

Appendix C: Comments from organisations

Comment	Response
London First	
The proposals are ambitious and provide right balance between needs of business and users to regenerate area and boost economic activity.	Comment noted.
University College London Hospital (UCLH)	
Supports proposals to reduce traffic congestion and improve air quality	Comment noted.
Concerns about restricting access to major employers and would like assurances that access to Beaumont Place is maintained.	The restrictions to traffic on TCR are not expected to have an adverse impact on major employers in the area. Access to Beaumont Place via TCR will not be impacted.
Concerns about increase in traffic congestion on Grafton Way (and the reduced road width) and TCR delaying emergency vehicles	The traffic modelling does predict an increase in traffic on Grafton Way in the morning peak. However the modelling also shows that this would not cause unacceptable queuing at the Tottenham Court Road / Grafton Way junction and therefore should not delay emergency vehicles. If the proposals were to go ahead, traffic flows would be monitored before and after implementation and any adverse effects identified would be mitigated where possible and appropriate.
Would like assurances that parking proposals on Grafton Way take account of recent UCLH permitted development including access	The proposals in the public consultation do not conflict with UCLH permitted development access.
Would like assurances that parking proposals on Huntley Street take account of recent UCLH permitted development including access and servicing vehicle arrangements	The proposals in the public consultation do not conflict with UCLH permitted development for access and servicing.
Concerns that the proposed change in direction of the one-way in Huntley Street would make travel between sites more difficult.	Following consultation, it is proposed to keep Huntley Street one-way southbound to reduce the volume of hospital related traffic on Torrington Place. The situation would be monitored and if adverse impacts were identified, mitigation measures would be designed where possible and appropriate.
Would like assurances that the right turn from Gower Street to Torrington Place would be retained	The right turn from Gower Street to Torrington Place would be retained

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UCLH	
The closure of Capper Street would mean that all servicing and patient transport traffic for phase 3 and the proposed phase 5 site would use Huntley Street with vehicles turning in Mortimer Market. Concerns how access would be maintained if Huntley Street was not available.	Comment noted. There are no plans to close Huntley Street.
Would like to work with the Council to coordinate construction of the project with UCLH developments	The Council would work to coordinate construction with other developments in the area.
University College London (UCL)	
Supports project objectives to improve public realm, pedestrian connections and road safety.	Comment noted.
Concerns that traffic levels on Gower Street would be higher than current levels.	The proposals have been assessed using an approved TfL traffic model which highlights the proposals would lead to 30% less traffic on Gower Street.
Concerns that predicted traffic increases e.g. Torrington Place would reduce road safety, air quality and crossing opportunities.	The proposals for Torrington Place include narrowing the road and introducing wider cycle lanes which should make crossing the street easier. 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.
Would like the pavements widened between Torrington Place and Grafton Way to address current and future pedestrian numbers by UCL	A key element of the proposals is to provide protected cycle lanes on Gower Street. It would not be possible to provide wider pavements and protected cycle lanes. Our assessment of pedestrian numbers highlight that the pavement widths will continue to provide a safe and comfortable environment for pedestrians.

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UCL	
Would like Gower Street to have a central island for informal pedestrian crossings and a wider formal pedestrian crossing outside UCL	A key element of the proposals is to provide protected cycle lanes on Gower Street. It would not be possible to provide a central island and protected cycle lanes.
Concerns about removal of buses from Gower Street	The relocation of buses from Gower Street to TCR would help to simplify bus routes and locate buses where the majority of passengers want to go to. The proposal would also make bus journeys more reliable and quicker.
Would like to see improved service access into main campus from Gower Street to allow all sizes of vehicles access.	The access into UCL will permit all servicing vehicles to safely enter the campus.
Camden Civic Society	
Cost of scheme not adequately justified with lack of evidence for need for proposals.	The project has a strong business case and would address key issues in the area including reducing congestion, improving air quality, quicker bus journeys as well as making walking and cycling safer and more attractive.
Concerns about traffic access to / from Fitzrovia.	Traffic would still be able to access Fitzrovia via east / west streets e.g. Torrington Place and Howland Street.
Consultation not comprehensive enough	The consultation material was sent to 9,000 residents and businesses across a wide area and to all local groups and statutory organisations. In addition, the proposals were publicised on bus stop shelters, lamp columns and newspapers.
The restrictions are too complex and would be confusing to drivers	The proposed restrictions would be clearly signed and publicised should the project be approved. The restrictions are no more complex than many pedestrianised areas which permit certain vehicles access at different times of the day.
Removal of some one-way systems have been good e.g. Russell Square and do not object to two way in TCR and Gower Street.	Comment noted.

