



ASPIRATION

CHOICE

HERITAGE

# Baker Street Two Way Consultation: Consultation Response Report

Evaluation and Performance Team



City of Westminster

Date: October 30, 2015

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# 1 Introduction

This report summarises the responses to an extensive public consultation which has been undertaken regarding proposals to turn Baker Street and Gloucester Place from one way streets, into two ways streets.

Baker Street and Gloucester Place were originally residential streets, however over time Baker Street has evolved into a main thoroughfare, lined by retail and office buildings. The current one way traffic system on Baker Street and Gloucester Place was implemented in the 1960s and creates multiple lanes of fast moving traffic on both streets. As a result the dominance of vehicles has divided streets and residential communities.

The proposals for this area seek to return these streets to a two way traffic flow.

The aims of these proposals are to deliver:

- Simplification of the network by making it two way
- Creation of a stronger sense of community
- Less cluttered footways along Baker Street and Gloucester Place, and footway widening in some areas to reduce pedestrian congestion
- Better pedestrian signage/way finding throughout the area to make it easier and more convenient to move around
- Improvements to over 50 signal crossing locations throughout the area, with 23 new controlled pedestrian crossing locations, and more opportunity to cross safely
- More places for people to park their bicycles, the introduction of advanced cycle stop lines at traffic signals and new cycle lanes on Gloucester Place, making the area easier and safer to cycle through
- Easier vehicle access to local businesses, which in turn will help them grow and serve the community
- Improvements to the public realm, including new footway and carriageway materials, as well as new street lighting
- More trees and greenery where possible.

The aims of the public consultation were to:

- Present the proposed scheme for consultation
- Encourage and gather a broad range views on the proposed scheme
- Gauge overall views on the scheme and specific elements of the proposals
- Understand overall views by geographic area
- Understand any issues or concerns for residents, businesses, visitors, workers and organisations.

## 1.1 Executive Summary

The public consultation on the Baker Street Two Way project opened on the 26 May and ran for 10 weeks until the 31 July 2015. The council chose a consultation period of 10 weeks which was deemed adequate to enable a broad range of views to be gathered<sup>1</sup>. The consultation programme covered online, print and face-to face channels in order to encourage a broad range of responses from different groups.

### 1.1.1 Consultation Response

A very broad range of responses were received across the consultation channels, with a high number of responses to the consultation questionnaire.

The purpose of the consultation was to identify information that the council should consider in decision making for the next stage of the Baker Street Two Way project proposals. The consultation was not designed to be a representative questionnaire of the local population. As the council received over 1,400 responses to the consultation questionnaire, we are confident we have captured all the major issues which need to be considered in relation to the proposed Baker Street Two Way project. In particular there were a number of specific concerns for those living north of Marylebone Road and north-west of Gloucester Place and residents in these areas were mobilised to share their views, which accounts for the high concentration of responses we received from these areas.

It should also be noted that the response from visitors (374) was affected by a set of over 100 responses received from cyclists, who offered duplicate responses to a number of questions. These duplicate responses have been treated as individual responses in the analysis, as there were some slight differences across the non-duplicated answers.

The consultation response analysis in section 1.1.2 is based on the feedback we received from a mix of residents, workers, visitors, local businesses and stakeholder groups.

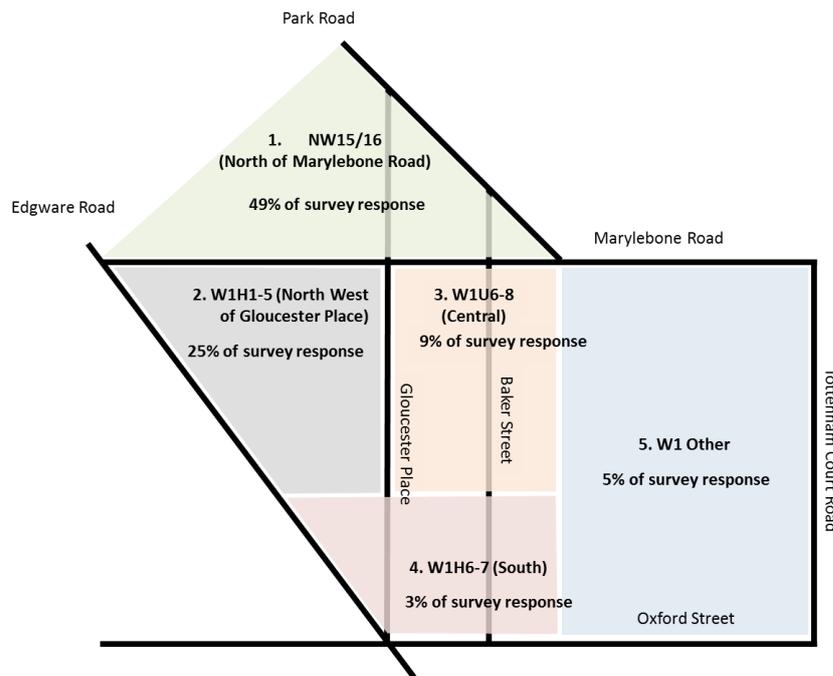
The profile of questionnaire responses is below:

- 682 residents
- 454 workers
- 374 visitors
- 117 business owners/representatives
- 26 stakeholders (representatives from Residents Associations/Amenity Societies)

Within the 682 respondents who identified themselves as residents, 74% were concentrated in two geographical areas - north of Marylebone Road and north-west of Gloucester Place. Nine percent of responses came from outside of the consultation area.

