

## **Appendix C: Consultation responses: results and discussion**

### **SECTION A: CONSULTATION: BACKGROUND AND PROCESS**

In November 2015 the Council introduced a traffic trial that changed the route for motor traffic along the corridor of streets that includes Torrington Place, Byng Place, Gordon Square, Tavistock Square and Tavistock Place. The changes, introduced under an experimental traffic order (ETO), removed westbound motor traffic from the section of the corridor between Gower Street and Judd Street, making the corridor mainly eastbound only for motor traffic. To improve the corridor for walking and cycling, the ETO had an exemption for cyclists, so that only they could use this lane to travel westbound. The existing kerb segregated cycle lane on the north side was retained, but converted from a two-way cycle lane to one way eastbound. This created two cycle lanes on each side of the corridor with a traffic lane in the centre allowing motor traffic to travel eastbound. The trial also included some changes to parking and loading.

The cycle lane on the northern side was established by an earlier permanent order and a raised kerb segregation is provided along most of its length to deter motor traffic entering it. It is what is often called a 'mandatory' cycle lane which means that (with only limited exceptions) no motor vehicle may lawfully enter, wait within it, or pick up/drop off (PU/DO).

The effect of the experimental traffic order (ETO) is that motor traffic can only travel eastbound for most of its length. This still allows cyclists to travel westbound and space has been provided for them to do so in the northern cycle lane and in an area marked out as a cycle lane on the south side. Neither is compulsory for cyclists, but all cyclists are encouraged to use them. This arrangement is often referred to as an 'advisory' cycle lane. Whilst there is no express prohibition on motor vehicles crossing into the southern cycle lane, the markings and other signage encourages them to use the rest of the carriageway.

For the south side, the ETO bans loading along the whole length except where a loading bay is provided, and for taxis a rank is designated by TfL outside The Tavistock Hotel for their use. Parking is also banned along the whole stretch through the parking restrictions imposed. Sufficient reasonable provision for parking and access is provided in adjacent streets. But PU/DO is not prohibited against the pavement along the south side along its whole stretch. The southern edge of the motor vehicle lane is also the northern edge of the cycle lane and it has been marked with a solid white line. This was in order to respond to concerns that the orcas may otherwise temporarily be lost from sight against the dark asphalt, especially by motorcyclists, with potential for unsighted collisions with them. The white line was applied in light of accepting a recommendation made by safety

auditors during the usual safety audit of the design. The consultation has shown that some users, both of motor vehicles and cycles, have read the single white line as demarcating a 'mandatory' cycle lane. That is, indeed, an appropriate marking for the outer edge of a mandatory cycle lane and officers appreciate why this may cause the reported confusion. Officers are engaged in reviewing the signage and will look to provide early measured response which would be appropriate for the duration of the ETO and which could (if made permanent) be taken forward for a permanent order. The early focus of officers' consideration has been to explore remarking the white line with an 'advisory' broken line but future design revisions may also consider other solutions. Any proposed solution will be guided by the needs of all users including those with mobility and visual impairments and, of course, cyclists as well. If the potential improvements consulted upon (stepped cycle lanes) come to be considered for being promoted at a later date following a separate decision, then the detail of how best to manage PU/DO in that context will also be addressed when working up potential designs and arrangements.

The ETO does not prohibit emergency services from travelling westbound along the Corridor in an emergency situation. However they would still need to adhere to any other regulation that is applicable to all of them. This does mean that they can only travel against the flow of motor traffic with the permission of the Police officer or the traffic warden.

**Figure 1:** Map showing scheme area in context

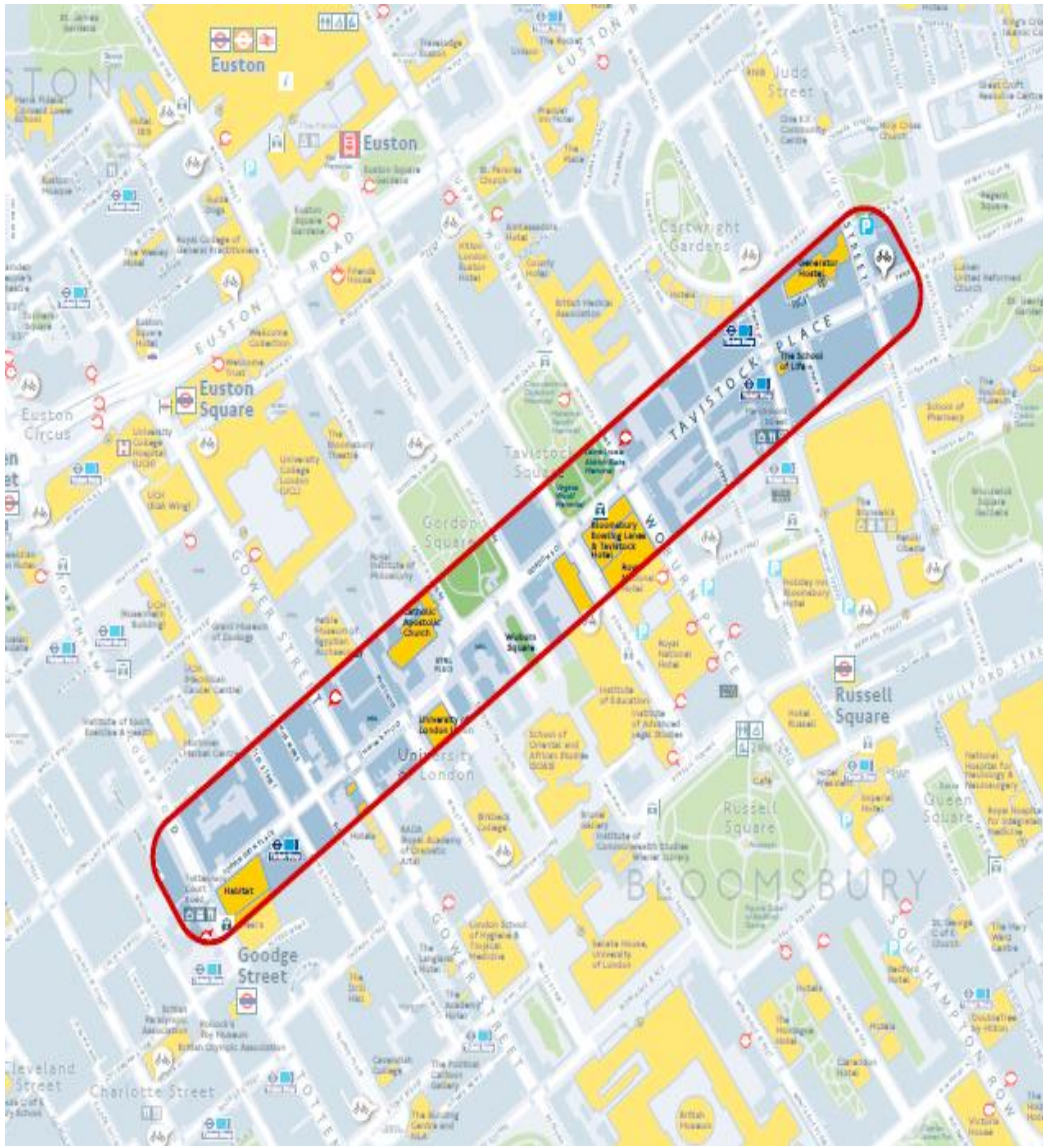
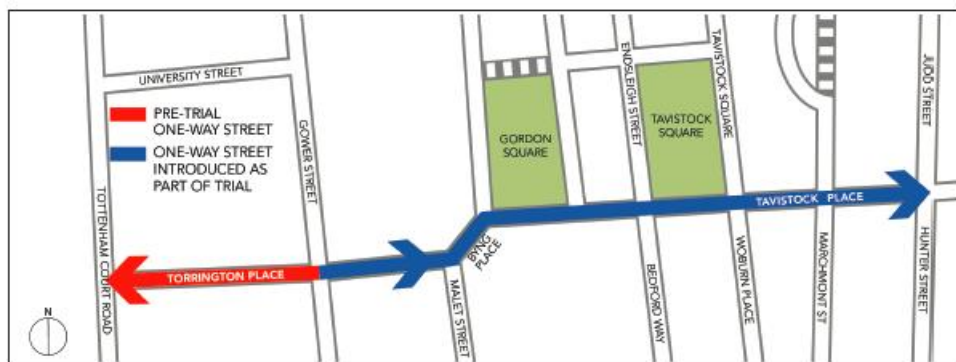


Figure 2. Arrangements for motor traffic along the Torrington Place/Tavistock Place route (before and during the trial)



## **Justification for trial**

The trial was introduced to address several issues:

- In 2015, this route was the busiest route for cycling in Camden, and one of the busiest in London. The previous cycle lane had become overcrowded, causing safety problems.
- With narrow pavements, a two-way segregated cycle lane (on one side of the street) and a traffic lane in each direction, the previous road layout did not provide a safe, attractive and easily navigable/easy to use environment for the high numbers of pedestrians using the street.
- Despite high levels of cycling, only a small proportion of the road provided protected space for cycling.
- The route suffered from a high collision record – particularly collisions between motor vehicles and cyclists, cyclists and cyclists, and motor vehicles and pedestrians.
- The road is not wide enough to provide additional space for walking and cycling without reducing space for motor traffic.
- As part of the approval for the West End Project, the Council decided to bring forward proposals for a traffic trial to reduce the predicted impact of through and displaced traffic on local residents in Torrington Place between Gower Street and Tottenham Court Road.
- The proposals were also informed by discussions with, and as responded to concerns raised by, residents, local organisations, universities, Transport for London, Living Streets, Camden Cycling Campaign, and cyclists and pedestrians using the route.

A decision to undertake the trial was made by Camden's Cabinet Member for Regeneration, Transport and Planning on 1 July 2015. Statutory groups, including the emergency services were advised of the trial, and, where feasible, their concerns were addressed. The trial began on 23 November, 2015. Information was provided on the Council's website, including Frequently Asked Questions, and stakeholders, including residents, were invited to provide feedback to the Council at any point during the trial, so that improvements could be made to the scheme, and problems addressed, wherever possible. Feedback received in the period from the launch of the trial on 23 November 2015 until the beginning of the public consultation on 12 September 2016 is set out in Appendix B Pre-consultation stakeholder feedback.

## **Public consultation**

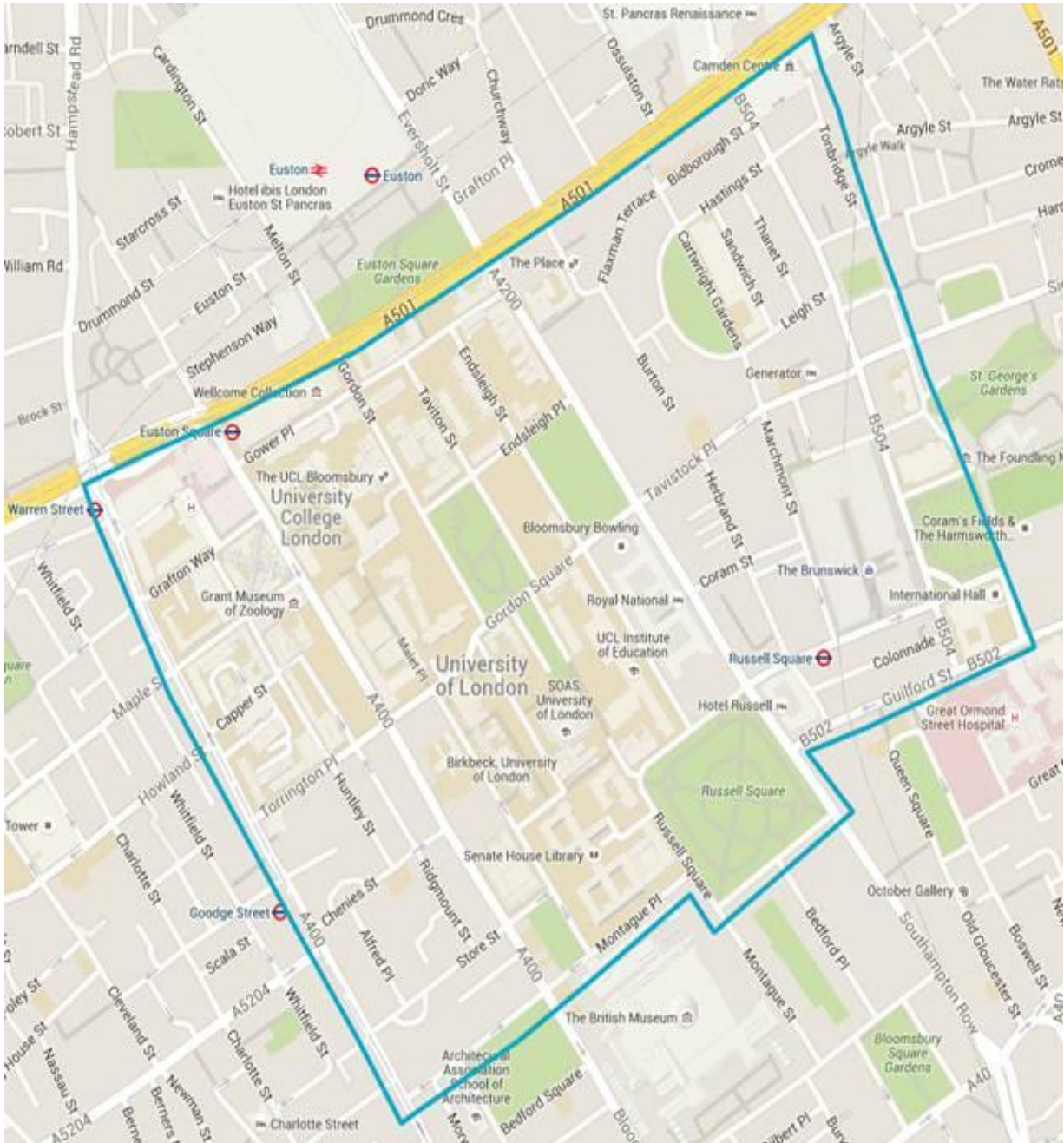
Ten months after implementation of the trial, from 12 September until 21 October, 2016, the Council ran a public consultation on whether to keep the trial layout (with improvements such as wider pavements and stepped cycle tracks) or to remove it

completely and return the street to its former, pre-trial layout (with two traffic lanes and a single, two-way cycle lane).

Two consultation leaflets were written. A four page A4 door-drop leaflet summarized the proposals, providing a plan of the proposed scheme and a link to the online consultation. A longer leaflet (comprising 16 pages) provided more detail, including cycle, pedestrian and traffic count data. Funding constraints made it impracticable to distribute the longer leaflet to all addresses in the consultation area (over 12,000), However, it was posted on the consultation website and was available in paper form on request. A consultation questionnaire accompanied the leaflets, asking for views as to whether the trial street layout should be retained (with improvements) or whether it should be turned to the pre-trial layout. Respondents were invited to submit any other comments on the proposed improvements.

Over 12,000 of the door-drop consultation leaflets were hand-delivered to local residents and businesses in the consultation area shown on the plan below (as well as to Euston, King's Cross and St Pancras International stations and local business groups such as the Knowledge Quarter and Urban Partners). The leaflet and accompanying printed questionnaire were distributed in envelopes with "**Important documents – public consultation**" and Camden Council's name and logo printed clearly on them. In addition, local groups, statutory consultees (such as the emergency services and TfL) and Ward Councillors were contacted by email and post and invited to respond. In addition, statutory consultees were sent printed copies of the consultation pack.

### **Figure 3: Map of consultation area**



Other media were employed to complement the printed consultation packs.

Publicity to raise awareness of and encourage participation in the consultation included articles in the September and October issues of *Camden* magazine, articles and adverts in *Camden New Journal*, bus stop posters, and over 150 posters along the Torrington Tavistock route and in surrounding streets.

In addition, the Council's community researchers carried out approximately 250 face to face on-street interviews in the area. (Community researchers are local people employed by the Council from a cross-section of the community to engage and access the views of local residents and businesses. The community research project aims to involve local people in service delivery).

Information on the proposals was displayed, alongside printed leaflets and questionnaires, in the Council's libraries at 5 Pancras Square and Holborn, from 12 September until 21 October 2016. Digital boards advertised the consultation in Council offices and libraries across the borough. Information was also relayed via Twitter and Facebook advertisements and posts/feeds. Two drop-in sessions were held at the Old Town Hall at which information was displayed and Council officers available to answer questions. These took place on Thursday 22 September (12 noon – 2 pm) and Wednesday 12 October (6.30 – 8.30 pm). Together, approximately 80 people attended these sessions (attendees were invited to sign in, but not all did so, so this is an estimate of the total number who attended).

During the consultation period, officers attended meetings, including meetings with local residents, some of whom are members of Bloomsbury Residents Action Group and a public meeting organised by the Marchmont Association. In addition, officers met with representatives of taxi trade associations (the Licensed Taxi Drivers' Association (LTDA), UNITE Cabs Section and London Cab Drivers Club, all of which are members of the London Cab Ranks Committee) to discuss the proposals.

The consultation material can be viewed at:  
[www.camden.gov.uk/torringontavistocktrial](http://www.camden.gov.uk/torringontavistocktrial)

### **Other campaigns**

Independently of the Council, a number of other organisations campaigned and leafleted local homes and road users with their own materials to encourage people to respond to their own and/or the Council's consultation. These organisations, both for and against the scheme, included: LTDA, Bloomsbury Residents Action Group (BRAG), Imperial Hotels Limited (IHL) and Camden Cyclists.

LTDA ran a Twitter campaign opposing the trial layout and encouraging drivers and passengers from across London and beyond to contact the Council with their views. It printed and distributed to taxi drivers and their passengers postcards incorporating a questionnaire, using the Council's freepost address (without notifying the Council beforehand). The postcards provided very limited information on the trial scheme or proposed improvements. The questions posed were different to those in the Council's public consultation. Without a clear way to compare the LTDA consultation responses to the questions asked in Camden's consultation, the answers provided on the postcards have not been counted as responses to the Council's consultation. However, the Council has noted that 681 postcards were received from taxi drivers and passengers, and that all were opposed to retaining the trial layout. The LTDA also submitted a formal response, which is analysed in the Organisations section of this report, below.

IHL ran their own consultation and exhibition on the experimental traffic order in July 2016, employing PR consultants to liaise with local residents and businesses to promote a proposed alternative. Drop in sessions were held at the Mary Ward Centre on Tavistock Place on 14 and 16 July 2016. An officer from Camden attended an evening session on 16 July 2016.

6 photocopies (one side of A4 paper) displaying a modified version of the Council's questionnaire were received during the consultation period and these had been

signed by stakeholders opposed to the scheme. There was no indication as to which group had organised this campaign and limited information on the Torrington Tavistock scheme was provided on the A4 sheets submitted. The views expressed within these documents have been noted, but as they were based on very limited information, they have not been analysed as responses to the Council's public consultation.

Camden Cyclist volunteers distributed their own printed information cards along the Torrington Tavistock route, encouraging cyclists and pedestrians to respond to the Council's consultation on the scheme.

## **SECTION B: OVERALL CONSULTATION RESULTS**

In total, **15917** responses were received from both organisations and individuals, the highest ever response for a Camden Council consultation.

The consultation questionnaire stated that a full name and address would be required for comments to be considered. Of the total responses submitted, 523 respondents did not provide a verifiable name, email and/or postal address. As these respondents could not be identified, they have been excluded from further analysis. However, it is noted that of this cohort 347 (66%) were in favour of retaining the trial layout with improvements, 170 (33%) were opposed to retention of the trial layout, and 6 (1%) expressed no opinion). 343 (65.5%) did not want the street to return to its pre-trial layout, 171 (33%) were in favour of returning the street to the pre-trial layout and 9 (1.5%) did not express an opinion.

299 duplicate responses were submitted. These were also removed from further analysis.

Of the remaining verifiable responses, overall 79% supported retaining the current street layout, with improvements, while 21% did not support the proposals, and 1% expressed no opinion as to whether or not the trial street layout should be retained. In addition, when asked if they would like the street to return to its pre-trial layout, 78% responded that they did not want the street returned to its pre-trial layout.

Questions 1 and 2 on the consultation questionnaire were designed to elicit information on respondents. Questions 3, 4 and 5 sought to elicit respondents' views on the proposed scheme (retain trial street layout and make improvements, or return to the pre-trial layout). These questions are set out below as part of the analysis.

