weekends. Would like a 24/7 restriction allowing only buses, taxis and cyclists to use TCR except for allowing all vehicles to travel north along TCR (to leave the central area) in the evenings and at weekends. Strongly against allowing private vehicles to use TCR southbound at any time of day, and against night time deliveries.	Comment noted. Allowing vehicles to leave the area in a northbound direction only would not be feasible due to difficulties of enforcement.

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	Comment	Response
Fitzrovia Neighbourhood Association	Welcome the proposed pavement widening on TCR but concerned about the "raised tables" and "informal crossing points" along TCR. Would rather see traditional kerbs clearly marking the pedestrian surface and the vehicle surface. Would welcome wider pedestrian crossings, longer crossing times and clear accessible pavements.	The raised areas have been proposed to encourage safe informal crossing of the street as well as encouraging slower driving speeds. The area of the pavement would be clearly defined to avoid confusion. Wider pedestrian crossings and longer crossing times would be provided at St Giles Circus, to cope with the increased number of pedestrians when Crossrail opens. Crossing times would be maximised where possible but have to be balanced with other demands such as keeping cyclists, buses and other traffic moving in order to reduce congestion. All pavements would be designed to be accessible and street clutter would be removed where possible and appropriate.
Gordon Mansions RA	All traffic should be allowed in the proposed two-way TCR as the restriction to buses and cycles only is the major cause of the increase in traffic on Torrington Place.	Allowing all traffic to use TCR would significantly increase traffic on the street making it less safe and attractive for walking and cycling. Buses would also have slower journey times and less reliable services.
Gordon Mansions RA	There are frequent exceptions to bus and cycle only, e.g. the cross-routes. The access to servicing bays in Tottenham Court Road from the side streets, during the "restricted" times will be confusing.	All restrictions would be clearly signed. If the proposals are approved there would be targeted publicity to ensure that road users were aware of restrictions and access routes.

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	Comment	Response
Bus stops and bus services		
Bloomsbury Ward Councillors, Charlotte Street Association, Fitzrovia Neighbourhood Association, Gordon Mansions RA, Ridgmount Gardens RA	Keep the same number of bus stops as current situation with a northbound bus stop installed between Windmill Street and Goodge Street	Three bus stops in each direction were proposed as part of the consultation and it is recommended that this proposal is taken forward as decreasing the number of bus stops from four to three would reduce journey times and improve journey time reliability. Following comments in the public consultation the bus stops have been relocated to provide a bus stop nearer to Goodge Street.
Fitzrovia Neighbourhood Association	Concerned that there will be a “wall of buses”, similar to Oxford Street and believes that buses could continue to serve Gower Street as the bus gyratory makes sense to local people and helps to spread the impact of these large vehicles.	There would be significantly fewer buses and less congestion on TCR than there is on Oxford Street. Officers considered keeping one route on Gower Street but it was considered that this would be confusing for bus passengers and would provide slower journeys for bus passengers. In addition, bus passenger surveys showed that the majority of passengers wanted to start or end their journeys in Tottenham Court Road rather than Gower Street.

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	Comment	Response
Taxis		
Bloomsbury Ward Councillors	Agree with the principle of taking highly polluting taxis off Tottenham Court Road but retain some concerns about access for some residents to UCLH in emergency situations.	Access to UCLH by taxi and other vehicles would not be affected by the traffic restrictions on TCR and traffic could access UCLH via Gower Street and Grafton Way. Emergency vehicles (in an emergency) would be permitted to use TCR.
Bloomsbury Ward Councillors	Propose allowing hybrid taxis or those which are low carbon emitters to encourage future innovation by 2018.	It would be very complicated and impractical to allow certain taxis and not others into TCR. If the project were approved taxi access would be reviewed following the implementation of the ultra-low emission zone assessing impacts on air quality, traffic congestion and road safety. The Mayor of London is proposing to create an ultra-low emission zone where almost all the vehicles running during working hours are either zero or low emission. A public consultation has recently taken place on proposals to introduce a vehicle emissions charging scheme in central London, alongside proposals for buses and revised taxi and Private Hire Vehicle licensing requirements.