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Camden Civic Society	
Accept that the new Crossrail station at TCR will increase pedestrians and measures need to be taken to accommodate numbers.	The proposals for TCR and St Giles Circus aim to provide more pavement width and public space to cater for the large numbers of additional pedestrians expected when Crossrail opens.
Object to making TCR just for buses and cycles	Comment noted.
The TCR restrictions and junction proposals at St Giles Circus and Princes Circus will increase congestion.	The proposals have been assessed using an approved Transport for London traffic model which highlights the proposals would lead to less traffic on Gower Street / Bloomsbury Street and TCR reducing traffic congestion in the area.
No justification to widen pavements and will lead to traffic congestion	The proposals for TCR and St Giles Circus aim to provide more pavement width and public space to cater for the large numbers of additional pedestrians anticipated when Crossrail opens.
It is unacceptable to introduce bus stands in front of St Giles Church	Unfortunately it is not possible to locate the bus stand elsewhere under the proposals, as St Giles High Street would be closed to all traffic. However, in response to the consultation, the size of the bus stand outside St Giles Church would be reduced from two spaces to one, the stand on the west side of Earnshaw Street would be increased from two to three spaces.

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Comment	Response
Camden Civic Society	
Do not support exclusion of taxis from TCR. Bad for older people, people who want door-door transport or want to carry bulky shopping.	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, including access for disabled people is provided in Appendix A.
Alliance of British Drivers	
The proposals will create difficulties for residents and businesses in the area by restricting service vehicle access.	The proposals are not expected to adversely impact on servicing vehicles accessing residential or businesses properties.
Opposed to all additional road closures, providing more priority to cyclists.	Comment noted.
Concerned proposals will exclude disabled people who can't use public transport from the area. Should consider exemption for Blue badge holders.	Further assessment of the impact on people with reduced mobility is included in Appendix A.
Unite the Union	
We support the aims of the scheme to improve conditions in Tottenham Court Road.	Comment noted.
No support for restrictions on taxis. Would adversely impact on elderly, infirm, disabled and those with luggage.	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 assessment of the impact on people with reduced mobility is included in Appendix A.

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Comment	Response
Unite the Union	
The proposals on Gower Street with one lane of traffic in each direction will lead to traffic congestion	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 on Gower Street which is likely to lead to less congestion.
Denmark St is used by taxis to access Charing Cross Road and this use should continue.	There are no proposals to restrict access to Denmark Street.
Do not think that Great Russell Street is a suitable location for bus stands.	To provide the new public space at St Giles Circus the existing bus stands on St Giles High Street (northern section) would need to be relocated. There is not enough space to relocate all of the bus stands to Earnshaw Street and St Giles High Street (southern section) therefore two bus stands are proposed on Great Russell Street which is the nearest appropriate location for bus stands.
There should be a taxi rank to serve the new Tottenham Court Road Station.	There is an existing taxi rank for the station on TCR which would be enlarged.
There is no case for excluding taxis as there would be no increase in congestion or safety implications.	Allowing taxis to use the full length of TCR would increase traffic levels on the street leading to more congestion and worse air quality as well as a less attractive environment for walking and cycling. Further detail of the assessments of taxi access on TCR is provided in Appendix A
The protected cycle lanes on Gower Street would make it difficult for taxis to pick up and drop off passengers.	Following consultation, the cycle lanes have been amended and a kerb is provided between cyclists and general traffic. Taxis would need to pick up and drop off passengers on the outside of the protected cycle lane, except where they used loading bays.
Remove all parking spaces from Denmark Street to provide more space for pedestrians and cafes.	Some disabled and pay and display parking have been retained on Denmark Street to provide facilities for visitors and disabled drivers.
Support proposed public space for Princes Circus	Comment noted.