## **INFORMATION ON RESPONDENTS**

### **QUESTION 1: RESPONDENTS' CONNECTIONS TO TORRINGTON PLACE/TAVISTOCK PLACE**



<b>Qu 1. Please state your connection to Torrington Place/Tavistock Place. (Tick all that apply).</b>		
<b>Category</b>	<b>Number of Respondents</b>	<b>Percentage</b>
Organisation	55	0.4%
Individuals (total):	15040	99.6%
Resident	2219	15%
Business Owner (not including taxi drivers, who are categorised separately below)	152	1%
Employee at local business	1909	13%
Student	1870	12%
University Staff	2069	14%
Person providing services or deliveries to the area (not including taxi drivers, who are categorised separately below)	359	2%
Hospital Patient	236	2%
Hospital Staff	178	1%
Passing Through	8102	54%
Other	1308	9%
Taxi (Driver)	1860	12%
<b>Total</b>	<b>15095</b>	<b>100%</b>

"Connection to Torrington Place/Tavistock Place" totals more than 100% as respondents were asked to tick all applicable options.

## **EXPLANATORY NOTES ON CATEGORIES**

**Organisation:** This category includes responses from businesses, statutory groups, residents' associations, universities, hospitals and businesses. Local groups and associations, stat groups and emergency services were asked to provide information on the number of people represented and the numbers involved in making a decision as to whether or not to support the trial street layout. Responses submitted by organisations are analysed separately below.

**Residents:** Not all respondents living in Camden ticked the "resident" option. Some appeared to identify more closely with other categories such as university/hospital staff or business owner, regardless of proximity to the Torrington Tavistock scheme. However, respondents who have provided a name and verifiable Camden residential address and postcode have been included in the "resident" category. People resident in other London boroughs have not been included in the "resident" category.

**Business Owner:** Of a total of 290 respondents who identified as a business owner, 138 (48%) also identified as a taxi driver in Question 2. As a significant number of consultation responses were received from taxi drivers (1860 in total), the respondents that identified as both a business owner and a taxi driver were removed from this category and assigned an additional category so that the responses of "mobile" and "static" business owners could be considered separately.

**University Student:** A number of colleges and universities are located in the scheme area, including University College London, SOAS, Birkbeck (UoL) and RADA. It is estimated that 50,000-60,000 students are based at the University of London Bloomsbury colleges. These generate a large number of walking and cycling journeys. There are also several student halls of residence in the area.

**Hospital Patient:** Within this category, 97 (41%) hospital patients identified as taxi drivers, and 18 (8%) as taxi passengers.

**Passing Through:** 8102 (54%) of the total number of respondents ticked this category. It included people who lived locally and in Central London, as well as those living in Outer London boroughs, or outside London. The category included those who used the route regularly and occasionally. 608 (8%) identified as taxi drivers, 3521 (43%) as pedestrians and 6791 (84%) as cyclists. 807 (10%) were residents – from postcodes ranging from WC1 to NW6.

**Other:** Examples of respondents who selected the “Other” category include parents, partners or spouses of people who walk or cycle in the area and people who visit the area regularly or occasionally for work, study, shopping, leisure or to visit family. 820 (63%) were in favour of keeping the scheme, 479 (37%) were not, and 9 (1%) gave no opinion as to whether the trial layout should be retained.

## QUESTION 2: INDIVIDUAL RESPONDENTS’ USUAL MODE OF TRAVEL

Question 2: How do you usually travel in the area? (Tick all that apply)		
Group	No of Respondents	% of total Respondents (Individuals)
Walk	7102	47%
Cycle	10609	71%
Motorcycle / scooter	228	2%
Mobility scooter / wheelchair	15	0%
Bus	2639	18%
Underground	3060	20%
Overground	350	2%
Train	511	3%
Servicing / delivery vehicle	84	1%
Taxi (driver)	1860	12%
Taxi (passenger)	1167	8%
Minicab / private hire (driver)	66	0%
Minicab / private hire (passenger)	391	3%
Car (driver)	1106	7%
Car (passenger)	433	3%
Other (please specify in box below)	88	1%
<b>Total no. of Individual Respondents</b>	<b>15040</b>	<b>100%</b>

Responses exceed 100% as respondents were invited to tick all applicable modes

**Explanatory note on the “Other” category:** “Other” responses included run, hand cycle (cycle adapted for wheelchair), cargo bike, kick scooter, micro-scooter, skateboard, rollerblade, roller skates, car club car and ambulance.

## SECTION C: CONSULTATION RESPONSES RELATING TO SCHEME PROPOSALS (INDIVIDUAL RESPONDENTS)

Questions 3 and 4 of the consultation questionnaire asked respondents for their views on whether they would like the current street layout (with improvements) to become permanent and whether they would like the street to return to its pre-trial layout..

Question 3 was:

- *Would you like the current street layout (with a cycle track on each side of the street and one-way, mainly eastbound, motor traffic) to become permanent? If made permanent, improvements would be made, including wider pavements and stepped cycle tracks to replace the rubber blocks used in the trial.*

Question 4 was:

- *Would you like the street to return to its pre-trial layout (two motor traffic lanes and one two-way cycle track)?*

### Question 3: Would you like the current street layout to become permanent?

Qu. 3 <b>Would you like the current street layout (with a cycle track on each side of the street and one-way, mainly eastbound, motor traffic) to become permanent?</b> If made permanent, improvements would be made, including wider pavements and stepped cycle tracks to replace the rubber blocks used in the trial.		
<b>Response</b>	<b>Number of responses</b>	<b>Percentage</b>
Yes	11852	79%
No	3107	21%
No Opinion	81	1%
<b>Total no. of Individual Respondents</b>	<b>15040</b>	<b>100%</b>

The consultation responses show that respondents identifying as individuals support the proposal to retain the current, trial street layout. (Of the 15,040 verifiable individual responses received during the public consultation, 0.4% were submitted by respondents identifying as organisations. Responses from organisations are analysed separately below).

**Responses from individuals:** When the results are broken down by categories of respondent, the majority of individuals in all categories except those classifying themselves as “hospital patients” support retaining the trial layout.

## INDIVIDUAL CONSULTATION RESULTS: BROKEN DOWN INTO RESPONDENT GROUPS

Qu 3. Would you like the current street layout (with a cycle track on each side of the street and one-way, mainly eastbound, motor traffic) to become permanent? [...]						
Group	Yes		No		No Opinion	
Resident	1618	73%	575	26%	26	1%
Business Owner (not including Taxi Drivers)	86	57%	65	43%	1	1%
Employee at local business	1757	92%	142	7%	10	1%
Student	1768	95%	66	4%	36	2%
University Staff	1968	95%	96	5%	5	0.2%
Person providing services or deliveries to the area (not including taxi drivers)	205	57%	153	43%	1	0.3%
Hospital Patient	113	48%	122	52%	1	0.4%
Hospital Staff	154	87%	24	13%	0	0%
Passing Through	7032	87%	1057	13%	13	0.2%
Other	820	63%	479	37%	9	1%
Taxi (Driver)	13	1%	1843	99%	4	0.2%
<b>Total no. of Individual Respondents</b>	<b>11852</b>	<b>79%</b>	<b>3107</b>	<b>21%</b>	<b>26</b>	<b>0.2%</b>

**Residents (total 2208):** Of the 2219 respondents who provided a full name and valid Camden residential address, 1618 (73%) supported retaining the current street layout. 575 (26%) did not support keeping the street layout. 26 (1%) expressed no opinion.

### Residents living in close proximity to the Torrington Place/Tavistock Place corridor:

The table below shows opinions from respondents who are resident in the postcodes closest to the Torrington Tavistock scheme: WC1H, WC1N, WC1X, WC1E, WC1B and Other WC1 postcodes within the London Borough of Camden.

Qu 3. Would you like the current street layout (with a cycle track on each side of the street and one-way, mainly eastbound, motor traffic) to become permanent? [...]						
Postcode	Yes		No		No Opinion	
WC1H	234	56%	177	42%	6	1%
WC1N	155	53%	134	46%	3	1%

WC1X	69	66%	33	32%	2	2%
WC1E	74	60%	46	37%	4	3%
WC1B	12	32%	26	68%	0	0%
Other WC1	20	53%	14	37%	0	0%
<b>Total WC1</b>	<b>564</b>	<b>56%</b>	<b>430</b>	<b>43%</b>	<b>15</b>	<b>1%</b>

**Business Owner:** 152 respondents identified with this category (1% of total number of respondents), of which 86 (57%) support the scheme, 65 (43%) do not and one (1%) had no opinion.

As previously stated, taxi drivers have been removed from this category and are shown in an additional specific category given the number of responses received from respondents who identified as a taxi driver (1860 taxi drivers in total) and the fact that their business is “mobile”.

If taxi drivers are included in the “Business Owner” category, 86 (30%) expressed support for the scheme, 203 (70%) did not and 1 (0.3%) expressed no opinion. Of the 203 respondents within this category who objected to the trial layout, 138 (68%) were taxi drivers.

**Employee at Local Business:** 1909 respondents identified with this category (13% of total number of respondents). 1757 (92%) expressed the view that the trial layout should be retained, 142 (7%) were opposed to retention and 10 (1%) expressed no opinion as to whether or not the trial street layout should remain.

**University Students:** 1768 (95%) of those identifying as students were in favour of retaining the trial street layout. 66 (4%) did not want to see it retained and 36 (2%) had no opinion.

**University Staff:** 1968 (95%) of respondents in this category supported retention of the Torrington Tavistock trial layout. 96 (5%) did not, and 5 (0.2%) no opinion.

**Person Undertaking Servicing or Delivery in the Area:** 359 described themselves as providing services or deliveries (2% of total number of respondents). Of these, 205 (57%) were in favour of the current street layout, 153 (43%) did not want it retained and 1 (0.3%) respondents had no opinion.

As previously stated, taxi drivers have been removed from this category and have been assigned an additional specific category given the number of responses received from respondents who identified as a taxi driver (1860 taxi drivers in total).

If taxi drivers were included in the ‘Person Undertaking Servicing or Delivery in the Area’ category, 207 (14%) support the scheme, 1228 (85%) do not and 4 (0.3%) had no opinion. Of the 1228 objections 1075 (88%) were taxi drivers.

**Hospital Patient:** 236 (2% of total number of respondents) people identified as hospital patients. Of these, 113 (48%) were in favour of retaining the current street layout, 122 (52%) opposed, 1 (0.4%) had no opinion, meaning that overall, this category did not support the scheme.

49% of hospital patients identified as travelling in the area by taxi (as a passenger and/or driver). 97 (41%) of hospital patients identified as a taxi passenger and of those responses 76 (78% of the subgroup) were not in favour of the scheme. 18 (8%) of hospital patients identified as taxi drivers, of which 17 (94% of this subgroup) were not in favour of the scheme.

**Hospital Staff:** 178 respondents identified as hospital staff (1% of total number of respondents). 154 (87%) supported the proposals, 24 (13%) did not, and 0 respondents expressed no opinion.

**Passing Through:** Of the 8102 respondents who identified as “passing through” (54% of total number of respondents) 7032 (87%) supported the current, trial street layout, 1057 (13%) did not, and 13 (0.2%) respondents expressed no opinion.

Of the total respondents in the “passing through” category, 6791 (84%) identified as cyclists, 3521 (43%) identified as “walking” and 608 (8%) as taxi drivers. 98% of cyclists passing through and 93% of pedestrians passing through supported the scheme whereas 99% of taxi drivers passing through did not support the scheme.

**Other:** 1308 (9% of total number of respondents) identified as “Other.” The “Other” category includes; taxi drivers, former UCL students, parents, partners or spouses of people who walk or cycle in the area and people who visit the area regularly for work, study, shopping, leisure or to visit family. 820 (63%) were in favour of retaining the scheme. 479 (37%) did not support retention and 9 (1%) expressed no opinion.

**Taxi Driver:** 1860 (12% of total number of respondents) identified as a taxi driver in Question 2. Of respondents identifying as taxi drivers, 13 (1%) expressed support for the scheme, 1843 (99%) did not support the scheme and 4 (0.2%) gave no opinion.

#### **Question 4: Would you like the street to return to its pre-trial layout?**

Question 3 asked for views on retaining the trial scheme. Question 4 asked whether respondents would like the street to return to its pre-trial layout. The responses to Question 4 are strongly aligned to the answers received to question 3: 79% were not in favour of returning to the pre-trial layout, 21% supported returning to the pre-trial layout and 1% expressed no clear opinion, demonstrating that both questions were generally well understood and that there was clear support for the retention of the trial layout and improvements proposed.

Qu 4. Would you like the street to return to its pre-trial layout (two motor traffic lanes and one two-way cycle track)?

Response	Number of responses	Percentage
Yes	3087	21%
No	11786	78%
No Opinion	167	1%
<b>Total</b>	<b>15040</b>	<b>100%</b>

Qu 4. Would you like the street to return to its pre-trial layout (two motor traffic lanes and one two-way cycle track)?

Group	Yes		No		No Opinion	
	Count	Percentage	Count	Percentage	Count	Percentage
Resident	562	25%	1610	73%	47	2%
Business Owner (not including taxi drivers, who have their own category below)	58	38%	92	61%	2	1%
Employee at local business	147	8%	1736	91%	26	1%
Student	78	4%	1730	93%	62	3%
University Staff	91	4%	1964	95%	14	1%
Person providing services or deliveries to the area (not including taxi drivers)	153	43%	203	57%	3	1%
Hospital Patient	114	48%	118	50%	4	2%
Hospital Staff	24	13%	154	87%	0	0%
Passing Through	1055	13%	7010	87%	37	0.5%
Taxi (Driver)	1830	98%	25	1%	5	0.3%
Other	473	36%	816	62%	19	1%
<b>Total no. of Individual Respondents</b>	<b>3087</b>	<b>21%</b>	<b>11786</b>	<b>78%</b>	<b>167</b>	<b>1%</b>

Qu 4. Would you like the street to return to its pre-trial layout (two motor traffic lanes and one two-way cycle track)?

Group	Yes		No		No Opinion	
	Count	Percentage	Count	Percentage	Count	Percentage
Walk	745	10%	6254	88%	102	1%
Cycle	325	3%	10211	96%	71	1%
Motorcycle / scooter	133	58%	94	41%	1	0.4%
Mobility scooter / wheelchair	9	60%	6	40%	0	0%
Bus	436	17%	2161	82%	42	2%
Underground	298	10%	2713	89%	47	2%
Overground	56	16%	288	83%	5	1%
Train	71	14%	430	84%	8	2%



Servicing / delivery vehicle	60	71%	22	26%	2	2%
Taxi (driver)	1830	98%	25	1%	5	0.3%
Taxi (passenger)	610	52%	548	47%	9	1%
Minicab / private hire (driver)	58	88%	7	11%	1	2%
Minicab / private hire (passenger)	116	30%	269	69%	6	2%
Car (driver)	594	54%	503	45%	9	1%
Car (passenger)	257	59%	173	40%	3	1%
Other (please specify in box below)	33	38%	51	58%	4	5%
<b>Total*</b>	<b>3087</b>	<b>21%</b>	<b>11786</b>	<b>78%</b>	<b>167</b>	<b>1%</b>

## COMMENTS ON THE COUNCIL'S PROPOSED IMPROVEMENTS TO THE TRIAL SCHEME

After asking their views on whether or not the trial layout should be retained (with improvements) or not, the consultation invited respondents to outline any further comments on the changes proposed:

### ***Do you have any other comments on the proposed improvements along Tavistock Place/ Torrington Place route?***

7917 (53%) of all individual respondents provided comments on the proposed improvements to the corridor. To assist with analysis, comments were categorised into three broad categories: comments that were **positive** about the trial layout, **negative/critical** comments, and **further comments and observations**. Most of the latter related to the subject of the consultation, the future of the trial street layout. However, some were more general comments on cycling, traffic and the public realm.

Due to the very large number of comments received, in general only those points made by at least 20 people are documented here. Where a comment was made by fewer than 20 respondents, but was judged by officers to be nevertheless significant, it has been included.

**Positive/supportive** comments on the Torrington Tavistock proposals were organised into the following categories:

- Safer, more pleasant cycling and walking
- Improved air quality
- Reduced traffic
- Improved environment/public realm
- Encourage more cycling
- Advantages for older people / disabled / families
- Reduced noise
- Other supportive comments
  
- **Negative** comments were categorised as follows:
- Concerns about displaced traffic / congestion / longer routes
- Concerns about air quality
- Disadvantage to older people / disabled / families
- Concerns about servicing and loading/taxi/mini-cab drop off
- Concerns about safety
- Concern about delay to emergency services
- Empty/underutilized cycle lanes
- Other (including noise)

**Further comments and observations** (not covered in the categories above) were classified as follows:

- Suggested improvements to the scheme
- Alternative schemes
- General (including those not directly related to the Torrington Tavistock proposals, such as calls for cyclist or driver education, enforcement of traffic regulations).

## **POSITIVE COMMENTS**

- **Safer, more pleasant cycling and walking**

3782 (25%) of all respondents commented that since implementation of the trial Torrington Tavistock corridor felt safer and more pleasant to cycle and walk. Approximately 381 respondents compared the new layout with the pre-trial situation, citing overcrowding in the two way cycle lane and near misses/collisions along the route that they had observed, or which they had been involved in.

The most common safety-related comments were:

- Previous layout led to near misses between cyclists travelling eastbound and those travelling westbound due to overcrowding on the 2-way cycle lane.
- Previous layout led to near misses between pedestrians and cyclists as 2-way cycle lanes are unusual and less intuitive than single lanes on either side of the road.
- Previous layout led to near misses between motor vehicles and cyclists as 2-way cycle lanes are unusual and less intuitive for drivers than single lanes on either side of the road.
- It would be dangerous to return the street layout to its pre-trial layout, as it was overcrowded.
- Respondents had collisions under the old 2-way lane, or witnessed a collision
- The wider, segregated (protected) cycle lanes provided during the trial are a safer alternative for cyclists to more highly trafficked East-West routes without segregated cycle provision (such as Euston Road and Theobalds Road).
- Less motor traffic (due to removal of one traffic lane) has made it easier for the various road user groups (pedestrians, cyclists, cars, goods vehicles) to see each other, making the environment safer.

Examples:

*It's much safer now. As a cyclist there is much more room and since the layout change I haven't witnessed any accidents or near misses involving cyclists - I saw quite a few with the previous layout. I have also been using the route more since the new cycle lane going West was introduced as its now a pleasure to use rather than a bit scary. (Passing through: pedestrian and*

cyclist).

*The old cycle track felt dangerous being so narrow and two way. The new one way cycle tracks are far safer. If the track is returned to how it was it would be even more dangerous if cycle numbers remain as high as they are now. It will be past its capacity. To make the area less safe for cyclists would be irresponsible. (Passing through: cyclist)*

*The previous layout was extremely dangerous. It is not an exaggeration to say that under the former layout almost every day from my office window I would hear an altercation between cyclists and motorists involved in crashes and near misses on the corner of Gordon Square and Tavistock Place as cars coming from both directions would turn into Gordon Square across the two-lane bicycle lane. This was especially problematic with cars turning right into the square. The current trial arrangement is far safer and the number of incidents appears to have dropped. I urge the Council to make the existing arrangement permanent in the interests of all its users. (University staff: pedestrian, underground user)*

*The sheer number of cyclists must justify the current layout. I commute from King's Cross to Mayfair every day ... and it's a much safer and stress free journey. Please keep it and make any necessary improvements (Passing through: pedestrian, cyclist).*

*The new layout has felt much safer, with motorists seeing me a lot sooner instead of being surprised when I head West along the system. (Passing through: cyclist, pedestrian, bus and tube passenger).*

*I have loved using these new improved cycle tracks and now find myself going to the shops and restaurants in this area much more as I know I can get there easily and safely. Before I used to avoid the small cycle tracks as they were too crowded and felt dangerous at junctions. This is a huge improvement - both on a bike and as a pedestrian. (Local employee: pedestrian, cyclists, user of bus and underground).*

Of those noting a safer and improved cycling and walking environment, 1296 noted in their comments that the road was now easier to cross as a pedestrian.