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	Comment	Response
Bloomsbury Ward Councillors	Remove the taxi rank on Tottenham Court Road between University Street and Grafton Way as this is used primarily by people visiting the sex establishment and is of no benefit to the local community.	According to TfL, this taxi rank is well-used and there are no proposals to remove the rank at this stage.
Charlotte Street Association	Taxis should be allowed unrestricted use of TCR as taxis are part of the public transport system. The availability of taxis is necessary for the effective functioning of a major shopping street. If taxis were allowed on TCR, the problem of increased traffic and pollution in residential streets would be reduced, in particular on Charlotte Street, Newman Street and Torrington Place.	Taxis would be permitted to use the full length of Tottenham Court Road before 8am and after 7pm and to 60% of Tottenham Court Road, and permitted cross-movements, between 8am and 7pm. 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). Further assessment of taxi access is included in Appendix A.

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	Comment	Response
Fitzrovia Neighbourhood Association	<p>The traffic data shows that excluding taxis from Tottenham Court Road would negatively impact on Torrington Place, Grafton Way, Charlotte Street, Cleveland Street, Newman Street, and possibly Huntley Street (no figures given) as well as other streets. Even with allowing taxis on TCR it would appear that a large amount of delivery vehicle traffic will be displaced into the side streets.</p>	<p>Detailed traffic modelling has been undertaken to assess the impact on side streets of restricting taxis on TCR. For Torrington Place, Charlotte Street, Cleveland Street and Newman Street there would be no significant difference between allowing taxis to use the full length of TCR and restricting their use of TCR. On Grafton Way there would be an increase of 77 vehicles an hour if taxis were allowed to use TCR. In addition, 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). Regarding displacement of delivery traffic onto side streets, officers propose to work with local businesses on Tottenham Court Road, Gower Street and New Oxford Street, local residents and Transport for London on a quiet out of normal hours delivery trial, including consideration of loading from 5am to 7am, 10am to 12pm and 7pm to 10 pm, subject to further analysis of loading requirements, residents' concerns and a review six months after implementation. If the trial were to go ahead, this would help to reduce the number of vehicles servicing on residential streets.</p>

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	Comment	Response
Gordon Mansions RA	Taxis should be allowed in Tottenham Court Road at all times, because that is where people will need and expect them, and to avoid them using the (residential) side streets.	The vast majority of people accessing TCR do so by Tube and bus and not taxis. Allowing taxis to use TCR would increase traffic congestion, worsen air quality and worsen road safety. Further assessment of taxi access is included in Appendix A.
Ridgmount Gardens RA	Do not understand the rationale for not allowing taxis to use TCR. Acknowledge that there would be a lower reduction in traffic in TCR if taxis used the street. But not allowing taxis to use TCR would be a considerable inconvenience to residents, particularly elderly residents (many rely on taxis for mobility). Traffic in Torrington Place would be much less at other times of the day.	Allowing taxis to use the whole of TCR would increase traffic congestion, worsen air pollution and decrease road safety. Taxis would be permitted to use the full length of Tottenham Court Road before 8am and after 7pm and to 60% of Tottenham Court Road, and permitted cross-movements, between 8am and 7pm. Traffic modelling shows that allowing taxis to use TCR would not significantly reduce traffic on most side streets. Further assessment of taxi access is included in Appendix A.
South Bloomsbury TRA	Support inclusion of taxis so that people can more easily carry large bulky items from department stores.	Taxis would be permitted to use the full length of Tottenham Court Road before 8am and after 7pm and to 60% of Tottenham Court Road, and permitted cross-movements, between 8am and 7pm. Allowing taxis to use TCR would not significantly reduce traffic on side streets. Further assessment of taxi access is included in Appendix A.

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	Comment	Response
Phone boxes, kiosks and street clutter		
Bloomsbury Ward Councillors	<p>Would like as many phone boxes and as much redundant street furniture to be removed as possible.</p> <p>Support street trading and welcome the proposal for new street vending kiosks but would like to be consulted on their design.</p>	Comment noted.
Bloomsbury Association	Concerned about potential for more kiosks on TCR. The kiosks should be an approved uniform high-quality design, subject to the planning process	There are no proposals to increase the number of kiosks on TCR. The kiosks would be a high quality design and will be subject to an appropriate approval process.
The Charlotte Street Association	Would like the existing large advertising hoarding on TCR opposite Torrington Place removed and a new amenity space created here and in front of the ventilation shaft.	This will be investigated by the planning enforcement team.
Fitzrovia Neighbourhood Association	Suggest that the land on TCR opposite Torrington Place be used for a public toilet and is disappointed that none is proposed in the area.	No public toilets are proposed due to the large ongoing maintenance costs that these facilities incur.
Cycling provision		
Fitzrovia Neighbourhood Association	Concerned about the safety of cyclists on Tottenham Court Road turning right into Torrington Place (and other streets) after heading north up TCR.	The proposal to restrict TCR to buses and cycles only would provide frequent gaps for cyclists to safely turn right into side streets.