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Comment	Response
Unite the Union	
Introduce more greenery and a water feature in Princes Circus.	Following public consultation further engagement has been undertaken with local groups to progress design options for Princes Circus and the potential for more greenery and a water feature have been examined.
Brent Cyclists	
The cycle proposals are inadequate. The light segregation proposed for cycle lanes in Gower Street, will not prevent stopping and loading on the cycle space,	Following public consultation, further improvements to cycling have been recommended. These proposals include 1.7m to 2m wide “stepped tracks”, such as on Old Shoreham Road, Brighton, protected by a height difference from the road, and also from the pavement, on Gower Street, Bloomsbury Street and Shaftesbury Avenue, safer junctions for cycling and an improved link from Bloomsbury Way to Endell Street.
Concerned about more traffic on Torrington Place and Tavistock Place, which is an important cycle route.	The proposals for Torrington Place include narrowing the road and introducing wider cycle lanes. The Council is proposing to mitigate the traffic increase on Torrington Place by reducing traffic further east on this corridor (see Appendix H for further details).
Prefer 2m wide segregated cycle tracks on TCR with the street one-way or two way. Or close Gower Street to traffic.	A detailed assessment of options to provide 2m wide cycle lanes on TCR and Gower Street has been undertaken and is included in Appendix E.
An alternative would be to have a 2m wide northbound cycle track on Tottenham Court Road, and a southbound one on Gower Street,	See above.
The proposals for New Oxford Street are also inadequate for cycling. We would like two-way space for cycling on this street.	To provide two-way space for cycling on New Oxford Street would require the removal of one of the two eastbound traffic lanes. Traffic modelling predicted that this would lead to unacceptable delays to traffic including buses. Further examination of this proposal will be undertaken as part of the Holborn Project which is currently being developed by the Council.

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Comment	Response
Cycling Embassy of Great Britain	
The proposed scheme is a minor improvement for the people already prepared to cycle. It would not encourage mass cycling to reduce congestion, improve public health and air quality.	Following public consultation, further improvements to cycling have been included within the project. These proposals include wider cycle lanes on Gower Street, safer junctions for cycling and an improved link from Bloomsbury Way to Endell Street.
The assumptions for the project are wrong. The existing modal share has arisen because of poor facilities for cycling not from choice and secondly that one-way traffic flow could open opportunities for cycling.	Comment noted.
Should keep TCR and Gower Street one-way with one traffic lane which would allow the remaining space to be allocated to more efficient transport modes.	There are some key disadvantages in keeping TCR and or Gower Street one-way. Having one traffic lane on both streets would lead to unacceptable traffic congestion and delays to general traffic and buses. There would be no scope to simplify bus routes and have buses serving one street in both directions. Experience from other streets in Camden suggests that traffic speeds and road safety is generally worse in one-way streets.
Could reduce traffic flow on TCR below 2000 passenger car units per day to create pleasant conditions for walking and cycling.	The proposals would prevent all general traffic and buses from using TCR as a through route from 8am-7pm Monday to Saturday. For the majority of TCR the number of vehicles would be approximately 1900 vehicles per day. Reducing traffic further would require reducing bus frequency (which would be a matter for Transport for London to consider) and or reducing through traffic on east / west routes.
Could achieve protected space for cycling alongside two-way flow, on Gower Street.	Following public consultation, the cycle lanes on Gower Street have been amended to provide 1.75m – 2m wide stepped tracks, protected by a height difference from the road, and also from the pavement. A detailed assessment of options to provide 2m wide cycle lanes on TCR and Gower Street has been undertaken and is included in Appendix E.