*Two lanes has made cycling much nicer and has reduced the traffic around which has also made walking around the area/crossing the road much nicer. (Student: pedestrian and cyclist).*

*The previous road layout has always been too narrow and confusing for pedestrians and cyclists. Congested, dangerous, and pedestrians found the crosswise flow of traffic counter-intuitive. (Member of university staff: pedestrian and cyclist)*

*As a pedestrian, it is far easier to cross the road at the bottom of Gordon Square; it used to be quite hazardous to cross the two-way cycle path as the riders come through very quickly, and after crossing that one would be stuck between the bike lane and the road, waiting for a space in the traffic. Not nice at all! (Resident NW1 and student: pedestrian, bus and tube passenger).*

- **Air quality improvements**

551 (4%) comments welcomed improved air quality in the Torrington Tavistock area.

Examples:

*The pollution from cars outside our flat on Tavistock Place is a current concern and would be much worse if there was two-way traffic. This is one of the most polluted areas in London so it is key to support non-polluting forms of transport to make a dent in the issue. (Resident WC1H: pedestrian, cyclist, user of underground)*

*I feel much safer on the new cycle lanes, and I've noticed the air is cleaner too now which I enjoy and is better for everyone's health, including drivers. (Local employee and hospital patient: pedestrian, cyclist, bus and tube passenger)*

*The new layout is infinitely better than before. The air quality has improved, there is less congestion and it is a much safer place to walk and cycle. It is a model that should be used across London to make the city a better place to work (University staff: pedestrian, cyclist, underground and bus passenger)*

*Londoners' health is endangered by air pollution caused by cars and buses, and the Council must take all steps to encourage active, emission-free transport. (Resident NW1: pedestrian and cyclist)*

*So much nicer and better for cyclists and pedestrians, and I am much more likely to stop en route in eg coffee shops now that the area is less polluted by traffic. (Passing through: pedestrian and cyclist)*

### **Reduced traffic**

403 (4%) comments stated that traffic had reduced along the Torrington Tavistock corridor and/or surrounding area.

Examples:

*....the vehicle traffic has slowed down and reduced resulting in a far healthier and enjoyable walking commute.... Byng Place has become more attractive*

*as an outdoor space to sit and relax in too. (Passing through: pedestrian and cyclist).*

*My family's flat directly faces on to Tavistock Place near Herbrand Street. All of our windows face this way. Since the new temporary system was put into place, there has been a noticeable decrease in car noise and air pollution.... (Resident WC1H: pedestrian, taxi and train user)*

*The new layout and motor-traffic reduction has made a huge difference. Before I just passed through, now I use the cafes and pubs far more than I used to. (Resident and local employee: pedestrian, cyclist, bus and taxi passenger).*

*It has been a lot better - less traffic, cleaner air, quieter. (University employee: pedestrian)*

*Torrington Place etc are streets where people live, work and study. Reducing motor traffic and replacing it with far less intrusive, intimidating and dangerous cycling traffic will enhance the area as a district and as a destination. (Person providing services in the area: cyclist and taxi user).*

- **General improved environment**

397 respondents (3% of the total) welcomed general improvements in the public realm along and around the Torrington Tavistock corridor (in addition to perceived safety benefits, air quality improvement and traffic reduction mentioned above). The most frequent comments were:

- Area feels more pleasant (338 individuals)
- Area feels nicer (98 individuals)
- Positive difference in the area (96 individuals)
- Area feels calmer (50 individuals)

Examples:

*It's already a huge improvement and will be a more attractive streetscape by far if made permanent. (University staff: pedestrian, cyclist, bus user)*

*Although I don't cycle, I like to see the area busy with cyclists. All in all it has created a quieter, calmer environment. More please... (Resident WC1H: pedestrian)*

*The area around the UCL looks and feels more peaceful and pleasant for all. (Passing through: pedestrian, cyclist)*

*... the general environment of the area has improved immeasurably since the introduction of the new layout. Much of Camden is dominated by extremely*

*busy roads and the relative calm and safety provided by the new layout is of great benefit to the area. (Employee at local business and former Camden resident: pedestrian and cyclist)*

*The atmosphere around Tavistock Place is much improved and it is now a pleasant area to sit outside one of the numerous cafes. (Passing through: pedestrian and cyclist).*

*The street has improved considerably since the changes, and although I have been slightly inconvenienced when driving through the area, this is more than outweighed by the vast benefits provided to pedestrians and cyclists. The tracks here bring safety, improved quality of life, and most importantly of all, fun to people's lives. (Passing through, hospital patient: car driver, pedestrian and cyclist)*

*The change to the one way system has made a massive difference to the local area. It is much more user friendly for pedestrians and cyclists, especially the staff and students based in the area. Malet Place (sic) is a major entrance to the UCL campus and has major footfall in term time. As such, I have no doubt there will be a major benefit to student satisfaction among UCL students (but also students from Birkbeck, SOAS and other universities) which will have a positive benefit on the ability of those institutions to attract the best students and therefore thrive, with knock on benefits to the rest of the area. (University employee: pedestrian).*

- **Encourage more cycling / walking/shift to sustainable modes**

657 comments stated that the trial infrastructure had encouraged them to cycle or walk along the route or to divert from a route with more/faster traffic (4% of all individual respondents to the consultation made this point).

#### Examples

*The new cycle lanes mean that I cycle journeys which I used to make by cab or Uber. (Passing through, hospital patient: car driver, pedestrian, cyclist, train user)*

*The previous layout was an absolute nightmare as a pedestrian. I sometimes used to avoid running errands that would require me to pass the Tavistock Place/ Hunter Street junction. The new layout is much better. (Resident WC1H: pedestrian)*

*The provision of a cycle lane has encouraged me to start cycling to work a couple of times per week, which I did not do before. However, I have noticed a greater impact as a pedestrian. This area has an incredibly high footfall and*

*the change to a one way traffic system has made it noticeably easier to cross the road safely, particularly as many pedestrians do not use the defined crossings. (University staff: walks, cycles and uses the underground).*

*I've cycled this route for a many years and I never felt safe doing so until the temporary cycle lanes were installed. I think the cycle lanes have encouraged many new cyclists to get on their bikes as you see many different people cycling there now, rather than just men in lycra. (Employee at local business: pedestrian, cyclist).*

*In the short time it has been in place, the number of users along that route has increased dramatically. Either more cyclists detour to this route because of its obvious safety factor, or it has encouraged more people to take up cycling as a means of transport. Neither option a bad thing, in the case of the former: getting more cyclists onto purpose made routes and off of busy (potentially dangerous) routes is a positive thing. (Passing through).*

*The temporary changes have encouraged me to start cycling - I hope that they are made permanent. The environment needs to be conducive to active lifestyles. (Student).*

*This was my main route to and from work (on Tottenham Court Road) when we moved to our new office but after trying it for a few months, I preferred to go through Camden Road as this route was too busy. Since the trial started I find the Tavistock Place/Torrington Place route more pleasant, quicker and a lot safer ..... I have also inspired other people at work to start cycling by showing them how much safer cycling has become in London as everybody is initially scared to go on the road on a bike. Please don't go back to London from 10-20 years ago when cycling on the road was very dangerous and people prefer the safety of their cars. (Local employee: cyclist).*

- **Advantage to older people / disabled / families**

134 comments expressed the view that the trial route – and the proposed improvements – had made cycling and walking easier/more accessible to groups underrepresented in cycling , such as older people, people with disabilities, women and children/younger people/families (1% of total respondents).

**Examples:**

*I cycle this route to work and have felt infinitely safer since the new layout was implemented. I am now pregnant and still able to ride my bike to work - which is good for me and the baby - but if the old layout was still in place I would have felt forced to stop cycling as it was simply so dangerous. (Employee at local business, cyclist)*



*As a hand cyclist, I ride a wider cycle than the majority of cyclists. The 2 way cycle lanes were much too narrow before, especially as this is a very heavily used set of lanes. I am not a super-fast cyclist and therefore many 2 wheeler cyclists choose to overtake me. Both for my and their comfort and safety this requires a good amount of space. This was not allowed for in the previous layout.... (Passing through: Hand cycle/wheelchair user, car driver, bus user)*

*As a local resident, and frequent pedestrian and cyclist along that stretch I can wholeheartedly say that the improvements to the cycling infrastructure have made traveling along that street a pleasure. I now feel it's safe enough to venture out with both my children aged seven and 10 on their own bikes — something I would not have done before. (Hospital employee: pedestrian and cyclist).*

*I am an older people (78) cyclist and semi-retired academic at UCL. I now wobble and found the previous two-way-single-lane cycle path dangerous and stopped using it. I am much more confident using the one-way cycle lanes and have resumed using the Santander bikes outside my door. (Resident, WC1N)*

*I have 3 young children, and I have long been happy to cycle with them from mid-Camden, down through (fantastically effectively) traffic-calmed Somers Town. These changes extend our range - not far, but each little step is a good step (Resident NW1 and hospital patient: pedestrian, cyclist and train user)*

- **Reduced noise**

133 people (1% of total respondents) expressed the view that the trial had led to a reduction in traffic noise in the Torrington Tavistock corridor.

Examples:

*The area has been hugely improved since the start of this trial. I walk through the area twice a day, on my way to and from work, and have been so pleased at the improved safety, lower noise levels and decreased air pollution that the trial has created. (Resident, WC1N)*

*The road is much safer for pedestrians and cyclists under the new layout and is much more pleasant as a place of work as traffic noise and pollution has also been reduced (Local employee: pedestrian and cyclist)*

*The new Tavistock layout is fantastic. It made the street much nicer, it is much nicer for pedestrians, quieter, there is less noise. This used to be a hectic and unpleasant area, and nearby Euston Road still is. It is now a great place to enjoy the many cafes there and even sit outside. All streets in London should be like this. (University employee and hospital patient: pedestrian, cyclist, car driver, user of underground, train and bus)*

*As an employee in the area I also value the improvement of air quality and the reduction in noise pollution the trial has created. (University employee)*

*The route is noticeably quieter from vehicle traffic than previously and makes it safer and pleasant for pedestrians. ... As the University is spread across several roads this makes it much easier and safer to walk between buildings, and also access shops along Gower Street. (University employee: pedestrian, bus user)*

- **Other positive comments (not covered in the categories above)**

Most frequent comments in this category were:

- The Torrington Tavistock corridor is a vital East West route for cyclists as it enables cyclists to bypass busy/stressful routes, in particular Euston Rd
- There is a need for more protected cycle lanes in Camden/London to reduce dependence on motorised travel (for environmental and health reasons)
- Need for more protected cycle lanes as alternative to overcrowded public transport.
- Suggested locations for new protected cycle lanes (in Camden and elsewhere)
- Camden beacon/model of good practice for other London boroughs
- Health benefits linked to improved environment for walking and cycling (physical activity, air quality)
- Cycle lanes on each side of street make stopping at local shops and cafes easier
- Reduced traffic encourages me/family/colleagues to dwell in area/use cafes/shops/hotels (economic benefits)

Examples:

*Cycling and walking improve public health by encouraging regular exercise, help reduce particulate and NO2 air pollution, reduce CO2 emissions that contribute to climate change, as well as reducing road noise and danger. This is an excellent scheme, which has been shown to be a success. Please continue with it, and implement more of its type. (Resident, W1T)*

*Well done for instigating this. I am a GP and am aware that increasing cycling as a realistic proposition for most people, ie providing the right environment, will save lives. (Passing through: walk, cycle, bus user).*

*I have been cycling, working, and traveling in this area for over 20 years. The current street layout is both ground-breaking and life-saving... In contrast to the previous layout, the space provision now for cyclists and pedestrians is excellent. Overall, my hope is that this street design could be a model for similar improvements in Camden and across London. Please don't get rid of it!!! (University staff, pedestrian and cyclist).*

*I am a regular guest at the Tavistock Hotel, and chose this for its ease of access to a safe cycle route..... Whenever I stay at the Hotel, I am amazed at how busy the route is - and the use it gets from the student population is very much in evidence. I think it would be a dangerous and retrograde step to go back to the old street layout. More to the point, given the numbers of people who use the current trial layout, it would clearly be a significant reduction in the capacity of the street to carry traffic - bikes are traffic! (Regular guest at Tavistock Hotel: pedestrian, cyclist)*

*I visit the museums in the area frequently and attend events, e.g. in the Bloomsbury Theatre. The improved bike lanes have also made it easier to reach some excellent shops and restaurants. (Passing through: cyclist and pedestrian).*

*Having the cycle track makes it a more attractive area so I spend more in shops and restaurants because I choose to visit the area. (Passing through: pedestrian, cyclist, underground).*

## **NEGATIVE COMMENTS**

- **Concerns about displaced motor traffic / congestion / longer routes**

1455 (10%) of all respondents expressed concern about displaced motor traffic, congestion and longer routes for motor vehicles. The most common themes (in general, but not exclusively, based on comments expressed by 20 or more people) were:

- Concerns from taxi drivers, residents and local businesses that through traffic had increased on some other streets as a result of trial
- The trial has created longer routes for motorists/taxi-drivers/ mini cab drivers
- Higher taxi fares (taxi drivers and passengers)
- Trial removes useful E-W route/cut-through
- Trial forces drivers to use main traffic routes such as Euston Road

Of the various respondent groups, 335 residents (15% of residents who responded to the consultation) expressed concern about displaced traffic/ congestion or longer routes. 801 taxi drivers (43% of taxi drivers who responded) expressed this concern. 10 hospital staff raised this concern (6% of all hospital staff who responded to the consultation).

Examples:

*I find it ridiculous that this road has been made one way which has caused terrible traffic in the surrounding areas, a bike lane is all very well as long as it does not disrupt everyone else trying to use the road, it is simply not fair on everyone else (Passing through: Black cab Knowledge student)*

*All traffic going westbound now has to use Euston Road one of the most congested roads in our capital. I agree that cyclist need to feel safe but speed humps and other calming methods could be implemented. (Passing through: Taxi driver)*

*I have lived in Torrington Place and the immediate area for years and this trial has completely changed the way I am able to move around my area. The scheme is terrible as there is no easy way now to travel from East to West and all the streets one can use are completely blocked with traffic. I have driven in the area for 20 years and know every street and cut through and every conceivable variation ...they are all clogged with traffic that is now diverted from Torrington Place. (Resident WC1H: car driver, pedestrian, bus and taxi user)*

*A 2 minute journey through this area now takes 10 minutes (Passing through: Taxi driver)*

*As a taxi driver the cost of transporting a person to Euston station is costing the passenger an additional £3-£5 on the fare due to the additional traffic being funnelled towards Gordon Street when travelling from the east (Passing through: Taxi driver)*

*The "improvements" to Torrington Place/Tavistock Place have had a catastrophic effect on all other westbound routes in the area, also Judd Street northbound is congested 24/7. Contrary to opinion, displaced traffic doesn't "evaporate" it merely clogs up the streets alongside the closure. I dread to think what this one closure has done to air quality generally in the area. (Person providing service to the area: taxi driver).*

*You have created a horrible bottle-neck for the traffic where it worked perfectly before. What you are doing to this area is turning it into a complete nightmare and I travel and live in this area and we can witness a really bad build-up of traffic on our street. What you are proposing now would increase this even more...since we live here and I travel every day in a car or taxi and walk and hence past the streets where you are proposing these changes it will even worsen this area more. (Resident WC1N: car driver, taxi passenger, pedestrian)*

## **Officer response to displaced traffic/congestion/longer routes/traffic flow :**

**Displaced traffic and congestion:** A key objective of Camden's transport strategy is to reduce road traffic, while ensuring that those journeys that have to be made by motor vehicle (for example, emergency vehicles, servicing vehicles and those journeys for which other modes are not possible) can be made.

Road space in Central London is limited. Cycling and walking are very space-efficient ways of moving people around cities, and are included within the definition of "traffic" under the Traffic Management Act 2004. Indeed, cyclists are able to make more efficient use of road space than all other modes of surface transport, except buses. The average occupancy of a private car in central London during the morning peak is 1.3. A cycle equates to one fifth of a Passenger Car Unit (0.2 PCU), meaning that the space occupied by one car can accommodate five bicycles. Cycling is substantially more efficient at transporting individual people within the same road space, particularly as the average speeds of a bicycle and a car during peak travel times are similar. In addition, the size and shape of a bicycle generally allows cyclists to make use of space on the road that would otherwise be unusable by larger vehicles. This can substantially increase the overall capacity and flow rate of roads, even where congestion slows down motor vehicles. Re-allocating road space to cycling facilitates the movement of a greater number of people than general motor traffic, in the same space, would permit.

Detailed traffic modelling has been undertaken to assess the impact of the proposed scheme on nearby main roads such as Euston Road, Grays Inn Rd, Upper Woburn Place and local roads surrounding the trial corridor.

Traffic flow has been monitored before and during the trial. Along the Torrington Tavistock corridor, the volume of traffic passing through has decreased, due to removal of motor traffic travelling westbound, although throughput of motor traffic in the eastbound direction has increased slightly. Monitoring suggests that motor traffic previously travelling westbound (and displaced by other development/construction/works in the area, such as that related to the UCL Masterplan) has resulted in some traffic diverting to other streets such as Endsleigh Gardens, Euston Road, Judd Street and Grays Inn Road. Where negative impacts have been identified on local streets, and can be attributed to the trial, mitigation measures are being considered to reduce the effects. Options for mitigation include proposals already consulted upon as part of other schemes (Judd Street /Brunswick Square proposals). In the case of the Endsleigh Gardens/Gordon Square area, options will be dependent on plans for HS2, which are at an early stage, as well as impacts from other projects, including the West End Project (WEP). Decisions on the potential improvements consulted upon will be taken at a later date, and may include further mitigating measures. However the latter may require consultation with residents and other stakeholders. Further information on the output from traffic modelling associated with the trial can be found in Appendix D.

- **Air quality concerns**

598 (4%) of all (individual) respondents expressed concern about air quality as a result of the trial.

In terms of the views of different respondent groups, 351 taxi drivers (19% of taxi drivers who responded), 5 hospital staff (3% of hospital staff who responded) and 115 residents (5% of all residents who responded) expressed concern that air quality had deteriorated, or would/could deteriorate as a result of the trial layout.

Examples:

*Diverting traffic to create one-way routes does not lessen pollution from motor vehicle emissions; it simply diverts it to other streets, and since the diversion is longer than the straight route there is actually more pollution from the diverted traffic.* (Resident WC1H, pedestrian, bus and underground user)

*Putting it back the proper way will ease pollution – it's terrible around there now, can't breathe on Woburn Place and surrounding roads because congestion (sic)* (Passing through: taxi driver)

*Levels of pollution on the surrounding congested streets have risen above safe levels as vehicles cannot move in the gridlocked traffic.* (Passing through: taxi driver)

*Creating more problems and pollution. When I am near Tavistock areas now, my Asthma becomes worse.* (Passing through: taxi driver)

*With particular reference to Endsleigh Street and Endsleigh Gardens) the trial has resulted in ....Higher pollution (rise in NO<sub>2</sub> and corresponding decrease in air quality, potentially to above legal limits; more dirt and dust).* (Resident WC1H, business owner, pedestrian, bus and tube user)

### **Officer response to air quality concerns:**

Nitrogen dioxide (NO<sub>2</sub>), which is harmful to human health, is the key air pollutant of concern in Central London, where many streets breach the annual mean health-based limit of 40 micrograms per cubic metre (µg/m<sup>3</sup>). The main source of NO<sub>2</sub> is motor traffic.

Motor vehicles, particularly diesel vehicles, are the main source of NO<sub>2</sub>, while cycling and walking do not create such emissions. Creating an environment which favours walking and cycling is part of a wider strategy to reduce air pollution in Camden and is also supported by the Mayor of London. Many local trips currently made by car could easily be undertaken on foot, by cycle or public transport. However, a key barrier to cycling and walking (though to a lesser extent) is fear of traffic. There is strong evidence that creating conditions on street which protect cyclists from motor vehicles, and reduce or calm motor traffic encourage more people to cycle for transport - especially women, older people and younger people. The aim of the Torrington Tavistock trial and similar schemes is to increase the proportion of

journeys, particularly local journeys, made by bicycle and on foot. This would yield health benefits in terms of air quality for those who live, work, study and spend leisure time in the area, as well as for the individual cyclist or pedestrian (as a result of increased physical activity).

Air quality monitoring information gained over seven months at the three sites in the project area where nitrogen dioxide emissions have been measured indicates significant improvements in air quality (compared with four months before the trial), following implementation of the trial, of between 9% and 20%.

During the period of public consultation, a number of residents expressed the view that while air quality had improved along the Torrington Tavistock route itself, it had worsened in some other streets as a result of motor traffic seeking new routes to substitute for the removal of the west bound traffic lane. The Council has recently installed monitoring equipment in Judd Street and Endsleigh Gardens, and following analysis of resultant data, further mitigating measures may be proposed. Decisions on the potential improvements consulted upon will be taken at a later date, and may include further mitigating measures. However the latter may require consultation with residents and other stakeholders.