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	Comment	Response
Fitzrovia Neighbourhood Association	Opposed to the siting of a bus stop just south of Howland Street as it conflicts with cycle traffic on the east-west route through the area.	Following comments in the public consultation the bus stop at this location has been relocated south closer to Goodge Street station to provide shorter distances between bus stops.
Ridgmount Gardens RA	Concerned about excessive cycle speeds in TCR with only buses would be dangerous to pedestrians.	The design of TCR would encourage all vehicles including cycles to drive at slower speeds to make it safer for pedestrians to cross the street.
Gower Street and Bloomsbury Street		
Bloomsbury Ward Councillors	Support the proposals, including the light segregation for cyclists. Permission should be sought to introduce a yellow box at the junction of Bloomsbury Street and Great Russell Street as congestion on Bloomsbury Street blocks traffic exiting Great Russell Street, including No. 7 bus.	Comment noted. The turning arrangements at this junction would be monitored, if the proposals were to go ahead, and any problems that were identified would be addressed if possible and appropriate.
Bedford Court Mansions RA, Bloomsbury Association	Concerned that Gower Street would become a car park, and that measures should be put in place to allow right turns on Gower Street without holding up traffic. A third lane in the centre of Gower Street would be a more sensible use of space than protected cycle lanes.	The proposals have been assessed using an approved TfL traffic model which highlights the proposals would lead to 30% less traffic on Gower Street. Right turning traffic is not expected to create significant congestion.

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	Comment	Response
The Bloomsbury Association	A cycle lane on the east side of Bedford Square would detract from the heritage nature of the Square and the road should be raised to the level of the pavement at this point. Improved cycle facilities should be provided on Malet Street rather than Gower Street.	The importance of heritage considerations needs to be carefully balanced with the need to provide safe and attractive cycling facilities. The proposals have been altered in response to consultation including raising the road to the level of the pavement for half of the east side of the Square, as shown in Appendix F. Malet Street currently provides a quiet cycling route but is not a substitute for Gower Street as it does not serve the same destinations, including UCL or UCLH.
The Bloomsbury Association	Concerned that there may only be a drop in traffic on Gower Street initially, and that there is insufficient loading provision for the hotel and university.	Traffic flows would be monitored before and after implementation, should the proposals go ahead. The proposals for loading were developed using detailed on street surveys and following discussions with local businesses. The loading provision would be reassessed as part of a review after implementation, should the proposals go ahead.
Fitzrovia Neighbourhood Association	Disappointed with the provision for cyclists along Gower Street and feels that “armadillos” are unlikely to be suitable for the busy street. Would like a much more robust segregated cycle lane with protection for cyclists at junctions.	Following comments in public consultation, the cycling proposals have been amended to include 1.75m to 2m “stepped cycle tracks”, such as on Old Shoreham Road, Brighton, protected by a height difference from the road, and also from the pavement.

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	Comment	Response
Ridgmount Gardens RA	Concerns that the proposed light segregation for the cycle lanes on Gower Street would make it difficult for taxis to cross them to set down or pick up passengers.	The proposals include a number of taxis ranks and areas where passengers can be picked up / dropped off. Following comments in the public consultation the proposed cycle lane on Gower Street would have a kerb to separate cycles from other traffic. The kerb would make it easier for people using taxis.
New Oxford Street		
Bloomsbury Bloomsbury Ward Councillors	Support the removal of the bus stop from near Dyott Street north further west as the antisocial behaviour generated by it will be further from residential properties.	Comment noted.

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	Comment	Response
Torrington Place		
Bloomsbury Ward Councillors, Charlotte Street Association, Gordon Mansions RA, Ridgmount Gardens RA	The increase in traffic on Torrington Place is unacceptable and would make it worse for the large concentration of residents, their families and children. The extra traffic would lead to more congestion, more air pollution and impact on health and road safety.	Unfortunately, the traffic modelling data 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.
Bloomsbury Ward Councillors	Suggest that motor traffic be removed from Torrington Place altogether, but residential access and the facility to pick up and drop off be maintained.	As a result of the predicted traffic increase and public consultation responses, 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.