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Comment	Response
Disabled Motoring UK	
<p>Concerned that these proposals will exclude disabled people who cannot use public transport from the area. There is an incorrect assumption that all disabled people can use "accessible buses" but this is not the case. Many disabled people need to travel in their own vehicles with access to oxygen and other emergency items. In some other examples not all wheelchairs are able to fit on public transport. Urge a reconsideration of the total vehicle ban with Blue Badge holders being granted access and parking.</p>	<p>Whilst it might be desirable to provide exemptions for certain vehicles carrying disabled people, there would be no way to exempt disabled drivers or passengers from these restrictions, using normal traffic management processes. However, additional Blue Badge parking bays would be provided as part of the proposals.</p>
SUSTRANS	
<p>We strongly support the vision behind the scheme, particularly access restrictions to Tottenham Court Road, new and improved public spaces, increased permeability for cycling on side roads and improved crossing points for pedestrians.</p>	<p>Comment noted.</p>
<p>Concerns about cycle facilities particularly on TCR and Gower Street.</p>	<p>Following public consultation, further improvements to cycling have been included within the project. These proposals include wider cycle lanes on Gower Street, safer junctions for cycling and an improved link from Bloomsbury Way to Endell Street</p>
<p>Lack of proposals for cycling or walking on New Oxford Street should be reviewed.</p>	<p>To provide segregated cycle lanes or wider pavements in New Oxford Street would require the removal of one of the two eastbound traffic lanes. Traffic modelling predicted that this would lead to unacceptable delays to traffic including buses. Further examination of this proposal will be undertaken as part of the Holborn Project which is currently being developed by the Council. Pedestrian facilities would be greatly improved under the proposals including more direct and convenient crossings.</p>

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Comment	Response
SUSTRANS	
Should extend times of traffic restrictions on TCR to reduce danger to cyclists.	The proposed restrictions aim to balance the needs of different road users at different times of the day. Allowing taxis and other traffic between 7pm and 8am would help to stimulate the night-time economy, allow servicing in quieter traffic periods when there would be fewer potential conflicts with cyclists and pedestrians and enable safer travel at night.
Concerns about amount of east / west traffic, location and times of loading bays	The proposals include removing through traffic from a number of streets including Bailey Street, Bedford Avenue and Caper Street. Reducing through traffic on other east /west streets is difficult without restricting access for residents and businesses into Fitzrovia and without increasing traffic on adjacent streets.
Concerned about lack of pedestrian crossings on TCR should consider zebra crossings and more raised areas.	Pedestrian crossings would be provided on each arm of each signalised junction on Tottenham Court Road, with the exception of Hanway Street at its junction with Tottenham Court Road, where it would not be possible due to large vehicles overhanging the pavement as they turn into Hanway Street to service businesses there. In addition, a pelican crossing would be provided south of Store Street, and informal crossing would be possible on the raised tables along sections of the street. Pedestrian crossing facilities would be reviewed following implementation, if the proposals were taken forward, to assess whether additional formal crossings were required.

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Comment	Response
SUSTRANS	
<p>If proposals are not changed should consider on TCR a traffic signals green wave at 15mph, protected junctions for cycling and Introduce bus stop bypasses</p>	<p>The speed limit would be 20 mph on all roads although on TCR the proposal includes a series of raised areas to encourage slower driving speeds. Introducing bus stop bypasses would require reducing pavement widths by at least 1.5m. The volumes of pedestrians combined with the number of bus passengers would mean that the cycle lanes would be almost continuously be blocked for cycling leading to conflicts.</p>
<p>Relocate loading bays on TCR to side roads and restrict to the middle of the day or late evening. .</p>	<p>Following public consultation, it is recommended that trial of quiet out or normal hours deliveries is implemented including consideration of loading from 5am to 7am, 10am to 12pm and 7pm to 10pm to reduce traffic congestion and air pollution and address road safety concerns.</p>
<p>Between Bayley Street and Bedford Avenue accessible informal crossings should be introduced.</p>	<p>Accessible informal crossings are not part of the proposals at this location as there are bus stops in the between Bayley Street and Bedford Avenue. The pavement needs to have a higher kerb at bus stops in an area where the road is raised. In addition, changes in the height of the road in relation to the pavement along the length of a road help to encourage slower speeds. Informal crossing would still be possible in most of this section due to the reduction in traffic as between Great Russell Street and Stephen Street, it would be bus and cycle only.</p>
<p>The current width of cycle lanes on Gower Street is inadequate and should be a minimum of 2m.</p>	<p>The cycle lanes on Gower Street have been amended to provide 1.75m to 2m wide stepped tracks, protected by a height difference from the road, and also from the pavement. A detailed assessment of options to provide 2m wide cycle lanes on TCR and Gower Street has been undertaken and is included in Appendix E.</p>