- **Disadvantage to older people / people with disabilities / families**

78 (1%) of all respondents expressed concern that the proposed scheme had, or could have, negative impacts on older people and people with disabilities.

48 taxi drivers (3% of taxi drivers who responded), 5 hospital staff (3% of hospital staff who responded) and 18 residents (1% of all residents who responded) expressed concern that the trial had, or could have, negative impacts on older people and people with disabilities.

Fifteen (15) respondents indicated that they used a wheelchair or mobility scooter as their usual mode of travel in the area. In response to Question 3 of the consultation questionnaire, six respondents indicated that they would like to retain the trial layout, eight did not want the trial layout to be retained and one expressed no opinion. In response to Question 4, nine respondents said that they would like the street to return to its pre-trial layout, six did not want to see the street returned to its previous layout.

19 taxi driver respondents expressed concern that the cycle lanes interfered with taxis' ability to set down disabled passengers, including those in wheelchairs, at the Tavistock Hotel's front entrance on Tavistock Square. (Taxis have ramps which are lowered on the nearside). A respondent using a wheelchair said that she had struggled to get a taxi from the Tavistock Hotel on two occasions, but gave no further details.

Examples:

*I have lost count of the amount of times that disabled passengers, attempting to get to Euston Station, have complained that they have no option but to get a taxi and their fare has increased by fifty per cent. (Passing through: taxi driver).*

*I am reliant on taxis which are becoming extremely expensive..... Disabled residents and visitors are negatively affected by the huge costs of car and taxi travel. (Passing through: person with physical disability)*

*Because I am disabled, I receive a generous 'taxi card' allowance from Camden Council. Because of this I can not only attend the Macmillan Cancer Centre (as many as three times a week) but can also get beyond my limited walking ability. This wonderful freedom is now removed by enforced immobility in Euston Road (no alternative) late or missed appointments and no pleasure in the journey. (Resident and hospital patient: taxi, minicab and car passenger)*

*I have a disabled Aunt who occasionally uses taxis to get to various sites in the area, it is impossible to lower the ramp and drop her off on the kerb as the cycle lanes preclude this from happening. (Resident WC1B, pedestrian, bus and underground user)*

*I had to drop someone in a wheelchair who wanted to go to the Tavistock hotel. I had to drop them off with their bags 50 metres away with the luggage. (Passing through: taxi driver)*

*Those who live around Judd Street such as myself live in one of the few mixed residential areas in central London, and we are an aging population ... increasingly associated with mobility and disability problems. More cycle lanes are of no value to us. Safe and clean streets are.  
Resident, WC1H, Hospital patient: taxi/minicab user, car passenger)*

### **Officer response to concerns that trial has negative impacts on disabled and older people/ families:**

It is often assumed that disabled people cannot cycle, or are not interested in cycling. In fact, according to TfL figures<sup>1</sup>, approximately 15% of disabled people in London actively cycled for transport in 2014, compared to 18% of non-disabled people. Many disabled people find cycling easier and safer than walking. Cycling provides door to door transport, and cycles, like mobility scooters or wheelchairs, can be combined with other modes of transport.

Disabled and older people can derive particular benefit from cycling becoming safer, as they tend to exercise less than other groups. Cycling and walking are also low cost modes available to a wider range of people than motor vehicles or public transport.

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<sup>1</sup> Travel in London: Understanding our diverse communities (Transport for London, September 2015)



Further, by helping to reduce the numbers of cars on street, cycling can improve air quality for all pedestrians, cyclists and people living and working along the Torrington Tavistock corridor, including older and disabled people.

By facilitating a switch from driving to more space efficient cycling limited road space is freed up for journeys which have to be made by motor vehicle (for example, emergency vehicles, servicing vehicles and those journeys for which other modes are not possible). However, we acknowledge that for some disabled drivers and passengers, although access into and out of the area is provided, the removal of the westbound movement for motor traffic from the trial corridor may result in increased journey times.

The longer term goal is to provide safe and attractive routes for walking and cycling which will then help to motor traffic journeys that can shift to more sustainable modes. This will then reduce traffic volumes allowing allow room for improve air quality across the whole of Central London and one of the main ways this can be achieved is to re-allocate road space to travel modes which are least polluting.

The Torrington Tavistock trial has widened cycle lanes (in line with TfL's London Cycle Design Standards) to make them accessible to adapted bicycles, such as hand cycles or tricycles (the latter favoured by some people who struggle to balance on standard bicycles). The pre-trial cycle lanes along the Torrington Tavistock corridor were too narrow for most cycles adapted to the needs of people with disabilities, as these can often be wider than standard bicycles.

Creating infrastructure which is protected from motor traffic and accommodates disabled and older people makes for a less intimidating cycling environment, rendering it more attractive to women, children and cargo bike users.

As with other traffic, taxis and private hire vehicles (PHVs) are not permitted to travel westbound on the corridor between Judd Street and Gower Street. Loading and parking restrictions are in place along the corridor. However, taxis, minicabs (private hire vehicles) and other vehicles are still permitted to pick up and drop off passengers under the trial layout on the south side .

The taxi rank outside the Tavistock Hotel, which was in place before the trial, has been retained during the trial and is set inside the cycle track. Where a ramp is required to pick-up / drop-off disabled passengers, taxis may need to stop on a side street to access a left hand side kerb . For example, to pick up or drop off disabled passengers at the Tavistock Hotel, taxis can set down on Bedford Way (in the southbound direction) and Woburn Place (in the northbound direction) or access the approach via a small diversion. This also applies to private motor vehicles dropping off a disabled passenger.

### **Concerns about road safety**

191 (1% of all respondents) expressed concern about aspects of road safety. 19 taxi drivers (1% of taxi drivers who responded), 0 hospital staff (0% of hospital staff who responded) and 76 residents (3% of all residents who responded) expressed concern that aspects of road safety had worsened as a result of the trial.

Concerns expressed by at least 20 people were:

- Concern from cyclists about motor vehicles crossing the cycle track at junctions (generally)
- Concern about specific junctions (eg junction of Judd St and Tavistock Place, junction of Bedford Way with Gordon Square)
- Concern about taxi and loading bays in the cycle tracks, leading to cyclists having to rejoin motor traffic
- Concern about conflicts between pedestrians and cyclists, particularly at Byng Place

Examples:

*Turning into Judd Street from the westbound lane is quite dangerous because of oncoming cars. Traffic lights are needed to allow cyclists to cross safely. (Passing through: cyclist)*

*At the moment, the scheme is not fit for children to ride on because of incursions by the taxi rank and loading bays, and conflict with turning oncoming motors at junctions (Resident WC1N: in favour of retaining trial, car driver, pedestrian, cyclist, user of trains, buses and underground)*

*The junction of Tavistock Place and Bedford Square is dangerous for cyclists in its current configuration. Lack of adequate signage for motorists means they often cut across in front of cyclists, not realising that there is a cycle path continuing on the other side of the junction. Some of the side routes further towards Gower Street have a similar issue. (Local employee: in favour of retaining trial layout, cyclist, pedestrian)*

*I am very supportive of the current layout. As a resident and regular cyclist I believe it made the environment around my property much better. I would remove or displace the taxi rank outside Tavistock square as I found it dangerous when cycling. (Resident WC1E: pedestrian, cyclist, taxi passenger)*

*The current trial layout has been extremely unsatisfactory as both a pedestrian and a driver in the area....The "busy" layout also makes it confusing for a pedestrian to cross the roads - particularly the cycle lanes. (Resident WC1H: pedestrian, car driver)*

*Having loading bays or delivery bays in the cycle lane is extremely dangerous. Cyclists have to veer out into busy traffic.....(Resident NW1: pedestrian, cyclist, bus user)*

## **Officer response to concerns about road safety**

Before the trial, there were 60 collisions in three years, twelve of which resulted in serious injuries. However, feedback during the trial indicates that the street feels safer for both cyclists and pedestrians. 3782 respondents (25% of all respondents) say that it feels safer and more pleasant to walk and cycle in the area.

According to STATS19 data (the official national accident report of personal injury accidents that occur on the public highway), from first implementation of the trial in November 2015 until the end of June 2016, there have been 11 slight collisions along the corridor, nine of which involved conflict between a motor vehicle and a bicycle, one conflict between a car and a pedestrian, and another conflict between a motorcycle and another motor vehicle.

While the recent STATS19 data is useful, a longer period of time is required to identify trends in collision data (normally three years). A further caveat is that not all accidents are reported because there are people who either do not know they should report injury accidents or, for other reasons, decide not to do so.

As outlined above, feedback received during the consultation indicates that perceived safety has improved among pedestrians and cyclists.

- **Concern about delay to emergency services**

110 (1%) of all respondents expressed concern that the trial layout on the Torrington Tavistock corridor was causing or could cause delays to emergency services. Of those expressing these concerns, 41 were residents (2% of Camden residents responding) and 10 identified as hospital patients (4% of hospital patient respondents), 2 were hospital employees responding as individuals<sup>2</sup> (1% of hospital staff who responded), and 58 were taxi drivers (3% of all taxi drivers who responded).

### Examples:

*Emergency vehicles are struggling to reach their destinations. (Taxi driver, passing through)*

*Cycle traffic has gone up by around 17% while car traffic has gone down by around 60% along Tavistock place. Ambulances have to take detours and are stuck in traffic on their way to UCLH coming from the east. Therefore the scheme should be abolished. (Resident WC1H, Student, car driver)*

*Ambulances, particularly from Herbrand St, ....now have to travel Westwards and then down onto the Euston Road where they can be held up for some time in the traffic in order to reach University College Hospital. (Resident WC1H: pedestrian, bus/tube/taxi user)*

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<sup>2</sup> See below for corporate response from University College London Hospitals Facilities department.

*It is not working & emergency services are getting stuck in the gridlocked traffic which the cycle lane is causing on surrounding roads , common sense needs to prevail and the road needs to go back to how it was. (Taxi driver, passing through)*

*Unbelievably bad idea to turn Tavistock place into a one way street (East bound) and introduce an extra cycle lane. The traffic it has caused has been catastrophic. I've witnessed emergency services struggling to get through because of the traffic. This is putting lives at risk. (Taxi driver, passing through)*

**Officer response:** The Council contacted the emergency services (police, fire and ambulance services) about the trial on a number of occasions before, during and after the consultation. Discussions were held with the police, and modifications made to address a number of issues raised. Concerns about response times were not communicated during the consultation period. However, the Council has continued to seek feedback from the emergency services and on 9 February, 2017 a communication was received from the Camden Ambulance Station in Gospel Oak, which expressed concern that ambulance journey times were being adversely affected by the trial.

The ETO does not prohibit emergency services from travelling westbound along the Corridor in an emergency situation. However they would still need to adhere to any other regulation that is applicable to all of them. This does mean that they can only travel against the flow of motor traffic with the permission of the Police officer or the traffic warden. The detail of how best to manage emergency services will be addressed when working up potential designs and arrangements.

- **Empty/underutilised cycle lanes**

155 respondents (1% of total number) expressed the view that the cycle lanes were underutilized or empty outside peak commuting times.

66 taxi drivers (4% of taxi drivers who responded), 2 hospital staff (1% of hospital staff who responded) and 49 residents (2% of all residents who responded) expressed concern that the cycle lanes were underutilized or empty outside peak commuting times.

Examples:

*The westbound cycle lane is not used much compared to the tens of thousands of motor vehicles affected on a westbound route due to having to circumnavigate the closure .... (Passing through: Taxi driver)*

*Personal observation shows that outside of a relatively short 'rush hour' period, the cycle lanes are frequently devoid of cyclists but the lane restricted traffic is backed up and causing delays to everybody further along the route. (Resident WC1N: pedestrian, taxi and bus passenger)*

*The cycle lanes in Tavistock Place are hardly used except the rush hours. For most of the day they are empty. This is an inefficient use of road space. (Resident, WC1H, pedestrian, underground and bus user)*

*The current trial has caused chaos both on Euston Road and Russell Square. The amount of people inconvenienced is significant, whereas the amount of westbound cyclist traffic is minimal. (Passing through, car driver)*

### **Officer response to “underutilized cycle lanes”**

Cycle counts were undertaken on weekdays before and after implementation of the trial. There have been significant increases in cycling east-west along the route in the morning and afternoon rush hours (up to 52%). In addition, protected space for cycling along the east-west Torrington Place / Tavistock Place route appears to have made it easier for people on cycles to access north-south cycle routes. For example, counts show increases in cycling northbound into Gordon Square of up to 173%. On Sundays, counts show average increases of 39% in cycling along and into the route, with an increase of 70% in eastbound cycling along Tavistock Place.

Further, feedback received during the trial indicates that some people who previously avoided cycling or walking along the route now use the cycle lanes for commuting, shopping and leisure trips, including groups underrepresented among cyclists such as families with children, older people and those with disabilities.

- **Servicing, loading, deliveries and taxi pick up/ drop off**

283 people (2% of all respondents) expressed concerns about aspects of servicing, loading and taxi drop off. These concerns fall into two broad categories:

- (i) concerns that servicing and loading by motor vehicle, and taxi pick up/drop off, had become more difficult as a result of the trial layout. These concerns were expressed mainly by residents and business owners who had not responded as organisations (see also Organisations section, below)
- (ii) concerns that loading, deliveries or taxi facilities were blocking the cycle track/lane.

14 taxi drivers (1% of taxi drivers who responded), 2 hospital staff (1% of hospital staff who responded) and 44 residents (2% of all residents who responded) expressed concern about aspects of servicing, loading and taxi drop off.

Examples:

*Earlier this year I was using a car... bringing crates back to my flat. I had to park in the unloading bay in Herbrand Street. It was back-breaking work carrying the crates back to my flat's front door, about 50 yards away. Without the cycle tracks I could have parked outside....Also, the unloading bay in Herbrand Street is far too small.*

*Sometimes lorries are parked which go way beyond its boundaries. (Resident WC1H: pedestrian, taxi passenger, tube/bus user)*

*...It is a gross impertinence to stop residents and businesses from being able to have a delivery, get out of a car or taxi, etc in front of their own home or business. (Resident WC1H: pedestrian, car and taxi passenger)*

*As a resident, the main problem with the current layout is deliveries. We've already had decorators etc, refusing jobs as parking/delivering is too much of a problem for them - HOWEVER - I'm still very much in favour of the current layout AS LONG AS adequate delivery / drop off in Herbrand St / Marchmont St. is maintained.*

*Neither the old nor the new system are perfect - there will be problems and complaints whatever is decided on, but on the whole - all things considered, and as someone whose lived in the area for years so remembers the old system well, I hugely prefer the new, current system and feel it would be a great step back if it reverted to its previous layout. (Resident WC1H: car driver, pedestrian)*

*As a cyclist I am very concerned that the operation of the loading bay along the south side of Torrington Place can be hazardous to cyclists. Loading is allowed from 10am to 12noon and again from 2pm to 4pm. But this is frequently abused by drivers of cars, taxis, minicabs, vans, lorries, motor cycles and scooters. The effect of this is that cyclists during the peak times between 8.00 and 10am are forced into the main carriageway and often alongside large goods vehicles.*

*(Resident W1T: pedestrian, cyclist)*

*This is a key East West route...We need high quality cycle lanes that are fully segregated from motor traffic... and do not double as loading/parking bays.*

*(Resident NW5: cyclist, pedestrian, tube/bus user)*

### **Officers' response:**

Loading and delivery: These and other similar observations demonstrate how a balance has to be struck between maintaining reasonable access for deliveries and servicing, while also providing safe segregated facilities for cycling and walking and improving overall amenity within the corridor.

Appropriate loading facilities are required due to the varied delivery requirements of businesses, residences and other premises along the route. Wherever practicable, loading and delivery facilities have been provided on side streets, rather than along the Torrington Tavistock corridor itself, so as not to disrupt cycle and pedestrian traffic, but still within reasonable distance of affected premises.

Where it has not been practicable to locate loading on side streets, but where provision for loading and access is made within the corridor itself (affecting the cycle tracks), this has been provided for between 10-12 am and between 2- 4pm, outside peak commuting hours. Reasonable access to premises is maintained.

The Council will continue to provide regular enforcement to ensure that loading and delivery times are respected for the benefit of all users.

Taxi pick up and drop off: It is recognized that one way working along the corridor has made it more difficult for black cabs to use their fold down ramps to facilitate pick up and set down of people who use wheelchairs, as the ramps are located on the nearside of the vehicle (which would involve setting the passenger down into the cycle track). However, should a fold down ramp be required, provision for pick up and drop off is available at the side entrance of the hotel on Bedford Way (in the southbound direction) and on Woburn Place (in the northbound direction).

Taxi rank outside Tavistock Hotel obstructs cycle lane: While officers appreciate that the taxi rank is not ideally placed, we have reviewed this issue several times and found that cyclists are generally able to safely manoeuvre around taxis and still remain within the cycle lane provided around the taxi rank. However, if a decision is made to retain the trial street layout, officers are likely to propose widening the cycle lane further around the taxi rank.

- **Other critical/negative comments**

608 other comments were received which did not fall into the categories above. Many of the comments in this “Other” category were fairly brief and expressed general disapproval of the scheme. In addition, some respondents commented critically on other cycling schemes in Camden and/or London more generally, and on issues relating to traffic management/reduction in the capital as a whole.

Themes raised in the Other category were:

- Loss of useful westbound short cut through for motor traffic
- Concern about impact of trial on business/attractiveness of area
- Concern about impact on motor traffic of other cycling schemes (in Camden and elsewhere in London)
- Need to address congestion/reduce traffic at more strategic level, rather than just locally.

Examples:

*Tavistock place was a great route through to Howard St and west end if customer wanted north of Oxford Street. Rather than using one way system round center point or going up to use Euston Rd. (Passing through, taxi driver)*

*This is a vital route travelling from east to west. There are enough ways cyclists can get across London without losing this vital thoroughfare. (Passing through, taxi driver)*

*It has had a disastrous effect on my business (Taxi driver)*

*Making Torrington place the way it used to be is essential for the area's traffic and local businesses. (Passing through, Taxi driver)*

*Traveling east to west, only 2 options now, New Oxford St or Euston underpass - makes taxis more expensive at a time when we have so much competition. (Passing through, Taxi driver)*

*The current scheme is over intrusive. Before making London's traffic even worse by taking large swaths of road away from motorists to accommodate bicycles, first reduce the amount of private cars entering central London full stop!! Then and only then can you start to put in cycle lanes... TFL are going to have to wean themselves of the congestion charge and stop private cars who do not live in central London driving in...(Local employee: motorcyclist)*

*If you are going to take road space away from motorists you need to tackle the problem of number of motorists first e.g.: road pricing, increase congestion charge and times applied, taking away parking spaces in Central London and taking away some bus routes where they double up. These measures would be much better for pedestrians and cyclists and everyone else. Squeezing ever increasing traffic on to less and less road space makes matters worse. (Resident NW3, taxi driver, bus user).*

*The congestion caused by various cycle / road improvements across London is going to prevent people from carrying on business in our great city..., you may think they will choose alternative methods of transport if forced to, the reality is people will just stop coming here. (Passing through, Taxi driver, car driver)*

**Officer response to Other (critical/negative) comments:**

Loss of westbound short cut for motor traffic: Camden's Transport Strategy aims to reduce the volume of motor traffic on the borough's roads, in order to protect the health and wellbeing of the people who live, work, study and spend leisure time in the borough. In particular, we aim to switch more journeys from motor vehicle to non-polluting modes such as walking and cycling - through creating safer and more attractive streets, such as traffic free areas, pedestrian crossings and segregated cycle lanes.

We seek to balance the need to effectively manage motor traffic and promote sustainable travel against the need to maintain the resilience of the road network, and facilitate journeys by motor vehicle that cannot currently be made by other modes (for example, emergency vehicles, servicing vehicles and those journeys for which other modes are not possible). The trial does not prevent access by motor vehicle, though we recognize that it has removed one westbound route for motor traffic, while increasing space for cycle and pedestrian traffic.

Taxis and minicabs are important elements of London's transport mix. The Council acknowledges that removing a lane of traffic along the Torrington Tavistock has increased journey times to some destinations, which may have a knock on effect on taxi fares. However, it is difficult to attribute this to one cycle scheme alone when



unavoidable construction, utility works and delays elsewhere in the London road network have also played a role since the trial began.