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	Comment	Response
Gordon Mansions RA	Would like the narrow, overcrowded pavements to be widened.	The proposals would include widening the pavements by up to 1.5m.
Gordon Mansions RA	Concerns about more loading vehicles using Torrington Place to service TCR businesses	Some traffic servicing TCR would need to travel along Torrington Place, for example to access Alfred Mews. Following comments in public consultation, a trial to allow loading on TCR in the evenings and early mornings has been recommended. This would reduce the need for servicing vehicles to use side streets.
Gordon Mansions RA	Concerns about cycle lane proposals making it harder to cross the street and for shops / residents to have deliveries and for people to pick up and drop off passengers.	The existing cycle lane is confusing for pedestrians and with the volume of cyclists it can be difficult to cross the street. By separating the cycle lanes and narrowing the carriageway it is expected that the street would be safer and easier to cross.
Gordon Mansions RA	The proposals would reduce times when the street is quiet e.g. weekends, late evening and public holidays.	As a result of the predicted traffic increase and public consultation responses, 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.

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	Comment	Response
Gordon Mansions RA	Concerned that there are no firm proposals to reduce traffic on the Torrington Place / Tavistock Place corridor.	Details of the proposals to reduce traffic on Torrington Place are included in Appendix H.
Ridgmount Gardens RA	Should ban the left turn from Gower Street (north) into Torrington Place and divert traffic to Grafton Way or Euston Road slip road.	Details of the proposals to reduce traffic on Torrington Place are included in Appendix H. Banning the left turn from Gower Street into Torrington Place and diverting traffic to Grafton Way would adversely affect residents at that location. Any changes made to Torrington Place would need to minimise adverse impacts on adjacent streets and take account of the importance of the street as a busy walking and cycling corridor and other requirements, e.g. local access and servicing.
Capper Street		
Gordon Mansions RA	Objection to blocking-up Capper Street at junction with Tottenham Court Road as would increase traffic on Torrington Place	Without closing Capper Street, it would be difficult to assess the impact of the road closure on traffic flows on Torrington Place and Huntley Street as well as access to UCLH's sites. If the proposals were to be taken forward, the impacts would be monitored and the feasibility of opening Capper Street at night to allow hospital servicing would be considered.

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	Comment	Response
Chenies Mews		
Gordon Mansions RA	Currently this street does not have much traffic, but the concern is that Chenies Mews could become a rat run for traffic, and especially service traffic going to Huntley Street and Torrington Place.	There is a need for servicing traffic to access Chenies Mews. It is currently no-entry at its junction with Torrington Place. As large vehicles cannot gain access from Huntley Street, it is proposed that the wide section of Huntley Street becomes a two-way cul-de-sac with a no-entry at the narrow northern end into Huntley Street to prevent it becoming a rat run northbound. Smaller vehicles would still be able to access Chenies Mews from Huntley Street. It would be unlikely to become a rat-run in a southbound direction due to the width of the access at its northern end. However, the situation would be monitored before and after implementation.

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	Comment	Response
Grafton Way		
Bloomsbury Ward Councillors	Would like traffic on Grafton Way to be reduced by improving conditions on Euston Road, and the situation regarding patient transport ambulance parking to be resolved.	The Council is working with TfL to improve Euston Road for walking and cycling as well as looking to smooth traffic flow. Reducing traffic on Grafton Way without other initiatives would be difficult to achieve. Detailed assessments have been undertaken to examine if all northbound traffic could continue up Gower Street to Euston Road (the proposal currently permits only westbound traffic). However, this would increase traffic congestion at Euston Circus and lead to delays to all vehicles including buses.
Charlotte Street Association	Would like the problem of the gyratory system around the hospital removed to reduce traffic on Grafton Way (east), and to make this street better for pedestrians.	Detailed assessments have been undertaken to examine if all northbound traffic could continue up Gower Street to Euston Road (the proposal currently facilitates only westbound traffic). However, this would increase traffic congestion at Euston Circus and lead to delays to all vehicles including buses.

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	Comment	Response
Ridgmount Gardens and Whitfield Street		
Bloomsbury Ward Councillors and the Bloomsbury Association	Would like to see the impact of the proposals on these streets, and others not included in the traffic model, assessed.	The traffic model has been developed by Transport for London to assess the traffic impacts of major projects in Central London. The model only includes streets that are part of strategic routes or carry high volumes of traffic, as these are the most likely to be affected in terms of changes in traffic flows. Streets that are not included, such as Ridgmount Gardens and Whitfield Street, are generally assumed to be relatively unaffected. Traffic flows would be monitored before and after implementation if the proposals were to go ahead, and if adverse impacts were identified, attempts would be made to mitigate these impacts where possible and appropriate.