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Comment	Response
SUSTRANS	
Concerned about loading bays in cycle lanes on Gower Street.	The hotels on Gower Street require loading bays within a reasonable distance of their entrances and in some cases side roads are too far away and loading on Gower Street is the only option.
Restrict large vehicles on Gower Street to allow wider cycle lanes to be introduced.	It is not considered practical to restrict large vehicles on Gower Street without a wider strategic initiative across London.
Introduce bypasses for loading bays on Gower Street.	There is a lack of pavement width to provide bypasses for loading
Widen the UCL crossing.	The proposed crossing outside UCL would be 6m wide. This width is considered sufficient to deal with the numbers of pedestrians expected to cross the street at this location.
Support the closure of St Giles High Street to create a public plaza, but consider cycle access through the plaza.	Comment noted. With the very large pedestrian numbers expected to use the proposed plaza, introducing cycle access is not recommended as this would create conflicts.
Support for closing a section of Shaftesbury Avenue to create public space. Welcome protected cycle lanes on Shaftesbury Avenue, but need detail on widths.	Comment noted. The proposed cycle lanes on Shaftesbury Avenue would be 1.75m wide and installed as stepped tracks in response to the consultation, to provide a safe and attractive cycling environment.
Allow cycle access through Princes Circus public space to provide route between Endell Street and Coptic Street.	Following comments in the public consultation, improvements to cycle routes around Princes Circus have been made. A new high quality cycle route has been included with a new cycle crossing of New Oxford Street at Coptic Street to Grape Street this would link with the cycle crossing of High Holborn to provide access to / from Endell Street. This would provide a direct link from Bloomsbury Way / New Oxford Street to Endell Street. Providing a cycle route through the public space would create unnecessary conflict with pedestrians.

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Comment	Response
SUSTRANS	
Lack of cycle facilities at junctions along New Oxford Street and High Holborn.	To provide segregated cycle lanes or wider pavements in New Oxford Street would require the removal of one of the two eastbound traffic lanes. Traffic modelling predicted that this would lead to unacceptable delays to traffic including buses. Further examination of this proposal will be undertaken as part of the Holborn Project which is currently being developed by the Council.
Strongly support the Alfred Place proposals. Would like access for cycling.	Further design work would be required for Alfred Place to develop options for service and cycle access.
Support the Huntley Street proposals, but the contraflow cycle lane needs to be clear.	The cycle lane would be clearly marked.
Inmidtown	
Welcome increased investment in the project area, and support the overall principles of making the area more accessible, providing better spaces for people to visit and encouraging visitors and residents to stay in the area.	Comment noted.
Support improved pedestrian environment, expanded wayfinding strategy and improved provision for cyclists	Comment noted.
Waste disposal should be designed in early.	Comment noted.
The public spaces should reflect a contemporary design and minimise maintenance.	Comment noted.
The quality of materials, seats and lighting to be used throughout the area is key to the experience.	The proposed materials and street furniture would help make the area more attractive for residents, commuters and visitors to walk through the area.
Want the business needs properly taken account of e.g. Loading bays and servicing	Detailed loading surveys have been undertaken to inform the proposals for loading bays and times.
Fitzrovia Partnership	
General supportive of project and vision	Comment noted.