The Council does not seek to inconvenience taxi and mini cab drivers, or their passengers, and has worked hard to reduce the impact of the scheme on the taxi trade (eg through regular meetings with their representatives). However, it is necessary to balance their needs, and those of their passengers, with those of the growing number of cyclists and pedestrians, and the need to address road danger and the health and environmental impacts of motor vehicles.

Area less attractive for business: It is acknowledged that the trial has removed a useful westbound route for taxis, and results in some inconvenience. However, the trial has been welcomed by the majority of local organisations (including universities) and businesses (based on feedback received during the trial and the public consultation) as it has reduced the dominance of traffic and associated environmental impacts, making the area a more pleasant one in which to live, study work, do business and socialise.

Need to address congestion/reduce traffic at more strategic London level, rather than just locally: A key objective of Camden's Transport Strategy is to reduce motor traffic levels and vehicle emissions to improve air quality, mitigate climate change and contribute to making Camden a low carbon borough (Objective 1):

<http://camden.gov.uk/ccm/content/transport-and-streets/transport-strategies/camdens-transport-strategy-2011/>. Transport schemes such as the Torrington Tavistock traffic trial, and other cycling projects being developed elsewhere in Camden and London as a whole, seek to contribute to this objective by making cycling and walking safer and more attractive, so that they can provide realistic alternatives to travel by motorised modes for more people of all ages and abilities.

Traffic volume and congestion are issues that do not respect borough boundaries and pose challenges to London as a whole. In addition, unexpected and/or unavoidable delays in one part of the road network can have knock on effects several miles away. A range of measures are in place and under development to address congestion and associated environmental impacts across the capital, coordinated at a strategic level by Transport for London, in partnership with the London Boroughs.

## SUGGESTED IMPROVEMENTS, ALTERNATIVE SCHEMES AND GENERAL COMMENTS

A large number of comments were received that did not fall neatly into the “positive” or “negative” categories.

For example, some respondents who generally supported the trial had concerns about aspects of it, just as critics of the trial street layout recognized positive aspects, or had suggestions for improvement.

Alternative schemes were proposed by some respondents.

In addition, a significant number of comments were not directly related to the trial itself but made reference to associated issues (eg comments on aspects of transport and/or environmental problems in London generally, suggestions for driver/cyclist education, enforcement of traffic regulations, growth in private hire vehicle (minicab) licensing etc).

To facilitate analysis and reporting, **Further Comments** (which did not fit neatly into the categories which were broadly positive or negative about the trial scheme) were classified as follows:

- Suggested improvements to the scheme (1361 comments)
- Alternative schemes (75 comments)
- General (including those not directly related to the Torrington Tavistock proposals) (611 comments)

Examples of comments suggesting improvements and alternative schemes:

*At Byng Place, the eastbound cycle route is not marked on the route surface, creating confusion for both cyclists and pedestrians. (This was also the case before the trial.) Particularly given the large proportion of pedestrians in Bloomsbury who are tourists and therefore not familiar with the road layout, I would urge you to paint the cycle lane on the surface of the route.*

(Local Employee, cyclist, pedestrian)

*...having a route westbound along Tavistock Place eases congestion on the Euston road and gives access to the West End and other destinations. Having witnessed daily the effect the closure has, I believe a reverse of the current layout will be beneficial...(Passing through: taxi driver)*

*There is a nasty vehicular right turn across the westbound cycle lane from Gordon Square into Bedford Way which needs to be revised (with phased traffic lights, street landscaping, signage or similar) because at the moment cabs and minicabs will just turn straight across the path of cyclists heading west and either block the cycle path or just start fights with the cyclists they nearly run down. (Resident, passing through: cyclist)*

*I actually like the mini rubber bollards and think they should be retained permanently... I've the option of an escape route if a pedestrian steps out in front of you without looking. Having a solid barrier/curb would remove this option (University employee: pedestrian, cyclist)*

- **Suggested improvements to the scheme** in order of most frequently mentioned.

(Only those comments raised by at least 20 individuals are listed here). For clarity, officer responses to each theme are found directly below it.

Ensure traffic speeds reduced/kept low: (333 comments)

Officer response: A borough wide 20mph speed limit is in operation throughout Camden and applies to on all borough roads (but excludes those managed by TfL such as Euston Road). It is not possible to enforce speeds of below 20mph. Should a decision be made to retain the trial street layout and make improvements, such as wider pavements and stepped tracks, detailed design for the corridor will include measures to manage motor traffic speeds to levels appropriate to an area with high volumes of pedestrian and cycle traffic.

Reduce volume of traffic: (264 comments)

Officer response: A key objective of Camden's Transport Strategy is to reduce motor traffic levels and vehicle emissions to improve air quality, mitigate climate change and contribute to making Camden a low carbon borough (Objective 1):

<http://camden.gov.uk/ccm/content/transport-and-streets/transport-strategies/camdens-transport-strategy-2011/>. Transport schemes such as the Torrington Tavistock traffic trial seek to contribute to this objective by making cycling and walking safer and more attractive, so that they can provide realistic alternatives to travel by motorised modes for more people of all ages and abilities.

Traffic volume and congestion are issues that do not respect borough boundaries and pose challenges to London as a whole. In addition, delays in one part of the road network can have knock on effects several miles away. A range of measures are in place and under development to address congestion across the capital, coordinated at a strategic level by Transport for London, in partnership with the London Boroughs.

Address left and right hook dangers for cyclists at junctions along the corridor (hooking refers to motor vehicles overtaking a person cycling, then turning left or right or left across the cyclist's path): (238 comments)

Officer response: "Hooking" was a key problem under the pre-trial layout along this route. The trial layout is more intuitive for motorists than a single bi-directional cycle lane: feedback received during the trial indicates that is now easier and safer for

motor vehicles to make the left turn into Gordon Square, and that cyclists feel safer at junctions. In response to comments received during the trial, officers have made minor changes to improve safety. Officers are also presently reviewing the prospects for further improvements through the use (for example) of adjusted or new road markings, and early start and separate traffic light stages for cyclists (traffic light changes would need to be approved and implemented by TfL).

Clearer demarcation of cycle and pedestrian space at Byng Place, “shared space” area is confusing to both groups and potentially hazardous: (198 comments)

Officer response: Officers are investigating options for clearer delineation of pedestrian and cyclist space at Byng Place

Remove delivery and loading bays on cycle track, as they obstruct cycle lane and force cyclists to move around them into traffic lane: (194 comments)

Officer response: There are locations along the route where there are a number of competing demands for limited kerbside space and these need to be balanced between different road users. Wherever possible, loading and delivery facilities have been provided on side streets rather than along the corridor itself, so as not to disrupt cycle and pedestrian traffic. Where it has not been possible to locate loading on side streets, and this has to take place on the corridor (affecting the cycle lanes), it has been permitted for short periods only. The location of the loading bay in Torrington Place means that under the current layout, cyclists have to leave the cycle lane to rejoin traffic outside peak commuting hours (from 10 am – 12 noon and 2 pm – 4 pm). If the current layout is retained with the proposed improvements, the loading bay would remain as it is important for the functioning of businesses in this part of the route. However, officers are investigating ways to further improve safety for cyclists along the route and will continue to provide regular monitoring and enforcement to ensure that loading and delivery times are respected.

Address junction of Judd Street and Tavistock Place: left hook risk for cyclists: (106 comments)

Officer response: See Officer response on junctions above. If the trial layout is retained, officers would investigate providing a separate cycle stage for cyclists at the traffic lights to separate them in time from motor vehicles, thus removing the left hook at Judd Street and the awkward right turn into Hunter Street. This would be subject to feasibility and agreement from Transport for London. Until a decision has been made as to whether or not to progress towards the Order being made permanent, additional signage is being provided at this location to warn both drivers and cyclists of the risk of conflict, as well as “SLOW” road markings in both the cycle and traffic lanes on the eastern approach to the junction.

Taxi rank outside Tavistock Hotel in cycle lane is causing problems: for cyclists, forcing them into oncoming traffic: (64 comments)

Officer response : While we appreciate the taxi rank is not ideally placed, we have reviewed this particular issue several times and found that cyclists are generally able to manoeuvre around taxis and still remain within the cycle lane provided around the taxi rank. However, officers are actively considering the prospect of widening the cycle lane around the taxi rank.

However, if a decision is made to retain the trial street layout, officers propose widening the cycle lane further around the taxi rank.

Rephase traffic lights to prevent stop start for both motor traffic and cyclists/green wave for cyclists: (56 comments)

Officer response: Camden's officers, Camden's consultants and TfL are working closely to ensure traffic lights are phased in such a way as to optimise phasing and timings for all traffic. Officers are investigating early start and separate traffic light stages for cyclists. Any changes would need to be made by TfL after its approval.

Signage to increase motorists' awareness of cycle contraflow/cycle lanes on both sides of the road: (56 comments)

Officer response Signage is being installed at key locations along the route to alert eastbound vehicles to cyclists approaching westbound.

Remove through motor traffic entirely from Torrington Tavistock corridor/allow access only: (50 comments)

Officer response: While the Council recognizes the significant environmental and public realm benefits that would accrue in the Torrington Tavistock corridor, this has to be balanced against the potential impact of displaced traffic on neighbouring streets, and the need to accommodate reasonable access to premises by motor vehicle for servicing, loading and for other essential journeys.

Signs to warn pedestrians of presence of cycles along the route: (41 comments)

Officer response: The trial layout, with a single cycle lane on each side of the road along the whole corridor is more legible for pedestrians than the previous layout (responses to this consultation confirm this). Further, officers are investigating options for clearer delineation of pedestrian and cyclist space at Byng Place. However, Camden would prefer to avoid providing signage along the whole route in order to reduce street clutter, particularly as pavement space is limited.

Address problem of unauthorized parking in cycle lanes (use wands or bollards to prevent): (31 comments).

Officer response: Parking is not permitted along the corridor except in designated sections. The Council will continue to monitor and enforce. While bollards and wands can help address illegal parking, they also pose a potential hazard and add clutter to the street. Should the trial street layout be retained, officers will be investigating the provision of clearly marked places for pick up / drop off at specific points along the route.

Junction of Gordon Square and Tavistock Square - suggested measures to address conflicts between cyclists and motor vehicles: (38 comments): Officer response: Please see Section X above on safety at junctions along the route.

Junction of Woburn Place and Tavistock Square – suggested measures to address conflicts between cyclists and motor vehicles: (24 comments). Officer response: Please see Section X above on safety at junctions along the route.

Ensure there are smooth transitions onto and off the proposed stepped tracks: (23 comments)

Officer comment: Should a decision be made to retain the trial layout, and subject to safety audit, ramps will be provided at the start and end of every section of stepped track (if implemented). Dropped kerbs will also be provided at intervals along the route, including before and after loading bays and taxi ranks so that cyclists, wheelchairs, mobility scooters and pushchairs can move safely on and off the tracks

- **Suggested alternatives to the Council's proposed scheme**

Accommodate two motor traffic lanes and two cycle lanes (one on each side of the road, and narrower than those proposed by the Council, and with less widening of pavements along the route): (54 comments)

Reverse direction of one way traffic lane along the corridor (to make it westbound): (21 comments)

**Officer responses:**

Accommodate two motor traffic lanes, two cycle lanes: Officers have investigated the feasibility of providing two motor traffic lanes and two cycle lanes. However, there is insufficient width along the length of the corridor to provide pavements, cycle lanes and motor vehicle lanes of sufficient width to comply with best practice guidance on street design (including the accommodation of non-standard bicycles used by disabled people). (Further information on this feasibility exercise can be found in Appendix D)

Reverse one way working for motor traffic to render it westbound: Officers have commissioned traffic to assess the feasibility of reversing the one way system for motor traffic, to make it westbound only. The modelling suggests that journey times would increase slightly under this scenario. However, it also suggests that through traffic would increase along the corridor, reducing the air quality benefits of the scheme. Further, part of the rationale for the eastbound one way system was to mitigate for some local impacts of the West End Project (Further information on this modelling exercise can be found in Appendix D).

- **General comments**

603 individual respondents (4% of total) made general comments about transport in Bloomsbury or the wider area which were not directly related to the Torrington Tavistock corridor proposals. These comments include

- calls to reduce traffic generally,
- calls for cyclist or driver education
- better enforcement of speed/traffic regulations
- suggestions to remove traffic or specific groups of road users from the area, such as HGVs or diesel vehicles (not proposed in the consultation)

Examples of comments made as part of consultation, but not directly related to the proposals:

*If you want to reduce traffic in central London (the congestion charge obviously doesn't work) be bold and ban all private cars from central London. (Passing through, taxi driver)*

*May be the route .....should be accessible only to taxis, buses and emergency vehicles by some kind of special app, or the routes specially for these users in rush hour times. Maybe HGVs and cement mixers should also have restrictions....., since a number of pedestrians and cyclists get killed every year by such vehicles and London is currently a massive building site. (Resident: pedestrian, bus user)*

*This city needs a proper network of cycle routes and the end of diesel vehicles to become a competitive 21st century city. (Local employee, pedestrian, bus user and cyclist)*

*If you continue to add all the cycle lanes, I feel that cyclists should pay road tax and some sort of congestion charge. Also they should be more monitored (Passing through, taxi passenger)*

**Officer responses to General comments:**

Calls to reduce traffic generally: Camden is committed to reducing car ownership and use, and the associated negative impacts. Camden has a range of policies in place to manage car use, including policies which prioritise sustainable, active travel such as walking, cycling and public transport. All council transport schemes seek to enable and increase the proportion of people travelling by these more sustainable modes. Car ownership is also managed through the planning process (eg by car free and car capped developments), and Camden is aiming to ensure that new development is car free as part of its Local Plan. Camden also has the largest network of car clubs in London as part of its approach to enable people to give up a car, but still have the use of one where necessary. The Council also employs a School Travel Plan Officer to work with schools to reduce car journeys on the school run. Officers continually explore innovative opportunities to reduce traffic including the recent Healthy School Streets projects to restrict access to schools by private car. Consideration will be given to further explore these in the coming years to help deliver Mayoral objectives, particularly to improve air quality and create healthier streets.

Calls for cyclist and/or driver education: The Council manages a diverse range of programmes to educate both cyclists and drivers. This includes an annual programme of cycle training to provide new cyclists with the skills and confidence to cycle safely, including coverage of the Highway Code and safe cycling. The Council also manages a programme of education, training and publicity to improve road safety, focussing on children and young people, who are most vulnerable from injury and death as a result of traffic collisions. We run workshops which focus on risks such as distraction on the road, drink-driving and scooters, encouraging participants to reduce risk taking behaviour. Camden is also addressing work related road risk (WRRR) which focuses on driver training and vehicle safety for the Council fleet, as well as working with the construction industry and securing improvements to site management, driver behaviour and vehicle safety for construction vehicles through the planning process.

Better enforcement of speed/traffic regulations: The Council does not have statutory powers to enforce speed limits. This is the responsibility of the Metropolitan Police. However, the Council undertakes annual speed surveys on over 130 borough roads to monitor speed, particularly compliance with the borough-wide 20mph speed limit. Where speed is identified as a problem the Council will consider additional physical measures, including Vehicle Activated Signs (VAS – flashing warning signs). Officers are also working with the police to progress a Community Speedwatch project, working with the local community to monitor speed at known hotspots. We are also investigating further opportunities for partnership working with the police around enforcement based on data from the VAS.

Suggestions to remove traffic or specific groups of road users from the area, such as HGVs or diesel vehicles (not proposed in the consultation): The Council recognises that deliveries and servicing are essential to support our residents and businesses, and to deliver essential developments to support a growing population – both for work and homes. We also acknowledge that HGVs pose a potential road safety issue to other vulnerable road users. In this regard, as outlined above, the Council is addressing work related road risk, particularly working with the construction industry and new developments, and delivering new standards associated with Construction Logistics and Community Safety (CLOCs). The Council is also introducing timed deliveries to avoid peak periods as part of the West End Project. With regard to diesel vehicles, the Mayor of London will be introducing the Toxicity Charge – T charge – in 2018 to deter older diesel vehicles from entering London, as well as bringing forward and possibly extending the coverage of the Ultra Low Emission Zone (ULEZ), which Camden supports. Camden has also introduced a higher tariff for parking permits for diesel vehicle owners. However, the Council is not able to prevent certain vehicle classifications, such as diesel vehicles, or HGVs, from using the road.



## SECTION D: STATUTORY GROUPS, LOCAL GROUPS, ORGANISATIONS AND BUSINESSES

### Support for retaining current layout

#### Arete Research LLP (Hardwick Street EC1R)

**Comment:** Would like to retain current layout. It is much better now, and the whole area is calmer. We need to desperately to reduce pollution on Euston Road!

**Officer response:** Comment noted. Euston Road is part of the TLRN and managed by Transport for London (TfL). In partnership with Camden, TfL is developing a major scheme which, inter alia, aims to improve air quality and conditions for walking and cycling. For further information, please see: <https://tfl.gov.uk/travel-information/improvements-and-projects/kings-cross-and-euston-road>

#### Arup (Fitzroy Street W1T)

**Comment:** Would like to retain current layout

**Officer response:** Comments noted.

#### Askia UK (Shoreditch EC2A)

**Comment:** Would like to retain current layout. As a business owner in London I depend on the quality of life that London offers Londoners. Cycling infrastructure is a part of this. The Tavistock Place / Torrington Place cycle lane improvements are a shining example of what is possible and are greatly appreciated by my employees who use it. In turn, my employees are more committed to London and more productive at work. To revert back to the pedestrian and cyclist hostile layout that existed before would be disastrous. Pollution would rise, accidents would increase and the health benefits of physical activity would be lost. Furthermore, councils around London and the UK would be fearful of making much needed improvements in cycling (and pedestrian) infrastructure. It takes a great deal of courage to cycle in London. If we are ever to succeed in increasing the low numbers of children and females who cycle we must have high-quality cycle-lanes, which means the plans for Tavistock Place / Torrington Place must go ahead. The arguments put forward by the LTDA and BRAG are selfish, dishonest and frequently hysterical. The vast majority of people support improving infrastructure for pedestrians and cyclists - their voices must be heard.

**Officer response:** Comments noted.

#### Bloomsbury Band

**Comment:** Would like to retain current layout. New layout is a huge improvement and encourages cycling and walking. Vehicles turning left onto Gordon Square still need more cycle awareness, and the cycle right turn onto Hunter Street is awkward. But generally, please keep and encourage more.

**Officer response:** Comments noted. Vehicles overtaking cyclists and turning left or right across the path of the cycle lane ("hooking") was a key issue under the pre-trial layout along the Torrington Tavistock route. The trial layout is more intuitive for motorists than a single bi-directional cycle lane and feedback received during the trial indicates that is now easier and

safer for motor vehicles to make the left turn into Gordon Square, and that cyclists feel safer at junctions.

In response to feedback received during the trial, officers have made changes to improve safety at junctions. As noted above, further measures could be undertaken to make junctions along the route safer still, eg through the use of road markings, early start and separate traffic light stages for cyclists (wherever feasible and appropriate, and subject to agreement by Transport for London, who manage traffic lights across the capital).

### **Boyd & Associates Limited (Cambridge)**

**Comment:** Would like to retain current layout.

**Officer response:** Noted.

### **Brent Cyclists:**

**Comment:** Would like to retain current layout. There must be no loading, delivery or stopping bays for taxis in the cycle tracks. They need to be clear all the time for the scheme to be a good-quality, safe cycling environment.

**Officer response:** Wherever practicable, loading and delivery facilities have been provided on side streets, so that they do not encroach upon the cycle lanes. Officers are aware that the loading bay outside Planet Organic, on Torrington Place, and the taxi rank outside the Tavistock Hotel on Tavistock Square mean that cyclists have to leave the cycle lane at certain times of the day (10-12 noon and 2pm – 4 pm) in the current layout. If the current layout is retained with the proposed improvements, it is proposed that both the loading bay and taxi rank would remain as these are important for the functioning of these businesses. Although this may be less desirable in terms of space dedicated to cycling, there are locations along the route where there are a number of competing demands for limited kerbside space which need to be balanced between different road users. The Council will continue to monitor loading activity in the bays to ensure that loading and delivery times are respected.

### **Camden and Islington Public Health**

**Comment:** Would like to retain current layout. Camden and Islington Public Health is broadly supportive of measures that increase active travel (walking and cycling) reduce motor vehicle traffic and air pollution, including the Torrington Place / Tavistock Place route changes piloted from November 2015.