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	Comment	Response
Bedford Avenue, Adeline Place, Morwell Street, Bedford Square, Bayley Street		
Bloomsbury Ward Councillors	Concerned that insufficient analysis has been undertaken in terms of coach routes, deliveries and residential access. Allowing traffic to the southern part of Tottenham Court Road so that these businesses (and hotel) may be serviced via Morwell Street. The traffic and the air quality impacts of this change should be assessed.	The proposals were developed using detailed traffic studies looking at traffic movements across the area. Following comments in public consultation, a trial to allow loading on TCR in the evenings and early mornings has been recommended. This would reduce the need for servicing vehicles to use side streets. Separate traffic counts for the Bedford Avenue area suggest that the majority of traffic in the area is through traffic (including coaches) and that up to 80% of this traffic would be removed from Bedford Avenue and the southern side of Bedford Square under the proposals.

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	Comment	Response
Bloomsbury Ward Councillors, Bloomsbury Association	The traffic arrangements for the construction of 1 Bedford Avenue including the use of Morwell Street should be considered as a model. Moving the park and road closure to the area between Morwell Street and Adeline Place would allow access and reduce traffic on Bedford Avenue and Bedford Square.	Allowing servicing traffic to use the southern section of TCR would increase the volume of traffic on TCR making the street less safe and less attractive for walking and cycling. Following comments in public consultation, a trial to allow loading on TCR in the evenings and early mornings has been recommended. This would reduce the need for servicing vehicles to use Bedford Avenue and Bedford Square. Separate traffic counts for the Bedford Avenue area suggest that the majority of traffic in the area is through traffic (including coaches) and that up to 80% of this traffic would be removed from Bedford Avenue and the southern side of Bedford Square under the proposals.
Bloomsbury Ward Councillors and Bedford Court Mansions Residents' Association	The single yellow line for deliveries on Bedford Avenue and access for residents of Bedford Court Mansions should be retained.	Following consultation, a section of single yellow line is proposed to be retained, as shown in Appendix F
Bedford Court Mansions RA, Bloomsbury Association	The full length of Bedford Avenue should be completed in York Stone, as this is a conservation area and pedestrian traffic to and from the British Museum is likely to increase significantly.	There are no proposals to upgrade the pavements in York Stone in Bedford Avenue at this stage.

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	Comment	Response
Bedford Court Mansions RA, Bloomsbury Association	Would like the mini park on Bayley Street to be adjacent to Bedford Square not TCR, so that vehicles could exit into TCR rather than Bedford Square.	Allowing servicing traffic to use the southern section of TCR would increase the volume of traffic on TCR making the street less safe and less attractive for walking and cycling. Following comments in public consultation, a trial to allow loading on TCR in the evenings and early mornings has been recommended. This would reduce the need for servicing vehicles to use Bedford Avenue and Bedford Square. Separate traffic counts for the Bedford Avenue area suggest that the majority of traffic in the area is through traffic (including coaches) and that up to 80% of this traffic would be removed from Bedford Avenue and the southern side of Bedford Square under the proposals.

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	Comment	Response
Bedford Court Mansions RA, Bloomsbury Association	The St Giles Hotel and shops at southern end of TCR could be serviced from TCR and Great Russell Street, leaving the conservation area clear of excess traffic.	Allowing servicing traffic to use the southern section of TCR would increase the volume of traffic on TCR making the street less safe and less attractive for walking and cycling. Following comments in public consultation, a trial to allow loading on TCR in the evenings and early mornings has been recommended. This would reduce the need for servicing vehicles to use Bedford Avenue and Bedford Square. Separate traffic counts for the Bedford Avenue area suggest that the majority of traffic in the area is through traffic (including coaches) and that up to 80% of this traffic would be removed from Bedford Avenue and the southern side of Bedford Square under the proposals.
Bedford Court Mansions RA, Bloomsbury Association	The proposals fail to address long term problems associated with the St Giles Hotel.	The existing traffic impacts from the hotel are not easy to address without creating other adverse impacts. The Council will continue to work with the hotel to minimise disturbance to local residents. Traffic counts for the Bedford Avenue area suggest that the majority of traffic in the area (including coaches) is through traffic and that up to 80% of this traffic would be removed from Bedford Avenue and the southern side of Bedford Square under the proposals.