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Comment	Response
Fitzrovia Partnership	
Would like Alfred Place to feel like a civic space with a meadow concept. The design should have modern lighting and provide clear link to Whitfield Gardens using a shared space concept	Following public consultation there have been workshops involving local groups and the business improvement district to ensure that the proposals meet the needs of the community.
Would like part of space in Alfred Place / South Crescent to be used for events	How different areas of the public space will be used and managed would need to be discussed if the project were approved. Whitfield Gardens and Alfred Place would be linked by a pedestrian route.
Would like to see public toilets at Alfred Place	There are no proposals to introduce toilets in the public space. The ongoing maintenance and operational costs are outside the scope of the project.
Would like access for businesses to be maintained on Alfred Place but park size to be maximised.	The proposals seek to maintain access for servicing at specific times.
Concerned that the additional parking south of Maple Street will lead to Huntley Street being dominated by cars. Would like to see more thought being given to the public realm and predicted traffic impact on Huntley Street with UCLH developments. Should consider extending proposals south to Chenies Street	The proposal for Huntley Street would allow parking only on one side of the street to provide more space for pedestrians and cyclists. As part of any future UCLH development proposals the Council would look at the scope for extending proposals further along Huntley Street.
Support the proposals for Whitfield Gardens but keep open during the day and close at night.	Comment noted. At this stage, there is insufficient revenue funding to close Whitfield Gardens at night and this situation is unlikely to change.
Improve surfaces in park / square and extend to TCR together with a shared surface on Tottenham Street. Consider closure of Windmill Street / Tottenham Street.	The proposals for Windmill Street, Windmill Square and Whitfield Gardens would provide a high quality environment for pedestrians that linked the streets and spaces together. The proposals for Windmill Street would also encourage pedestrian priority whilst keeping this street open for access following a shared space concept.
Concerned that increasing the number of buses on TCR would set a precedent for diverting additional routes to Tottenham Court Road.	There are no proposals to divert new bus routes into TCR.

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Comment	Response
Fitzrovia Partnership	
Keep the same number of bus stops on TCR 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.
Support the removal of the one way system to simplify bus journeys and to make buses quicker and more reliable.	Comment noted.
Should allow taxis on Tottenham Court Road during part of the day to benefit shoppers, retailers and local residents. This would also benefit residents on side streets.	Allowing taxis full access to TCR has been assessed using an approved Transport for London traffic model which highlights that this would lead to more traffic on TCR which would increase bus journey times, worsen road safety and reduce air quality. A detailed assessment of the impacts of allowing taxis access is included in Appendix A.
English Heritage	
Support reduced traffic congestion, improved air quality and quality public realm	Comment noted.
Camden should identify the designated and undesignated heritage assets affected by the proposals and to consider how the public realm works will sustain, and can enhance, their significance.	Should the project be approved further design work will be undertaken to ensure heritage assets are improved including reuse of historic paving materials and removing street clutter.
Include proposals to enhance the setting of the listed war memorial at Chenies Street.	The proposals for Alfred Place would relocate the memorial into a more central setting, subject to the necessary consents.
Require a full assessment of the impact of the proposed relocation of listed lighting columns on TCR.	Should the project be approved a full assessment of the impact would be undertaken.
Would like to see improvements to public realm at key historic locations including Bedford Square, St Giles Church, UCL, and Denmark Street.	The proposals would make significant improvements to a number of key heritage locations.

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Comment	Response
Camden Green Party	
Welcome removal of the gyratory, lower speed limits providing improvements for pedestrians and cyclists and new public spaces.	Comment noted.
Support effective enforcement of 20mph	The Council does not have the powers to enforce speed limits. The Police have the powers to enforce but limited resources to carry out enforcement activities and so the Council aims to highlight to drivers as much as possible that a speed restriction is in place through signage, physical message and publicity. The Council continues to monitor the speed throughout the borough and consider additional measures where necessary and appropriate. When all options have been exhausted by the Council, the police will investigate those locations where speed continues to be a problem.
Support cycling improvements and the recognition that more people will cycle	Comment noted.
The proposals are not bold enough should remove road space for private cars and taxis.	The public consultation included consideration of more bold options including measures to close TCR or Gower Street to through traffic. These studies have highlighted that closing one of the main roads would lead to unacceptable traffic impacts and unacceptable delays to buses
No justification for opening up TCR to traffic after 7pm. This will remove benefits for pedestrians, cyclists and buses. Suggest the road is opened for access only after 11pm .	The proposals would allow all vehicles to use TCR during the evenings and at night and all day on Sunday to assist the night time economy and safer travel home as well as allow people to collect bulky shopping on Sundays. The hours of the restrictions could be reviewed at a later date following detailed monitoring.
Should be separate bus and bike lanes on TCR, with floating bus stops and in narrow section have alternate working for buses controlled by traffic lights.	A detailed assessment of options to provide 2m wide cycle lanes on TCR and Gower Street has been undertaken and is included in Appendix E.