The current street layout becoming permanent is supported, as are proposed improvements. Improved cycle safety at signal junctions is also supported. The street returning to its pre-trial layout is not supported.

Data on cycling trips in the area show there was an increase in cycle trips made on 12<sup>th</sup> May 2016 compared with the pre-pilot data from 24<sup>th</sup> March 2015, although this may have been due to warmer weather on the latter day. Reductions in pedestrian trips on the 11<sup>th</sup> May 2016 compared with 24<sup>th</sup> March 2015 may have been due to weather differences. Data from the Met Office recorded at Heathrow show temperatures of 5°C to 8°C on 24<sup>th</sup> March 2015,

15°C to 18°C on 11th May 2016 (with heavy rain at 13.00) and temperatures of 15°C to 22°C on 12th May 2016. However, data for other days also show increases in cycling in the area. Research shows provision of cycling infrastructure impacts positively on modal shift. New local cycle routes displace walking and cycling trips in the short term and generate more new trips in the longer term. One US study showed network of seven cycle routes was associated with a significant increase in commuting by bicycle over ten years, and another showed a positive association between the density of cycle lanes and commuting by bicycle across 35 US cities. The Council's data on traffic counts for 12th May 2015 and 17th May 2016 show a reduction in traffic along Torrington Place /Tavistock Place and on some adjoining streets, although some streets have seen increases. This is broadly in line with research. Research that analysed 70 case studies and opinion from over 200 transport professionals found that predictions of traffic problems are often unfounded and that with careful planning and implementation, reallocating road space to alternative sustainable modes can lead to a significant reduction in overall traffic levels (11% reduction overall, 8.8% for bus lanes, with no case studies of cycle lanes). 70 case studies from around the world show that restricting road space reduces traffic volumes. Air quality monitoring data relating to seven months of the pilot compared with four months before the trial show significant improvements in air quality. Over the same period, London average roadside NO2 remained similar between the two periods, strengthening the findings from the pilot.

**Officer response:** Noted

### **Camden Cyclists**

**Comment:** Would like to retain current layout. Reasons for supporting the trial layout are:

- air quality measurements show a considerable improvement on Tavistock Place and smaller improvements at two nearby sites;
- number of people cycling on the Tavistock/Torrington Place Cycle Route has increased substantially - reversion to the previous layout would produce even greater and more dangerous overcrowding than before;
- potential for conflict between cyclists and pedestrians has reduced significantly. In addition, crossing the road is much simpler
- number of opportunities for conflict between cyclists and turning vehicles has been reduced, particularly at the two junctions with Gordon Square where many collisions and near misses used to occur between westbound motors and westbound cycles on the 'wrong side of the road';
- number of collisions recorded for the previous layout (57 in 3 years including 12 serious injuries) is unacceptable;
- wider cycle tracks provide sufficient capacity so that people can sometimes cycle side by side and overtaking is safe even when passing a cargo bike or child carrying bike;
- motor traffic flows on Tavistock Place have decreased significantly.

*Track width* . The track width of 2.2m should be regarded as an absolute minimum; wherever possible, the tracks should be 2.5m wide to allow for an increase in the number of cyclists.

In favour of widening footways, but with proposed extensions, footway would be unnecessarily wide for most of the way between Byng Place and Woburn Place and some scope for widening the cycle track elsewhere.

*Blended junctions*. We note that the consultation mentions ‘blended crossings’ – junctions where both footway and cycle track are marked across the side road, the ‘Give Way’ marking on the latter being before the footway. We want to see the ‘blended crossing’ treatment at all of the ‘priority junctions’.

*Appearance of the stepped tracks*. Understand the reasons for Camden’s use of tarmac for the surface of cycle tracks. We strongly suggest a colour distinction is needed for the tracks on Tavistock/Torrington to deter parking and driving on the track by motors, such as a different shade of grey or buff colour.

*Loading bay outside Planet Organic* . We are strongly against putting a loading bay in the cycle track. Primary school age children use these tracks. Although traffic flows have reduced under the trial, they are still too high for people on bikes to share the road with motor vehicles (AM peak hour 274, lunchtime hour 993 and PM peak hour 246) and they are expected to increase under the West End Project. In the case that there is a loading bay, the hours should be kept to a minimum and avoid the lunchtime peak (i.e.10am-noon and 2-4pm) and they must be properly enforced.

*Byng Place* : for the westbound (contraflow) cyclists, the edge of the cycle track should be marked clearly, for example with a line of metal studs.

Junction at Bedford Way: cyclists need the support of two-stage right turns from Tavistock Place into Bedford Way and Tavistock Square.

Junction at Judd Street. There is a risk of left hook for eastbound cyclists going straight ahead. This needs to be eliminated by using a signalling scheme in which eastbound cycles and eastbound motors get green in separate signal stages.

Low-level signals for cyclists. These are needed at Marchmont Street where there is no second signal. At present cyclists at the front of the ASL box cannot see the signal head. Low level signals would be desirable elsewhere (see below).

### **Some enhancements**

*Low-level signals for cyclists*. Low-level signals have been introduced at the Camden Road crossing on Royal College Street and at all the junctions on the new N-S and E-W cycle superhighways. If funds allow, they would really improve the experience for the people riding the route, particularly those with limited mobility.

*A cycle counter*. The counters in Royal College Street and Pancras Road have enabled us to report on the usage of these two routes, in particular we were able to show a 20% increase in the number of cyclists following the opening of the northern extension of Royal College Street. <http://camdencyclists.org.uk/2016/10/increase-in-numbers-using-north-south-routes/>

### **Increased motor traffic flows in Judd Street and Hunter Street:**

The motor traffic flows in these streets were already at levels of around 7000 PCUs per day according to counts in September 2015. This is far above the level of 2000 PCUs per day, considered by LCC to be suitable for cyclists of all ages and abilities to share the road with motor vehicles. We therefore urge Camden to go ahead with the proposed closure at Lansdowne Terrace. Even more important is the Midland Road scheme that will provide safe cycling in both directions across Euston Road between Midland Road and Judd Street. It will also ban the left turn out of the north end of Judd Street thus removing any reason for northbound through-traffic to enter Judd Street. These measures taken together should make Judd Street suitable for use as part of the northern extension of CS-6 without adding any separated cycle infrastructure.

### **Officer response:**

Blended (Copenhagen-style) junctions, will be considered as part of detailed design, where possible and appropriate, if a decision is made to retain the trial layout.

If a decision is made to make the trial layout permanent, the cycle lanes will be surfaced in asphalt, which will provide a good grip and differentiate cycle lanes clearly from pavements (except at Byng Place – see below). In addition, the Council will continue to monitor and enforce parking and driving on the lanes/track.

Wherever practicable, loading and delivery facilities have been provided on side streets, so that they do not encroach upon the cycle lanes. Officers are aware that the loading bay outside Planet Organic, on Torrington Place, and the taxi rank outside the Tavistock Hotel on Tavistock Square mean that cyclists have to leave the cycle lane at certain times of the day (10-12 noon and 2pm – 4 pm) in the current layout. If the current layout is retained with the proposed improvements, it is proposed that both the loading bay and taxi rank would remain as these are important for the functioning of these businesses. Although this may be less desirable in terms of space dedicated to cycling, there are locations along the route where there are a number of competing demands for limited kerbside space which need to be balanced between different road users. The Council will continue to monitor loading activity in the bays to ensure that loading and delivery times are respected.

Officers are investigating options to provide clearer delineation of the space for cyclists and pedestrians in Byng Place.

Vehicles overtaking cyclists and turning left or right across the path of the cycle lane (“hooking”) was a key issue under the pre-trial layout along the Torrington Tavistock route. The trial layout is more intuitive for motorists than a single bi-directional cycle lane and feedback received during the trial indicates that it is now easier and safer for motor vehicles to make the left turn into Gordon Square, and that cyclists feel safer at junctions.

In response to feedback received during the trial, officers have made changes to improve safety at junctions. As noted above, further measures could be undertaken to make junctions along the route safer still, eg through the use of road markings, early start and separate traffic light stages for cyclists (wherever feasible and

appropriate, and subject to agreement by Transport for London, who manage traffic lights across the capital).

Cycle counter: Agree. If the street layout is made permanent, the Council will explore siting a cycle counter along this route.

Lansdowne Terrace / Judd Street / Midland Road. A decision on whether or not the Judd Street / Midland Road/Brunswick Square schemes should go ahead will be made after the decision on whether or not to retain the current layout on Tavistock Place / Torrington Place.

### **Corner Nine Arts Project**

**Comment:** Would like to retain current layout.

**Officer response:** Comment noted.

### **Cycle Islington**

**Comment:** Would like to retain current layout. This is a very important route for people to cycle from Islington to Westminster. Islington has two popular cycle routes, one via Highbury, Barnsbury and Clerkenwell (nominally designated Q10) and the other from Hackney across Goswell Rd (Q2), close to the Angel. Both of these routes feed into Sidmouth Street and Tavistock Place. We are very pleased and grateful that Camden Council is considering upgrading this route. Even the temporary layout is a pleasure to cycle. One cyclist told us that it was the favourite part of her commute from Finsbury Park to Fitzrovia. We expect it will attract an increasing number of people from Islington on bikes, including families and those who fear riding amongst motor traffic. The original bi-directional track was overloaded with cyclists during commuting hours and hairy at night especially if you were unfortunate to be cycling against the flow. It was preventing further growth in cycling. As far as the engineering detail is concerned, we defer to our colleagues at Camden Cyclists. Thank you Camden Council for your great work.

**Officer response:** Comments noted.

### **Cycling Embassy of Great Britain**

**Comment:** Would like to retain current layout. We support the trial layout becoming permanent for the following reasons -

- The new arrangement greatly reduces the amount of motor traffic passing through the streets in question, while still allowing access. This arrangement has reduced air pollution, and has made the environment safer, quieter and more pleasant for everyone.
- The previous arrangement - a 2.5m wide two-way cycle track - was congested, dangerously narrow, resulting in a number of collisions, and unable to cope with demand.
- The new layout – two separate uni-directional cycleways on each side of the road – is now able to cope with existing demand for cycling on this route, as well as reducing potential conflict. It will also allow side-by-side cycling - for instance by parents with children - as well as allowing overtaking.
- The new arrangement will be better for pedestrians too; footways will be widened, and the street will be safer and easier to cross, not only because motor traffic levels are greatly reduced, but also because the layout of the road will be simplified.

We also have a number of critical comments.

- We do not support a loading bay being placed on the cycleway itself (on Torrington Place). Parked vehicles on the cycleway will necessitate people merging into motor traffic on the road, which is neither safe, nor attractive enough for inclusive cycling.

Several of the side roads in the scheme should have continuous (or 'blended') footways across them, to reinforce pedestrian priority, and encourage driver caution, such as at either Magee Street on CS7 in Lambeth, or Bromell's Road/The Pavement, in Clapham.

- Recommend using red asphalt to make the cycleways visually distinct from the road, rather than a painted surface as it is smoother and more durable..

- There is a need for greater separation at Byng Place – firstly, between pedestrians and people cycling in an eastbound direction, to reduce conflict (this is currently a 'shared surface', without any visual distinction between walking and cycling), and secondly, between people cycling westbound and westbound motor traffic.

- Signalised junctions require careful consideration on how to prevent turning conflicts, and to enable right turns for people cycling at Bedford Way, Woburn Place, Marchmont Street and Judd Street junctions, with the latter a particular 'left hook' risk.

- The width of the cycle ways should be at least 2.5m according to Transport for London's London Cycle Design Standards for cycle flows of 800 per hour at peak.

**Officer response:**

Wherever practicable, loading and delivery facilities have been provided on side streets, so that they do not encroach upon the cycle lanes. Officers are aware that the loading bay outside Planet Organic, on Torrington Place, and the taxi rank outside the Tavistock Hotel on Tavistock Square mean that cyclists have to leave the cycle lane at certain times of the day (10-12 noon and 2pm – 4 pm) in the current layout. If the current layout is retained with the proposed improvements, it is proposed that both the loading bay and taxi rank would remain as these are important for the functioning of these businesses. Although this may be less desirable in terms of space dedicated to cycling, there are locations along the route where there are a number of competing demands for limited kerbside space which need to be balanced between different road users. The Council will continue to monitor loading activity in the bays to ensure that loading and delivery times are respected.

Blended (Copenhagen-style) footways will be considered as part of detailed design, where possible and appropriate, if a decision is made to retain the trial layout.

Officers are investigating options to provide clearer delineation of the space for cyclists and pedestrians in Byng Place.

Vehicles overtaking cyclists and turning left or right across the path of the cycle lane ("hooking") was a key issue under the pre-trial layout along the Torrington Tavistock route. The trial layout is more intuitive for motorists than a single bi-directional cycle lane and feedback received during the trial indicates that is now easier and safer for motor vehicles to make the left turn into Gordon Square, and that cyclists feel safer at junctions.

In response to feedback received during the trial, officers have made changes to improve safety at junctions. As noted above, further measures could be undertaken to make junctions along the route safer still, eg through the use of road markings, early start and separate traffic light stages for cyclists (wherever feasible and appropriate, and subject to agreement by Transport for London, who manage traffic lights across the capital).

We are currently building an island at the Bedford Way junction to deter motorists from encroaching upon cyclists' right of way when negotiating the right turn from Gordon Square. A separate cyclist stage at the traffic lights is also being modelled to address the right turn safety issue, should a decision be made to retain the trial street layout.

Pedestrian footfall is high along the Torrington Tavistock corridor, so it is important that adequate space be provided to accommodate pedestrians, pushchairs and users of wheelchairs and mobility scooters. If a decision is made to retain the trial layout, and if stepped tracks are created, the tracks would be 2.2m, wherever possible. Where this was found not to be possible, 2m would be the absolute minimum width for cycle tracks along this route.

### **Cyclists Touring Club (CTC)**

**Comment:** Would like to retain current layout. Tracks and pavements must be high quality, with no "hook risks" at junctions. Traffic volumes and speeds of motor vehicles should both be kept low.

**Officer response:** If the current layout is retained, the stepped cycle tracks would be of high quality. Wherever possible, the cycle lanes will be at least 2.2m wide. . The pavements would also be of high quality and widened where possible. Traffic volumes on the corridor have reduced during the trial and it is unlikely that this volume of traffic would change if the current layout were retained as a result of the improvements alone.

In relation to hook risks, please see offer comment in response to Camden Cyclists above.

### **CZWG architects LLP (Bowling Green Lane EC1R)**

**Comment:** Would like to retain current layout for reasons of cyclist safety and congestion.

**Officer response:** Comments noted.

### **The Derek Jarman Lab**

**Comment:** Would like to retain current layout.

**Officer response:** Comment noted.

### **Diagonal View (Business, Mortimer Street)**

**Comment:** Would like to retain current layout. The current layout has meant more of our employees cycle to work, that much more of our travel to and from meetings (particularly with google, one of our main clients) can be made by bike, and that our workforce generally feels healthier and safer.



**Officer response:** Comment noted.

**Farrell + Clark Architects (Gresse Street)**

**Comment:** Would like to retain current layout.

**Officer response:** Comment noted.

**Feilden Clegg Bradley Studios (Architects, Tottenham Street)**

**Comment:** Would like to retain current layout. The excellent provision for cycling in the Torrington Place / Gordon Square / Tavistock Place trial matters a lot to all of us who use it. It enables us to get around easily – and most importantly safely. It is definitely one of the attractions of the neighbourhood to us. We value the many safety improvements incorporated in the Torrington Place / Gordon Square / Tavistock Place trial scheme, and as such it makes our offices a more attractive place to visit by our staff, clients, collaborators and suppliers, whether they be cycling or travelling on foot. We believe the scheme will also help to make London a more attractive city in which to build and run our business. The scheme is excellent for our business and for London. Please ensure that it is retained.

**Officer response:** Noted.

**Fitzrovia Neighbourhood Association**

**Comment:** Would like to retain current layout. Since November 2015 the amount of motor vehicle traffic travelling west along Torrington Place between Gower Street and Tottenham Court Road has been significantly lowered resulting in reduced air and noise pollution. This has also led to less motor vehicle traffic along Howland Street, New Cavendish Street and Charlotte Street. The changes to the traffic layout have made it safer for those who choose active transport such as walking and cycling in Fitzrovia. We also support the widening of pavements along the length of the route. However, we recognise that there are concerns from residents living to the east in, for example Judd Street, who are experiencing a higher volume of traffic as a result of the scheme. We understand that Camden Council is proposing changes to traffic flows to reduce motor vehicles in those streets and we hope this will address concerns by residents about congestion and pollution from motor vehicles. We are also concerned that the operation of the loading bay along Torrington Place may be hazardous to cyclists and we would like the council to look at measures to improve loading arrangements. We are particularly concerned about large goods vehicles in this street and their inherent blind spots.

Would also like the council to consider taking measures to improve picking up and setting down of passengers by taxis and private vehicles around the Torrington Place and Huntley Street junction. We recognise that many residents who are elderly or disabled need access from the pavement to a motor vehicle.

Also concerned about the proposal to remove the kerb stones segregating the eastbound cycle track along the whole length of Torrington Place to Tavistock Place. The current design of the eastbound track is robust and we consider that converting this to a "stepped track" does not protect cyclists and is open to abuse from motorists entering the track or mounting the stepped kerb. Less experienced cyclists may also have difficulty getting off and back on the stepped tracks if they are blocked by a motor vehicle.

**Officer response:**

A decision on whether or not the Judd Street / Midland Road scheme should go ahead will be taken after a decision has been made on whether or not to promote the retention of the street layout along the Torrington Tavistock corridor.

With reference to loading bays: please see officer response to Camden Cyclists, above.

Converting the kerb segregation to stepped tracks continues to offer a high degree of protection to cyclists. However, stepped tracks also provide flexibility in the event of an emergency, which helps to make the scheme more acceptable to a wide range of stakeholders, including local businesses and the emergency services. If implemented, ramps would be provided at appropriate intervals to enable cyclists to move on and off the tracks, and to permit pedestrians and wheelchair users to cross the tracks. Should a decision be made to retain the trial layout, and, at a later date, implement stepped tracks, the Council would monitor the tracks to ensure that they were respected.

**Forward in Faith - English Chapel**

**Comment:** Would like to retain current layout. Support wider pavements.

**Officer response:** Comments noted.

**J & L Gibbons (Swan Yard N1)**

**Comment:** Would like to retain current layout. Put a yellow box where turning into or out of Tavistock Place so that all traffic is alerted to the possibility of cyclists.

**Officer response:** Comment noted.

**Gordon Mansions Residents' Association**

**Comment:** Would like to retain current layout. Our main reason is that preventing westbound traffic from east of Gower Street into our part of Torrington Place (between Gower Street and Tottenham Court Road) has led to a considerable reduction in traffic, and thus pollution and noise. It has been much quieter and healthier for our residents and the pedestrians and cyclists who use this part of Torrington Place. This proposal will prevent the predicted 200% increase in traffic in Torrington Place, when the West End Project is completed in 2018. But this layout has also restricted access for car & taxi, deliveries and tradespeople to Gordon Mansions. As a result, the initial instinct of a good number of our residents has been to oppose the layout, without appreciating the longer term implications of increased traffic in Torrington Place after 2018. With an ageing population, many of residents are reliant on taxis (or picked-up/dropped-off by car) in order to remain independent. The paper Public Consultation document that was distributed to households did not refer to the reason for wanting to prevent west-bound traffic entering Torrington Place (i.e. the 200% increase in traffic after 2018). As a result, many residents have not realised the reason for this aspect and the long term implication of not having it. Although this aspect

is highlighted on-line, a good number of residents will not have looked at (or have access to) the website. Residents have complained of costly taxi journeys when coming via the Euston Road due to queuing to get onto Euston Road; and longer journeys to access Huntley Street. Not all of these problems are down to this new layout; some are due to building projects such as UCLH's Phases 4 and 5 and their lorry park on Gordon Square. In relation to UCLH's Phase 5 building project (next to Gordon Mansions) in Huntley Street which will continue until 2019, dropping-off/picking-up spaces at the kerb side at/near the blocks of flats is lost. Although these restrictions are "temporary", the feeling is that 3 years is a long time and that there need to be measures during this period to enable easier access, including setting-down/picking up spaces.