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	Comment	Response
Bloomsbury Association	Supports the closure of Bedford Avenue, either between Tottenham Court Road and Morwell Street or between Morwell Street and Adeline Place.	Comment noted.
Bloomsbury Association	The proposed closure of Bedford Avenue might also increase the number of coaches that decide to stop in Adeline Place, which should be discouraged.	The number of coaches that use Bedford Avenue is not expected to increase. A loading bay for use by coaches is proposed for Bedford Avenue.
Bedford Court Mansions RA	Morwell Street should be one way north, with traffic being allowed to leave via Bayley Street into Tottenham Court Road to reduce the volume of traffic on Bedford Square.	Following comments received in public consultation Morwell Street would be converted to one-way north to prevent larger vehicles blocking the street. The volume of traffic that uses Bedford Square is not expected to be significantly impacted as a result of the proposals.
Bedford Court Mansions RA	The southern part of TCR will become a bus station and that there will be increased footfall through Bedford Square and Bedford Avenue as a result.	The number of buses that would use TCR would increase however the street would have significantly less traffic and congestion than now as well as better air quality and a safer and more attractive environment for walking and cycling. Encouraging more people to walk through Bloomsbury is a key element of the project.

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	Comment	Response
Bedford Court Mansions RA	Concerned that the northern side of Bedford Square will be full of queuing traffic, including large trucks and coaches, with the added problem of coaches leaving the Square attempting tight turns both north and south onto Gower Street adding to further congestion.	The number of coaches and large vehicles that use Bedford Avenue and Bedford Square is not expected to increase significantly or to lead to congestion issues on Bedford Square or Gower Street. Separate traffic counts for the Bedford Avenue area suggest that the majority of traffic in the area is through traffic (including coaches) and that up to 80% of this traffic would be removed from Bedford Avenue and the southern side of Bedford Square under the proposals.
Bedford Court Mansions RA	Allowing eastbound cycling on Bedford Avenue is unnecessary as cyclists can use Great Russell Street and Bedford Square north already.	Making as many of our streets safe and attractive for cycling is a key Council objective. Making streets two-way for cycling opens up a network for cycling allowing people to reach a variety of destinations quickly and safely.
Bedford Court Mansions RA	Request all residents' parking be retained.	To make the streets safer and more attractive for walking and cycling, and to create new public space, parking and loading changes would be needed. As a result, some parking would be relocated to adjacent streets, where at all possible. However, some parking would be removed.

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	Comment	Response
Bedford Court Mansions RA	Concerned about the ongoing maintenance of the mini-parks and is of the view that Camden should not license additional vendors and kiosks in these locations.	The maintenance of the mini-parks would be part of the Council's ongoing maintenance of the public realm. There are no proposals to license additional street traders in the mini-parks.
Bedford Estates	Concerned that the restrictions on Tottenham Court Road will increase traffic (and taxis) on all the side streets, including Bedford Avenue, where there is inadequate space for larger commercial vehicles and coaches to turn. The Estate would like Morwell Street one-way northbound to allow vehicles to exit Bedford Avenue along Morwell Street and onto Bayley Street. Signage would also be required to advise drivers that there is no access to Tottenham Court Road from all relevant side streets to avoid confusion.	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. Following comments in the public consultation, Morwell Street would become one-way northbound to avoid turning vehicles blocking other traffic.
Other issues		
ULEZ Bloomsbury Ward Councillors	Would be interested in extending the Ultra-Low Emission Zone (ULEZ) to commercial vehicles, buses, taxis and ambulances travelling through the area.	ULEZ is a Transport for London proposal. The current proposals would impact on all vehicles in the West End Project area. These comments have been included for consideration in the Council's response to the ULEZ consultation.