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Comment	Response
Camden Green Party	
A lower speed limit than 20mph should be considered for Tottenham Court Road.	The council does not have powers to set speed limits below 20mph.
Do not think that east / west traffic will be prevented from going north / south and that these sections will get congested.	The proposals would restrict general traffic and taxis from certain sections of TCR. These restrictions would be advertised and clearly signed to encourage compliance. If necessary the restrictions would also be enforced to prevent any adverse impacts.
The extra buses on TCR will be worse for air pollution unless other measures are taken. We urge that buses are moved to TCR that buses are the cleanest available low emission vehicles.	This request will be passed to TfL for consideration. As part of Transport for London's proposed ultra-low emission zone, an integral element would be introducing standards for the vehicles for which TfL is responsible; it is proposed that all double decker buses serving Central London would be hybrid and all single deckers would be zero emission by 2020. This would include all buses in the area.
There are no plans for full-width two-way segregated cycling, Fully support London Cycling Campaign's call for "a minimum of 4 metres width of 'protected space for cycling' in either Gower Street or Tottenham Court Road". Option 4 (which would close either Tottenham Court Road or Gower Street to through motor traffic completely) is rejected incorrectly.	A detailed assessment of options to provide 2m wide cycle lanes on TCR and Gower Street has been undertaken and is included in Appendix E. This includes an assessment of option 4 which assessments show would displace large volumes of traffic on adjacent roads and create unacceptable traffic congestion and unacceptable delays to buses

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Comment	Response
Camden Green Party	
Moving the bus routes will reduce public transport access for UCL, UCH and the British Museum where people want to go.	Currently people accessing these institutions can only reach them directly on a bus in one direction and in the other direction they must walk to TCR. It is accepted that the proposals would mean that people using buses to destinations on Gower Street would need to walk to / from TCR in both directions. Officers considered keeping one route on Gower Street but it was decided 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.
GMB Drivers Branch	
Do not support creation of more open spaces or parks. The project has no economic benefit.	Comment noted. The project has a good business case and the proposals would provide more public space for residents and boost
The proposal includes making changes to pavements recently widened at Euston Circus. What extra cost will this be?	Works to facilitate the proposed changes to pavements at Euston Circus were undertaken by TfL in 2013 including ensuring that the paving could be easily removed and a base that be converted to a carriageway at low cost.
Have concerns about increased traffic congestion and worse air quality and do not believe the traffic predictions.	Comment noted.
The project has ignored private hire vehicles. Where can they pick up passengers?	The proposals include a large number of areas where private hire vehicles could pick up or set down passengers including on TCR.
Do not agree that pavements will become overcrowded and would like to see evidence. No point in upgrading.	A detailed assessment of pedestrian numbers and pavement width has been undertaken. This showed that the increase in pedestrians when Crossrail opens will require wider pavements at key locations on TCR and St Giles Circus.