Requests:

- (a). Measures to enable improved access to Gordon Mansions (Huntley Street and Torrington Place), in the context of restrictions due to construction.
- (b). Provision of setting-down/picking-up spaces outside the flats/Gordon Mansions. Ideally, space specifically reserved for Gordon Mansions residents enabling infirm or disabled people to be set down close to their front door.
- (c). Camden to support and encourage public education programmes to foster responsible cycling, including stopping at new zebra crossing.
- (d). Driver education and Satnav adjustment to help drivers (including minicabs) navigate the new situation more skilfully.

**Officer response:**

Comments noted.

Improved access by motor vehicle to Huntley Street and Torrington Place: Officers are aware that the volume of construction projects in the vicinity of Gordon Mansions, together with the current layout for Torrington Place / Tavistock Place, is making access by motor vehicle to Huntley Street and Torrington Place less direct. However, it is not possible to improve vehicle access to these streets without increasing the volume of traffic on Torrington Place. As GMRA is keen to retain this traffic reduction, in light of the forthcoming implementation of the West End Project, it is not currently proposed to increase access to Torrington Place and Huntley Street.

Education for cyclists: Cycle training is available, free of charge, to anyone who lives, works or studies in Camden. This includes advice on safe and respectful interaction with other road users. The Council actively encourages cyclists to undertake training via social media campaigns and events, Where conflict between pedestrians and cyclists has been identified as a problem the Council also notifies the police so that they can provide advice at those locations.

The Council does not have the resources to educate London drivers regarding road layout changes. It also does not have powers to instruct satellite navigation providers to update their information. However, the software is updated on a regular basis and it is therefore likely that, should the current layout be retained, problems of drivers being unaware of the changes to access will reduce.

**Guide Dogs**

**Comment:** Would like to retain current layout. Our guide dog owners use the general area regularly to access services at the RNIB headquarters, therefore, in agreement with the

RNIB, we share the concerns raised in their response (see RNIB response for further information).

**Officer response:** Comments noted.

### **Hackney Cycling Campaign**

**Comment:** Would like to retain current layout. Many of our members use this new and improved facility. The old layout is no longer fit for purpose. Its casualty rates were far too high. Returning to the old layout would be a massive step back for the area, and London as a whole. We noticed the area-wide improvements to air quality as well as the increase in numbers of cyclists using the route. We urge the council to improve this layout further and enhance the pedestrian experience too.

**Officer response:** Noted.

## **1. Support for return to pre-trial layout**

### **Birkbeck College, University of London – Facilities and Estates**

**Comment:**

*Note: This response was submitted by the Facilities and Estates Department of Birkbeck College. A corporate response, signed by the College Secretary and Birkbeck Environmental Group was submitted in June 2016, in strong support of the trial. This is reproduced below (and referenced in **Appendix X Feedback received during the trial...** <sup>3</sup>*

Would like the street to return to pre-trial layout. Within the Estates and Facilities Department we have large number of deliveries to the Goods In at the College which is based on Malet St. Our waste contractor also visits the site on a daily basis, we also have a fully electric College van that is used twice / three times daily to visit all College buildings on Russell sq, Gower St, Tavistock Sq, Tavistock Place and Gordon Sq to deliver and collect post and parcels, the van's charging point is on College property accessible only from Malet St. We are experiencing a lot of problems with the delivery drivers most who are not from this area in being able to find us with sat navs as the new road layout is not reflected in these devices. In addition to this the traffic build up around the area causes deliveries to be delayed on an almost daily basis. The College van often gets stuck in the build up of traffic that this new road system has created as to get from Russell Sq back to the College they have to drive up

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<sup>3</sup> *Birkbeck College writes in strong support of the changes that Camden has made in traffic flow on Tavistock and Torrington Place. The new traffic flow is much safer and more pleasant for pedestrians and cyclists and has cut down considerably on traffic in and around Torrington Square. The previous arrangement of a single two-way cycle lane with two-way motor vehicle traffic was very dangerous for cyclists and pedestrians, and unpleasant and unpredictable for drivers. The congestion along this stretch of road had become extreme over the last years, raising concerns about the health and wellbeing of our staff and students, especially with pollution from exhausts, noise and safety concerns.*

*As one of the largest employers in Bloomsbury, we wholeheartedly encourage the Council to make the changes to traffic flow along Tavistock and Torrington permanent. We thank you for making these positive changes which are to be strongly commended, and encourage Camden to continue making roads in the borough safer, healthier and more environmentally sustainable. (Letter from Birkbeck College Secretary and Birkbeck Environmental Group to Camden Council, 3 June, 2016)*

to Gower Place and then back down Gower St to enter Malet St via Keppel St, on occasions the traffic is so bad we have to abandon the post run.

**Officer response:** Note corporate response from Birkbeck College received in June 2016. The Council does not have powers to instruct satellite navigation providers to update their information. However, the software is updated on a regular basis and it is therefore likely that, should the current layout be retained, problems of drivers being unaware of the changes to access will reduce.

There have been increases in some journey times for motor vehicles due to the trial layout as well as as a result of other developments / road works in the area. This is due to motor traffic being diverted onto major roads which are better designed to cope with large volumes of traffic. This has affected some journeys. However, it has reduced traffic and improved air quality along the Torrington Tavistock corridor and reduced traffic on a number of other local streets (see traffic counts in consultation material) around the corridor. Together with wider cycle tracks, this encourages more people to walk and cycle with associated health and wellbeing benefits.

### **Bloomsbury Building Supplies (Marchmont Street)**

**Comment:** Would like the street to return to pre-trial layout. Firstly the proposed changes are not improvements as worded by this question. Deliveries to Marchmont Street are taking much longer, many suppliers are refusing to deliver. It is taking the emergency services much longer to respond to calls. All in all these proposed changes will endanger lives, increase pollution by congesting the surrounding areas.

**Officer response:**

### **Bloomsbury Food and Wine (Tavistock Place)**

**Comment:** Would like the street to return to pre-trial layout. We live with this every day and it and the present scheme outside my shop has hurt my small business very badly. Down 200 pounds a day. I can't make deliveries to my shop, no matter how brief. Even the milkman does not come any more (we sell milk). Keep two-way cycle lane together, next to each other, and two-way vehicle traffic.

**Officer response:**

### **The Catholic Apostolic Church Trust**

**Comment:** Would like to return to pre-trial layout. Problems getting taxi now it is one way. I like the bigger pavements. Not sure that cycle lanes on both sides of road works, particularly on Torrington Place (at the Tottenham Court Road end), as there is no provision for delivery / parking.

**Officer response:** While bidirectional (two way) cycle tracks use slightly less space, they can be confusing and potentially unsafe, particularly if they cross busy side-roads. Motorists leaving the side-roads are generally looking in the direction of conventional traffic, and can forget to check the other direction for people on bikes in the other half of the cycle lane. For the same reason, pedestrians crossing the road can also find bi-directional lanes confusing.

### **Clientcase Ltd (St Pauls Wood Hill, Bromley)**

**Comment:** The original layout was adequate.

**Officer response:** Comment noted.

### **The Confederation of Passenger Transport UK**

Comment: Would like to return to pre-trial layout. The removal of motor traffic westbound means there are fewer options for vehicles wishing to access locations in the area. This has created additional traffic as vehicles travel more circuitous routes, longer journeys and increased congestion. For example, coaches travelling along Woburn Place northbound wishing to access the Tavistock Hotel must now travel all around the square rather than just turning left at the bottom of Tavistock Square. Streets in the area are regularly at or close to capacity and so small increases in traffic can cause significant congestion.

Traffic speeds are already generally very low in the area and the proposed speed tables are unlikely to have any significant benefit. They will however negatively affect the smooth flow of traffic at certain times as vehicles brake slightly and then accelerate slightly, resulting in increased emissions. Any additional priority for cyclists at junctions will further reduce the capacity of those junctions.

**Officer response:** There have been increases in some journey times for motor vehicles due to the trial layout as well as a result of other developments / road works in the area. This is due to motor traffic being diverted onto major roads which are better designed to cope with large volumes of traffic. This has affected some journeys. However, it has reduced traffic and improved air quality along the Torrington Tavistock corridor and reduce traffic on a number of other local streets (see traffic counts) around the corridor. Together with wider cycle tracks, this encourages more people to walk and cycle with associated health and wellbeing benefits.

Monitoring undertaken along the Torrington Tavistock corridor before and during the trial shows that NO<sub>2</sub> emissions, the major pollutant of concern in central London, have reduced, due to the removal of the westbound lane of traffic. However, speeds have increased slightly. Feedback received from organisations, pedestrians and cyclists indicate a need to keep traffic speeds low. As well as managing the speed of motor vehicles, the potential additional street improvements, such as raised tables, would also serve to slow cyclists, and indicate visually to all road users that the street is heavily used by pedestrians.

Road space in Central London is limited. Cycling and walking are very space-efficient ways of moving people around cities, and are included within the definition of “traffic” under the Traffic Management Act 2004. The average occupancy of a private car in central London during the morning peak is 1.3. A cycle equates to one fifth of a Passenger Car Unit (0.2 PCU), meaning that the space occupied by one car can accommodate five bicycles. Cycling is substantially more efficient at transporting individual people within the same road space, particularly as the average speeds of a bicycle and a car during peak travel times are similar. In addition, the size and shape of a bicycle generally allows cyclists to make use of space on the road that would otherwise be unusable by larger vehicles. This can substantially increase the overall capacity and flow rate of roads, even where congestion slows down motor vehicles.

### **Derby Lodge TRA**

**Comment:** Would like to return to pre-trial layout. Elderly and disabled residents need to use cabs to go to the doctors, church, visit friends etc. This has quadrupled their cab fares,

meaning some people are no longer able to afford to do things that so many able-bodied people take for granted. Not all of us are fit, young and able to use bicycles or are they not supposed to live in Central London anymore?

**Officer response:**

There have been increases in some journey times for motor vehicles due to the trial layout and other developments in the area. This is due to motor traffic being diverted onto major roads which are better designed to cope with large volumes of traffic. It is recognized that this has affected some people travelling by car/taxi including older and disabled people. However, it has reduced traffic and improved air quality in and around most of the corridor. This, together with wider cycle tracks that can accommodate adapted cycles, encourages more people to walk and cycle with associated health and wellbeing benefits, including to older and disabled people.

It is often assumed that disabled people cannot cycle, or are not interested in cycling. In fact, according to TfL figures<sup>4</sup>, approximately 15% of disabled people in London actively cycled for transport in 2014, compared to 18% of non-disabled people. Many disabled people find cycling easier and safer than walking. Cycling provides door to door transport and can be combined with other modes of transport.

**Dial-a-Cab**

**Comment:** Would like to return to pre-trial layout.

**Officer response:** Comment noted.

**Gower Street Hotel Association**

**Comment:** Would like the street to return to its pre-trial layout. If it is the decision of the Council to keep this scheme which makes it impossible for our businesses to get around then they should at least consider making a new way from East to West joining up to Tottenham Court Road, across Bedford Square as there is no residential there or change the one way of Great Russell Street. At the moment the scheme is terrible and does not work at all well.

**Officer response:**

There have been increases in some journey times for motor vehicles due to the trial layout as well as as a result of other developments / road works in the area. This is due to motor traffic being diverted onto major roads which are better designed to cope with large volumes of traffic. This has affected some journeys. However, it has reduced traffic and improved air quality along the Torrington Tavistock corridor and reduced traffic on a number of other local streets around the corridor. Together with wider cycle tracks, this encourages more people to walk and cycle with associated health and wellbeing benefits.

**Guilford Court Freehold Ltd and Guilford Court Management Ltd**

**Comment:** Would like to return to pre-trial layout. There is no easy way for westbound traffic which now has to go up to the Euston Road, or as before down to Roseberry Avenue before being able to come up Tottenham Court Road. The current provisional layout can easily add 10 to 15 minutes onto journeys in peak times because of the congestion it creates in

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<sup>4</sup> Travel in London: Understanding our diverse communities (Transport for London, September 2015)

northbound traffic which would previously have been able to turn left into Tavistock Place. Apart from the frustration of the slower travel times there is significantly increased pollution. We feel this in Guilford Street which is routinely congested with idling traffic held up because of congestion up by Tavistock Square. Your briefing notes indicate reduced NO2 emissions at three sites in the area. We cannot believe however that the idling traffic in Southampton Row and Guilford Street reflects a more general reduction. Your route map indicates that you were expecting more traffic on Guilford Street. Given the congestion there may well be a reduction in actual traffic numbers in Guilford Street, but Camden should have monitored streets other than Gordon Square, Tavistock Place and Russell Square where your own maps showed that traffic was inevitably going to be reduced and focus on the effects on other streets in the neighbourhood. It may be that attention to traffic light phasing could also have some effect on traffic flow e.g. Judd Street/Tavistock Place and Gray's Inn Road/Guilford Street and thereby on pollution levels.

There are several cyclists who are GCM/GCF directors and freeholders and they can appreciate the additional provision, but were not aware that this particular route needed the protection of separate as opposed to combined cycle ways. Cycle traffic bunches around the rush hour whereas vehicular traffic is more regular so the previous provision was a more efficient use of limited road space. It is now as quick to walk as to take a taxi to travel east to the other side of Tottenham Court Road. There are no east west public transport routes to Marylebone. A longer term plan for such could be an added bonus for local travel.

**Officer response:** These issues are dealt with elsewhere in the document.

### **Heathrow Airport Taxi Drivers United (HATDU)**

**Comment:** Would like to return to pre-trial layout. There must be a west bound traffic lane incorporated somehow.

**Officer response:** Please see Appendix D.

### **The Imperial London Hotels Ltd**

**Comment:** Would like to return to pre-trial layout. If the streets are not returned to the pre-trial layout then consideration must be given to alternative schemes.

1. Commit to a full Transport for London modelling exercise of a west bound only car traffic scheme in the Tavistock Place/Torrington Place corridor and a thorough assessment of the findings of this exercise.
2. Commit to conducting air quality tests in at least five other locations (aside from Gordon Square, Russell Square and Tavistock Place) in Bloomsbury to give a more accurate picture of the position on air quality throughout Bloomsbury.
3. Consult fully with the emergency services and University College Hospital on the issue of emergency vehicle access.

In addition to the consultation response summarised above, Imperial Hotels drafted and coordinated a letter, dated 21 October, 2016, which urged the Council to implement points 1-3 above (identical wording). This was signed by:

- The Bedford Estates
- The Russell Square Commissioners at 54 Russell Square Residents Association



- The Gower Street Hotel Association
- Bloomsbury Bowling
- Levon Boyadjian (Director, Gulian Photo Centre)
- Planet of the Grapes Ltd
- Imperial London Hotels Ltd

**Officer response:** Officer do not consider that the pre-trial layout resolves the issues that were prevalent or achieves the objectives that the council would like to meet. The alternatives suggested by others referred to under point 1 above have been assessed and the findings are reported in Appendix D. Officers will continue to engage with the Imperial London Hotel's Ltd in order to address the other issues they have raised.

### **Mornington Cars (NW1)**

**Comment:** Would like to return to pre-trial layout.

**Officer response:** Comment noted.

### **National Hospital for Neurology and Neurosurgery – Hospital Transport Department (Queen Square WC1N)**

**Comment:** Would like to return to pre-trial layout. Our patients travel to and from the main Hospital in Euston Road to Queen Square and their travel journey time has increased due to the road being made into a one way street, thus backing up traffic on the main Bloomsbury Road. Pre-trial layout worked best as it did not create traffic jams along Torrington Place and Bloomsbury.

**Officer response:** There have been increases in some journey times for motor vehicles due to the trial layout as well as as a result of other developments / road works in the area. This is due to motor traffic being diverted onto major roads which are better designed to cope with large volumes of traffic. This has delayed some journeys. However, it has reduced traffic and improved air quality along the Torrington Tavistock corridor and reduced traffic on a number of other local streets (see traffic counts in Appendix X) around the corridor. Together with wider cycle tracks, this encourages more people to walk and cycle with associated health and wellbeing benefits.

### **Queens Square Gardens**

**Comment:** Would like to return to pre-trial layout. Camden making changes that are directly reducing quality of life in this area and will have detrimental impact in future on residents and businesses We have already changed our shopping and spending habits take our money elsewhere. People responsible should be penalised for their lack of public responsibility and undesirable stupidity as you are incapable of governing our area.

**Officer response:** Comments noted.

### **Grant Thornton (Melton Street NW1)**

**Comment:** Would like to return to pre-trial layout.

**Officer response:** Comment noted.

### **Royal Mail (Mount Pleasant Mail Centre, EC1A)**

**Comment:** Would like to return to pre-trial layout. We have a universal service obligation (statutory) to collect and delivery mail to / from addresses. This trial has created many difficulties in providing this service and worsened the levels of road traffic in the surrounding areas. It has also clearly had a detrimental effect on the levels of pollution and air quality because of the traffic jams caused as a direct result of this trial.

**Officer response:** There have been increases in some journey times for motor vehicles due to the trial layout as well as as a result of other developments / road works in the area. This is due to motor traffic being diverted onto major roads which are better designed to cope with large volumes of traffic. This has affected some journeys. However, it has reduced traffic and improved air quality along the Torrington Tavistock corridor and reduced traffic on a number of other local streets (see traffic counts) around the corridor. Together with wider cycle tracks, this encourages more people to walk and cycle with associated health and wellbeing benefits.

### **54 Russell Square Residents (8 members)**

**Comment:** Would like to return to pre-trial layout.

We are pensioners living in Russell Square who with our friends like to visit a restaurant in Goodge Street but due to their limited mobility have to take a taxi from Russell Square. Now the taxi must either go via Centre Point or Euston Road both of which are very congested. The taxi ride now takes twice as long and costs twice as much while causing greater pollution. This is because the only westerly route has been closed by the traffic scheme.

On Thurs 6 October at 11.00 Russell Square had traffic standing on 4 sides with the engines running and causing a great deal of pollution and noise. It essentially started at the traffic lights in Tavistock Square. Both Bedford Way and Woburn Place had standing traffic all the way back to Russell Square into and around the Square. The traffic lights at the junction between Bedford Way and Tavistock Square have a 15 second green light which allowed 7 vehicles to pass. There were however, 30 vehicles stationary in Bedford Way and just to clear that traffic would take 3-4 cycles of the lights without considering the stationary traffic in Russell Square. There were ambulances without flashing lights within the queues in both directions and clearly with the number of hospitals in the area this must be a regular event. The road from Gordon Square cleared on 30 seconds of each light, there were no cyclists travelling in either direction and from previous observation there tends to be a rush in the morning going west and a rush of them in the evening going east. The main traffic demand is through traffic going north/south clearly therefore the directions of the lights given to the north traffic are not correctly balanced particularly after the morning cyclist rush and this results in a build up of polluting noisy traffic. The junction is also restricted by the excessively large left turning cycle lane, so the narrow northern lane gets blocked by traffic turning right. This did not happen before the changes.

The junction at Woburn Place and Tavistock Square allows vehicles to only travel in a northerly direction with no left or right turns, apart from cyclists who can turn left. There was again standing traffic back and beyond the traffic lights in Russell Square. ..Clearly the lights are not balanced correctly and as a result the build-up progressively increases during the day. The over large cycle lane at this junction also reduces the capacity for northerly traffic.

With both these lights being incorrectly balanced this affects the build-up of traffic around Russell Square and further affects traffic entering the Square from the westerly direction in Guildford Street. This street now carries the westerly traffic that might have used Tavistock Place and the increased volume and congestion at the junction with Russell Square results in a build-up of standing traffic waiting to enter the square. Again noise and pollution at the very points where many pedestrians cross the Square to go to the British Museum. The changes to Torrington Place and the wide pollution this has caused are now effecting the potential health of some of the 4.5m people who visit the museum and the many workers and locals for whom the Square and its environs are a vital resource

**Officer response:** Matters dealt with elsewhere in report.

### **Staunton Hotel (Gower Street)**

**Comment:** Would like to return to pre-trial layout.

**Officer response:** Comment noted.

### **Bloomsbury Leisure Group (Bedford Way / Tavistock Square WC1H)**

**Comment:** Do not want to retain trial layout but have no opinion on whether would like to return to pre-trial layout. Customers dramatically affected by increase in traffic congestion in the area. People cannot get access to the venue in taxis nor can general traffic move around the area. It is chaos. The solution is simply to have peak hour cycle lanes (7am - 9am) (5pm - 7:00pm) which revert to two way vehicle traffic. As a regular cyclist having West and East dedicated lanes is great but they do not need to be permanent, just for peak hours. The cycle lanes are not used in any great capacity outside peak hours, which is clearly unfair on motorised vehicles.