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	Comment	Response
British Museum signage Bloomsbury Ward Councillors	Finger signs, rather than Legible London are needed at the north-east exit of Tottenham Court Road station, on the corner of Tottenham Court Road and Great Russell Street and Great Russell Street / Bloomsbury Street, to direct people to the British Museum.	Improvements to wayfinding would be progressed as part of the project.
Trees Bloomsbury Ward Councillors	Support the planting of more trees and the use of hypoallergenic species that maximise CO2 elimination.	A large number of new trees would be planted and the species would be carefully selected to ensure that issues of aesthetics, allergies, and pollution absorption are taken into account.
Bedford Estates	Would like further information on the proposed tree planting, including how the Council will ensure that existing buildings will not be impacted by tree roots in the long term.	New trees would be introduced with tree root protection systems to avoid intrusion to buildings and other structures.
Cycling Bedford Estates	Strongly supports the proposals to improve cycling in the area and would encourage the Council to consider further measures to separate cyclists and motor traffic.	Comment noted. Consideration will be given to further measures to improve cycling in the area as part of the process of developing our programme of investment.
Closing other roads Bloomsbury Association	Requests an investigation of closing Hanway Street, Store Street, Dyott Street and Charlotte Street which would improve the pedestrian environment.	The project has not investigated closing additional roads. It is unlikely to be possible to close Hanway Street as this provides access for businesses to load. If the project is approved further assessment of other road closures could be considered at a later date.

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	Comment	Response
<p>Increasing traffic on other streets Bloomsbury Association</p>	<p>Concerned about the increase in traffic on Woburn Place and Southampton Row.</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. For Southampton Row and Woburn Place, the traffic modelling predicts an increase of 16% (123 vehicles an hour in the morning peak) and 11% (73 vehicles an hour in the morning peak) respectively. These predicted increases are not considered to be significant but traffic flows would be monitored before and after implementation and any adverse effects identified would be mitigated, if possible and appropriate.</p>
<p>Environmental Impact Assessment Bloomsbury Association</p>	<p>Would like to know if an EIA Screening Opinion has been requested or whether a particular opinion has been adopted and do not feel the impact on the environment and heritage in the area have been taken into account.</p>	<p>The proposals have not been subjected to an EIA Screening Opinion. Legal advice is that the project does not require an EIA as the anticipated overall effect of the changes would be to decrease traffic and other impacts in the scheme area as a whole given that the West End Project is a unified project that can be looked at holistically. Further consideration of environmental and heritage impacts assessments would be undertaken if the project were approved, as part of detailed design.</p>

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	Comment	Response
General waiting and loading Bloomsbury Association	There is not sufficient information to make an informed decision about servicing for hotels in the area. Lack of consideration to waste disposal vehicles, coaches visiting large hotels and the British Museum.	The proposals for servicing have been developed based on detailed on-street surveys. In addition, businesses including hotels have been contacted to discuss their loading requirements.
Consultation process Bloomsbury Association	The public consultation has been inadequate on a number of counts including not taking into account urban design and environmental effects and how they can be managed, a lack of reference to the quality of the carriageway surface, manhole and water main covers in any of the consultation documents, And a lack of awareness by the that the area includes a major part of the Bloomsbury Conservation Area.	The proposals include significant improvements to the public realm which would improve the setting of a number of key heritage assets. The consultation was intended to provide an overview of the proposals and did not include details of carriageway surfaces or service covers.
Covent Garden Community Association	Concerned that the Council has not been working sufficiently closely with local amenity groups in developing the project.	The proposals were developed over a number of years and included involvement with Area Action Groups and meetings with local groups.
Ridgmount Gardens RA	Concerned that some residents, particularly those without access to the internet, have not been well informed about these plans. Would have liked more time to consult residents. .	The consultation documents were sent by post to all residents in the area and the consultation was widely publicised including with bus stop adverts, lamp column posters and reminder letters to residents. The consultation deadline was also extended to allow local groups more time to consult their members.

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	Comment	Response
Mortimer Market Charlotte Street Association, Fitzrovia Neighbourhood Association.	Would like to see public space in Mortimer Market as identified in the Fitzrovia Area Action Plan would be of great benefit to both users and local residents.	There is little scope to create a public space on highway land; it would be more appropriate to consider a space on the southern side of Mortimer Market and this would be considered should a development proposal be brought forward.
Chenies Street Ridgmount Gardens RA	A pedestrian crossing on Chenies Street next to TCR is needed, and will be more necessary if there is to be a park in Alfred Place.	Following comments in the public consultation an additional pedestrian crossing has been included at this location.
Accessibility Ridgmount Gardens RA	Lack of thought given to the transport needs of people attending hospitals, both UCLH and proposed major departments in Huntley Street. Any changes to Huntley Street and other streets have to have everyone's needs in mind.	As part the West End Project development and recent planning applications for UCLH developments, the transport needs of hospital patients, workers and visitors has been considered in detail. The impacts on the local community have also been carefully considered.