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GMB Drivers Branch	
There is a lack of loading bays provided.	The proposals for loading bays were developed following a detailed assessment of loading activity including discussions with businesses. Following public consultation, the proposed loading bays on Gower Street and Bloomsbury Street have been increased in length, and additional loading bays have been proposed on Tottenham Court Road and Denmark Street. Loading facilities would be reviewed as part of the overall review of the scheme following implementation, if the proposals were to go ahead.
Request traffic data and speed data for key streets e.g. Gower Street, Howland Street, Torrington Place and casualty information for private taxis / cars compared to buses	The public consultation included information on traffic and speed data for the project area. Appendix A of this report includes data on comparative casualty rates for taxis and buses.
Why are cycle lanes needed on Gower Street as well as on Torrington Place?	Torrington Place provides an east / west cycle route, whereas Gower Street and TCR provide a north / south cycle route. Encouraging more cycling requires a network of safe and attractive cycle routes to be available.
How are people picked up and dropped off from the Hospital?	The proposals do not change or prevent people being dropped off or picked up from the Hospital. Patients can access the Hospital via either Beaumont Place, or Grafton Way.
Will there be more CCTV and patrols by Safer Neighbourhood Teams to reduce anti-social behaviour in Whitfield Gardens	There are no proposals at the current time for more CCTV or more resources for Safer Neighbourhood Teams. The proposals for Whitfield Gardens aim to design out as much anti-social behaviour as possible.
Reducing access into Covent Garden will bring gridlock	The proposed changes at Princes Circus would not prevent vehicle access to Covent Garden via Endell Street. However, access would be more difficult and only permitted via High Holborn.

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Comment	Response
GMB Drivers Branch	
Need more pedestrian crossings	Improved pedestrian crossings including more direct and safer pedestrian crossings would be introduced as part of the proposals.
There is no need for the diagonal crossing at St Giles Circus	When Crossrail opens, the station is expected to be busier than Heathrow Airport. There will be large numbers of pedestrians who want to disperse across the area and introducing a diagonal crossing would allow this dispersal to take place efficiently and in a more comfortable manner.
Why is a cycle lane needed on Gower Street with proposals for safer cycling on TCR?	It is Council policy to make all streets safe and attractive for cycling making the area permeable for cycling and allowing all destinations to be accessed safely and conveniently.
There is no need for a park at Alfred Place with Regents Park so close. This road should be used for taxis and private hire vehicles.	There is a lack of open space in Fitzrovia for the number of residents and workers in the area. This was clearly identified in the Fitzrovia Area Action Plan and is a key element of the West End Project.
Widening the pavements and introducing loading bays on Denmark Street will make this street inaccessible to vehicles.	The proposals would retain a clear area for through traffic to pass loading vehicles.
Suggest that instead of this project a tram is introduced in Oxford Street with bus stations at both ends.	This is outside the scope of this project and would not address the majority of the issues in the West End Project area.
Recommend a ban on HGVs between 7am and 7pm	It is not considered practical to ban large vehicles in the area without a wider strategic initiative across London.
Express Networks Forum	
Unclear if the traffic restrictions apply to east / west streets in between Gower Street and TCR	The proposals would not restrict general traffic or taxis from using east / west side streets between TCR and Gower Street.

Appendix C: Comments from organisations

Comment	Response
Express Networks Forum	
Need to properly consider the needs of the parcel delivery businesses and provide access to all business and private homes at all times.	The proposals for loading bays and loading times were developed following a detailed assessment of loading activity including discussions with businesses. Delivery vehicles would have access 60% of TCR from 8am-7pm Monday to Saturday. During these times the remaining section of TCR would be serviced via the side streets.
Concerns about safety of two-way cycling on one-way streets	The Council has introduced two-way cycling on one-way streets on a large number of streets across the borough and there have been no significant road safety issues with these changes.
Request that more and larger loading bays are considered particularly on the side streets e.g. Great Russell Street	The proposals for loading bays and loading times were developed following a detailed assessment of loading activity including discussions with businesses.
The number of different times for loading in the area is confusing and should be simplified to all bays 7am-8pm Monday to Sunday. This would help reduce congestion at peak times.	Following comments in the public consultation, the loading hours are recommended to be amended on the main streets (on a trial basis) to 5-7am, 10am-12pm and 7pm-10pm. Further work would be carried out to assess the needs for loading on the side streets and if the proposed times should be amended.
London Assembly Liberal Democrats	
Support project aims and proposal to reduce congestion in the area	Comment noted.
Share concerns raised by London Cycling Campaign about lack of protected space for cycling	The proposals include making TCR for buses and cycling only from 8am-7pm and to provide 1.75m wide stepped tracks for cycling on Gower Street. These proposals provide a significant amount of benefits to cycling making it safer and more attractive to cycle in the area.