**Officer response:** These matters are dealt with elsewhere in this report.

### **Bloomsbury Resident's Action Group (BRAG)**

**Comment:** Neither the trial layout nor the layout before November 2015 is acceptable. BRAG is putting forward an alternative compromise plan that accommodates two uni-directional cycle lanes without closing the route to westbound traffic. This plan not only meets and in large part exceeds national standards but also the majority of it meets Camden Cyclists' standards. The one-way system in Tavistock Place / Torrington Place is unnecessary and highly damaging causing congestion, pollution and traffic danger in surrounding streets as well as access problems for emergency vehicles, disabled people and local businesses. We recommend that the route be reconfigured to accommodate two-way traffic and two separate cycle lanes as existed 15 years ago.

**Officer response:** The BRAG proposal submitted has been assessed by officers and can be found in Appendix D.

### **Interpostbox (IPB) (business, Tavistock Place)**

**Comment:** Having 2-way cycle lanes is confusing for pedestrians crossing the street. If all the car and bicycle traffic was traveling in one direction only it would be better, but I notice you are not offering this as a solution.

**Officer response:** These matters are dealt with elsewhere in this report.

### **Jessel House Residents Association**

**Comment:** Do not support either current or pre-trial layout. Negative impact on surrounding streets (Judd St). Increased stationary and volume of traffic. Increased pollution on Judd St. No mention of no left turn at North End of Judd St. Please explore other options.

**Officer response:**

Camden has installed air quality monitoring equipment on Judd Street. Other matters raised above are dealt with elsewhere in the report.

### **Licensed Taxi Drivers' Association (LTDA)**

The Licensed Taxi Drivers' Association, the major representative body for London's 25,000 taxi drivers, has taken the decision to oppose the Tavistock Place and Torrington Place measures proposed by Camden Council, following consultation with its members, the Bloomsbury community, and local businesses. The LTDA would also not be supportive of the return of the pre-trial layout. The LTDA believes that Camden Council can deliver a better scheme on Tavistock Place and Torrington Place for all road users in the Bloomsbury area as detailed below. This response is supported by the two other members of the London Cab Ranks Committee: Unite the Union Cab Section and the London Cab Drivers' Club. A consultation report is included alongside this submission providing the evidence base used by the LTDA to reach these conclusions. In summary, the LTDA would support Camden Council reviewing the measures on Torrington Place and Tavistock Place in conjunction with the wider Bloomsbury area. The LTDA believes there is scope to provide two cycle lanes, two traffic lanes, and improvements to the pedestrian areas on Torrington Place and Tavistock Place. Were Camden Council to rule there to be insufficient space for this on Tavistock Place, we would support Camden Council reviewing the possibility of two-way working between Bedford Way and Byng Place. The LTDA also believes that the direction of the one-way system currently in place on Montague Place and Russell Square could also be reviewed to provide an alternative route travelling from East to West that does not require travel on Euston Road.

The LTDA believes that these solutions will provide improvements to the local cycle network, relieving the busy cycle lane that was previously on the route, whilst also reducing congestion and air pollution within the wider area that has been displaced by the removal of the east to west route.

The three key concerns the LTDA has with retention of the current measures are as follows:

#### **Congestion**

The data provided by Camden Council evidences that congestion has increased in the wider area as a result of the measures with 36 out of 73 stretches of road monitored experiencing an increase in traffic (62 out of 128 individual units).

Roads where significant increases have been noticed include but are not exclusive to:

- Endsleigh Gardens (East of Gordon Square) with a traffic increase of 290%

- Gower Place (West of Gower Court) with a traffic increase of 192%
- Endsleigh Street (North of Endsleigh Place) with a traffic increase of 156%
- Byng Place (West of Torrington Square) with an increase of 77%

This suggests that there is an unintended consequence of traffic increasing along sections of the route due to these measures. Instead of reactionary measures being brought in to address this, we feel that Camden Council should consider the Bloomsbury area as a whole, including Tottenham Court Road, to assess how all modes of traffic can best traverse the area safely and quickly.

### Air Pollution

Air quality is an important issue for our members, who are breathing in the traffic fumes for long periods of time each day.

The LTDA welcomes a drop in air pollution on Tavistock Place, Torrington Place and Russell Square. However, we believe it is unfortunate that there is a lack of air quality data recording the impact of the displacement of traffic onto neighbouring streets.

The absence of this data from the trial evidence base means that it is almost impossible to measure the true impact of the trial across the wider area. Instead of Camden Council undertaking a decision now based on incomplete data, we believe that this additional evidence needs to be fed into the process so that Camden can make a truly objective decision on this matter rather than installing these currently flawed measures.

Camden Council's Transport Strategy fails to recognise that black cabs, from 2018, will be zero emissions, helping to improve air quality across London. We also believe that Camden Council should recognise this change in taxi technology and consider it in their decision-making process for Tavistock Place and Torrington Place, as well as future traffic measures.

### Accessibility

The measures installed on Torrington Place and Tavistock Place have led to significant challenges for disabled and elderly residents and visitors to the area.

The LTDA would support measures providing greater segregation between traffic modes along Tavistock Place and Torrington Place, subject to the segregation being of a suitable height and width, to enable a taxi ramp to be deployed safely. Such measures should seek to declutter the route, making it safer for all road users. The LTDA believes that this route should be returned to two-way working in order to ensure that it remains accessible for all. The present one-way route has reduced accessibility for those with reduced mobility. Restricting passengers' ability to be dropped off along Tavistock Place has resulted in them needing to be dropped in side streets, leading to sometimes lengthy walks to their destinations.

It should be noted that the proposal for stepped tracks do pose challenges for accessibility, particularly for wheelchair users travelling by black cab. At Pancras Way – where Camden Council has installed a stepped track – the dimensions make it difficult to deploy the ramp to allow sufficient room for a wheelchair to board/exit the vehicle easily. As such, the

accessibility of this road for disabled and elderly passengers has been reduced. The LTDA believes that, if stepped tracks were to be installed, the dimensions should mean that it remains possible to deploy the ramp safely so that wheelchair users can board and disembark from a black cab.

The accessibility of the entire route has been restricted due to the west to east one-way nature of the measures. This means that the ramp – which is on the left-hand side of the vehicle – is unable to be deployed due to the location of the cycle way. Most notable is the Tavistock Hotel taxi rank which, due to its location on the right hand side of the vehicle, means that wheelchair users need to be picked up in side streets before finding their own way to the Hotel or their destination. If the measures were to go ahead as proposed, the LTDA would request modifications at this location to allow for deployment of the ramp.

The route previously was an important road for taxis and emergency vehicles taking people to University College Hospital, Great Ormond Street and the Royal National Orthopaedic Hospital. Cutting the direct route along Tavistock Place and Torrington Place has increased the journey time for vehicles travelling to the hospital potentially putting lives at risk through sending emergency service vehicles into already congested traffic corridors such as the Euston Road.

The LTDA believes that these three key points can be addressed through modifications to the scheme and if these changes could be delivered, the LTDA would consider withdrawing its opposition to these proposals.

Consultation carried out by the LTDA in the local area and on-line led to the view that the LTDA does not support the measures as they stand or a return to the pre-trial layout. The LTDA requests the re-introduction of two-way working or two-way working between Byng Place and Bedford Way.

Officer response: Officers have regular meetings with representatives from the taxi trade, including LTDA. With regards to their suggested options, an assessment of these has been undertaken by officers and can be found in Appendix D. Officers are happy to meet LTDA and the other representatives of the London Cab Ranks Committee: Unite the Union Cab Section and the London Cab Drivers' Club to discuss their concerns in detail and seek a way forward.

### **Royal National Institute for the Blind (RNIB)**

RNIB has its headquarters building on Judd Street Our colleagues at Thomas Pocklington Trust are based in Tavistock Square again on the route of the cycle lane and Guide Dogs for the Blind Association also have an office at Euston. There is significant travel between our buildings along the trial route. RNIB therefore believes that these proposals are likely to impact on blind and partially-sighted people and every effort needs to be made to ensure that it is as accessible as possible.

### **Equality Considerations**

As a public authority, Camden is subject to the Public Sector Equality Duty and is required to have "due regard" to equality outcomes in everything it does. In particular, the Council is required to ensure that it eliminates discrimination, advances equality of opportunity and fosters good relations between, amongst others, disabled and non-disabled people in everything it does and this includes planning and highways development/design.

The design is also impacted by the substantive provisions of the Equality Act which makes it unlawful for a service provider/those providing a public function to discriminate. This includes the requirement to make reasonable adjustments where a physical feature places disabled persons at a substantial disadvantage in comparison to persons who are not disabled. The duty to make reasonable adjustments is anticipatory in that it requires consideration of, and action in relation to, barriers disabled people face in accessing services/public functions before an individual disabled person makes use of a particular service/function.

We have outlined below aspects of the design which may cause difficulties for blind and partially sighted people and have the potential to discriminate (as well aspects that are welcome). These comments are the result of an informal access audit conducted by RNIB officers. We would ask that before the detailed design is finalised, a full professional access audit is undertaken to ensure that the final design does not negatively impact on blind and partially sighted people's access to the area and is therefore compliant with the requirements of the Equality Act. We understand that this is a recommendation of both Manual for Streets and the London Cycling Design Standards.

Concerned by the reference in consultation document to difficulty experienced by wheelchair users being dropped off outside the Tavistock Hotel without any apparent attempt to address the problem. Issue presumably applies along length of the trial scheme and needs to be addressed as it has the potential to breach the provisions of the Equality Act (placing wheelchair users at a substantial disadvantage) leaving the Council open to potential challenge. Will also need to be addressed in an Equality Impact Assessment together with necessary changes.

#### Sight loss and cycling

RNIB supports programmes that reduce traffic and make cycling and walking better for people. Promote cycling amongst staff through cycle to work scheme, providing storage and changing facilities.

Increasingly concerned about how new cycling schemes are planned, applied and consulted on with local authorities adopting designs that encroach into walking areas, create shared use spaces and potentially place people with sight loss at risk. Blind and partially sighted people tell us that the behaviour of some cyclists intimidates them and impacts upon their independent mobility. They report cyclists jumping red lights and cycling past them on crossings; not realising the negative impact this can have particularly on people with sight loss. We have had at least two members of staff who have collided with cyclists whilst crossing Tavistock Place by cyclists jumping red lights. Blind and partially sight people report cyclists shouting at them to "get out of the way" and ringing their bells angrily. Low level anti-social behaviour impacts upon blind and partially sighted people's confidence and independence.

Camden (and cyclists) must not assume that all blind people are easily identified by their having either a cane or a guide dog. Many people with sight loss carry neither a cane nor use a guide dog. Even those using a white cane will not necessarily be easy to spot.

Aware that local authorities do not monitor minor collisions or near misses experienced by pedestrians with cyclists or provide accessible routes for pedestrians to report such incidents. Request that Camden confirm whether they collect this data and how pedestrians can report such incidents. RNIB would hope that with an accessible design as well as an improvement in cyclist behaviour as a result of dedicated space that the above concerns will not be a problem in this scheme. We would, however, welcome an initiative from the Council that monitored these issues especially given the number of blind and partially sighted people in this particular area.

### Current conditions on Judd Street

The level of traffic on Judd Street has increased significantly since the implementation of the trial, without any consultation with RNIB and it is not clear that an equality impact assessment was undertaken prior to implementation. However, in light of the decision to implement the extension of the North/South cycle superhighway down Judd Street we recognise that the level of traffic on Judd Street will reduce significantly. Would be concerned if the streets around Judd Street become “rat runs” for traffic avoiding the more significant congestion that appears to have been created on a number of routes around the trial site and has the potential to increase once the Superhighway extension is open (and Judd Street closed to through traffic). This places blind people using informal crossings at additional risk.

### Welcome improvements

RNIB welcomes wider pavements. Existing pavements very narrow around Tavistock Square. However, disappointed that pavement widths aren't specified and unclear what street furniture/cycle parking will be included on these pavements. Welcome use of straight line crossings, removal of islands and additional signal boxes.

### Raised Junctions

RNIB is very concerned about proposal to raise junction at Marchmont Street, Huntley Street and Gower Street. Proposal to raise junction between Malet Street and Gordon Street (including Byng Place), has potential to create a very substantial “shared space” area. Blind and partially sighted people need kerbs in order to navigate and orientate themselves and to provide a demarcation with the road. Without kerbs they risk, unknowingly, walking into the road. Essential that a detectable kerb remains. RNIB's preference would be for retention of a standard height kerb or, at the very minimum, a 60mm kerb in accordance with UCL research regarding detectability. Without a significant kerb there is also a danger of vehicles overrunning the pavement putting pedestrians at risk and damaging the pavements and at Marchmont Street there are already bollards in situ to prevent this.

### Stepped cycleway

Would be grateful for clarification as to the depth of the pavement kerb along the cycleway. From the plans it would appear that the cycleway will be flush with the pavement or there will only be a minimal kerb. Plans appear to show more substantial step down would be from cycleway to the carriageway. This means all the junctions in the scheme are raised junctions so far as the cycleway is concerned and this will place blind and partially sighted people at risk (causing a disadvantage in accessing the area). Also increases the risk of pedestrian/cycle conflict with (sighted) pedestrians wandering into the cycle lane. RNIB requests that the existing standard height kerb is retained or, at the very minimum, a 60mm kerb is included in accordance with UCL research. We note that we made similar comments in response to the consultations in March regarding Midland Road etc and disappointing that comments have not been taken on board.

### Tactile Paving

No tactile paving marked along the plans at all - assume this is an omission albeit a concerning one. RNIB would expect that all tactile paving placed along the route will comply with the National Guidance on Tactile Paving - red at controlled crossings and tactile tail needs to be 1200mm. There should also be contrasting/buff tactile at uncontrolled crossings. Given that visitors in this area will come from all over the country it is important that the paving is consistent with National requirements.

### Crossings



We also welcome the retention of all signal controlled crossing currently operating in the scheme. However, we would seek the reassurances of the Council, that all signal controlled crossings will include bleeps (unless this conflicts with other crossings in the vicinity). In our initial audit of the area, we found that none of the crossings currently had their bleeps switched on. Again we consider this to be a requirement of national guidance and a commitment of TfL.

#### Colour of the cycleway

Currently the eastbound (permanent) cycleway is differentiated from the carriageway and pavement by colour (as well as a substantial kerb). Whilst the plans show a green cycle track we understand that the intention is for the track to be the same colour as the road. RNIB would prefer the track to remain a different colour to make clear to pedestrians that it is a cycle track reducing the potential for conflict. If it is to be the same colour as the road then there needs to be sufficient contrast with the pavement to clearly differentiate it.

Also see below comments re. Byng Place.

#### Byng Place

We assume from the plans that the arrangement at Byng Place will not change significantly. However, we would make the following observations regarding the accessibility of this "shared space". The kerb height in the safe space is only 50mm and is therefore not sufficiently detectible. As a result of the lowered kerbs there is a significant potential for pavement parking especially at the southern end blocking the "safe space". When we were inspecting this area there was a lorry parked on the pavement, a car as well as a refreshment stand. A standard kerb height would limit this.

We also consider there is significant potential for pedestrian/cycle conflict due to the inadequate differentiation between the cycleway and the pedestrianised area. We would prefer the cycle way to be differentiated by a change in colour and level difference.

#### Cycle Parking

During our audit we noted a very significant level of parked cycles around Byng Place and there is clearly a need for increased cycle parking to accommodate this. Currently the cycle racks are full and cycles are being attached to railings, sign posts and trees potentially causing an obstruction.

Plans are inadequate with regard to provision of cycle parking within the area. However, we would expect that widened pavements should be sufficient to allow for increased cycle parking. Council should consider the need for blind people to have sufficiently unobstructed pavement in order to navigate the area safely.

#### Parking at grade

Note there are a number of loading areas in the plans. At least one of these is currently at grade (on Malet Street) and appeared to be being treated as a parking space. RNIB is concerned about the provision of parking space at grade especially where it encroaches upon pedestrian space. Blind and partially sighted pedestrians are unable to detect that they are walking onto a parking/loading area and are therefore at risk of bumping into vehicles parked there or approaching/departing.

A detectible kerb needs to be installed of at least 60mm depth with sufficient tonal contrast. RNIB's preference would be for a standard height kerb with a tactile dropped kerb for access.

## Materials

Materials used need to be carefully considered and we would seek clarification as to the materials to be used for paving, carriageways and delineations etc.

Any surface must be hard wearing in order to prevent it degrading and becoming a trip hazard (as has happened in many shared space schemes) and consideration needs to be given to the requirements for reinstatement following work by utility contractors. It must also be slip resistant in all weather conditions.

Please also see above comments in relation to the need for tonal/colour contrast.

## Construction work

If scheme goes ahead, this is likely to result in significant construction work in the area including closed pavements and cycle lanes. Very careful consideration needs to be given to the impact that this work will have on blind and partially sighted people's ability to safely navigate the area and would welcome the opportunity to work with the Council and other stakeholders to ensure appropriate measures put in place.

### **Officer response:**

Officers are aware of the Council's responsibilities in relation to the Public Sector Equality Duty and the Equality Act and have taken these into account in the design of the scheme. Officers are currently engaging with the RNIB on other projects proposed in the vicinity of this scheme and will continue engaging throughout the detailed design and construction phase. A similar approach will be taken for the Torrington Tavistock scheme.

Officers understand the impact that cyclists' behaviour, and in particular, ignoring red lights at pedestrian crossings, may have on the safety, confidence and independent mobility of blind and partially-sighted people. The Council offers free cycle training to anyone who lives, works or studies in the borough – which includes instruction on safe and respectful co-existence with other road users. The Council also notifies the police so that they can provide advice at locations where conflict between pedestrians and cyclists has been identified as a problem.

## **University College London Hospital (Capital Investment and Facilities Department)**

UCLH concerned about additional journey time from Gray's Inn Road and Queen Square hospitals to UCH campus. Patient Transport Services do not hold data recording the journey time increase but average westbound journeys from Queen Square to UCH campus have increased from 10 minutes to 45 minutes and from Grays Inn Road to UCH campus from 15 minutes to 37 minutes.

Staff who cycle to work support the proposals.

Would like traffic options explored that ease journey times from east to west. Wish to see good provision for cyclists but need a solution that does not cause delay and stress for patients.

Questions:

1. What impact is there likely to be to traffic when works are undertaken to make any scheme permanent?

2. What processes are there going to be in place to mitigate any potential problems to emergency vehicles during any proposed works?
3. What traffic data studies have been carried out, at what times and what were the results?
4. What modelling has been carried out to see if this scheme will still be effective after the implementation of the WEP - what's bad now may only get worse later on.
5. What guarantees can be given that emergency service vehicles and patient experience on reaching/departing the hospital are not compromised?

Note: UCLH's comments are in addition to those issued during the trial which focus on increased travel times between the National Hospital for Neurology and Neurosurgery and UCLH and also the Royal National Throat, Nose and Eye Hospital and UCLH

**Officer response:**

Appendix D provides an overview following a traffic modelling exercise of the impact predicted should the scheme be implemented on its own or with other schemes consulted upon, but for which decision is to be taken at a later date.

Engagement with emergency services will be undertaken together with TfL from whom approval would be sought prior to any works taking place.

The before and after trial data is all provided in the detailed consultation leaflet included as part of this Appendix.

**Other comments**

**Bloomsbury Association**

A member of BA attended one of the consultation drop in sessions at the Old Town Hall on 12 October, 2016 and provided comments on the comments notepad provided by Council officers. The response did not indicate clear support for, or opposition to, retention of the trial layout (as these questions were not responded to), but expressed the following concerns :

*Changes on Torrington Place seem to be acting to encourage westbound traffic to be displaced south. This seems to be aggravated by the change of direction of flow on Percy Street so service traffic rat runs from Gower St via Bedford Square/Bayley Street to Rathbone St to do an illegal right turn onto Oxford St.*

*Two-way cycle flow on Torrington Place/Tavistock Place is extremely confusing for pedestrians crossing either street. The danger is primarily from cyclists who travel at faster speeds than cars but do not have the same braking power. It is a very unfriendly pedestrian environment.*

**Officer response:**

Comment noted and will be monitored once the West End Project proposals are implemented. The trial layout is more conventional and easily understood and is safer for

pedestrians to cross the road than the previous layout where pedestrians had to watch out for cyclists approaching from both directions in the same cycle lane.