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<sup>1</sup> A recent similar consultation run by Camden Council on transforming the Tottenham Court Road one way system into a two way system ran for seven weeks from 9 June to 1 August 2014.



Note: Map is not to scale but designed to show broad locations of postcode areas

Source: 682 resident responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

### 1.1.2 Key Findings from the Consultation Questionnaire

Overall, support and opposition to the proposed Baker Street Two Way project differs significantly by respondent type, geographical area and by individual elements proposed within the scheme.

Taking the Baker Street Two Way project as a whole, 39% of all respondents support it and 57% oppose it. The remaining 4% of respondents are neutral. Among workers and businesses owners, support for the project overall increases to 66% and 57% respectively. Opposition is highest among residents and visitors, both 70%.

However, when looking at the specific changes the proposed scheme would deliver – support is much higher. Half of all respondents (49%) support changing Baker Street and Gloucester Place to two way flow, with 40% opposing this and the remaining 11% are neutral.

There is also strong support for:

- Creating a new 'straight across' crossing on Marylebone Road (75% support)
- Increasing the number of pedestrian crossings (69% support)
- Providing cycle lanes on Gloucester Place (61% support)
- Widening footways (60% support)

When analysing those who oppose the project overall, there is still support for specific elements of the proposals:

- Creating a new 'straight across' crossing on Marylebone Road (62% support)
- Increasing the number of pedestrian crossings (58% support)
- Providing cycle lanes on Gloucester Place (50% support)

However, fewer in this group support the widening of footways (41% support).

Among those who oppose the Baker Street Two Way project as a whole, there are a number of very specific concerns in relation to the proposals which seem to be driving this opposition.

Among the 474 residents who oppose the project, the main concerns are:

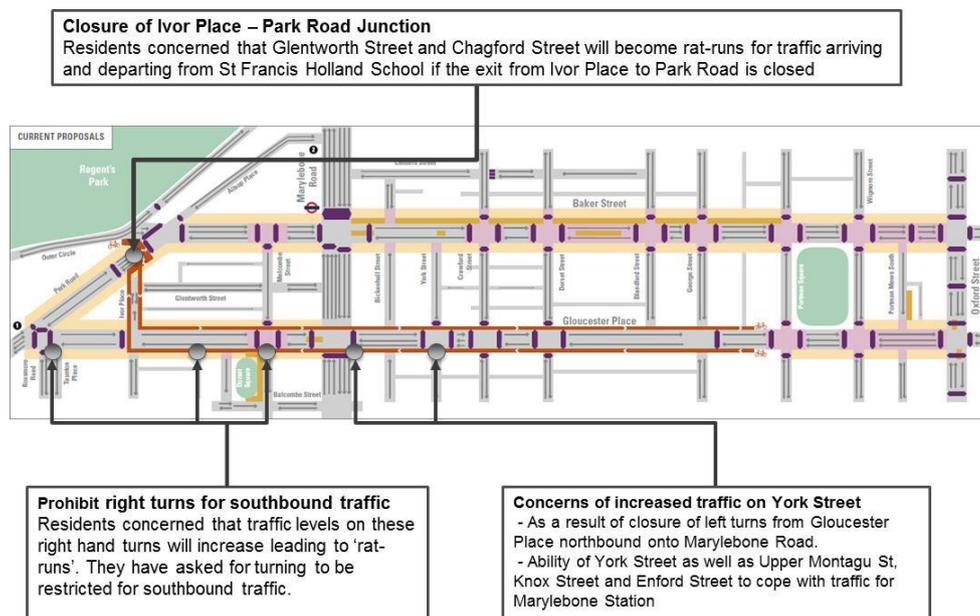
- Air pollution increases
- Increased traffic congestion
- Redirection of traffic onto small residential streets
- Concern that the proposals will not deliver on promises detailed

Among the 263 visitors who oppose the scheme the main concerns are:

- The proposals do not go far enough to reduce the dominance of car and goods traffic
- Lack of 24/7 cycle lanes on Gloucester Place
- Lack of space for cycling on Gloucester Place

A high proportion of the concerns among residents relate to proposed vehicle turning movements. Namely, right turns from southbound traffic on Gloucester Place onto smaller side roads, closing the Ivor Place exit onto Park Road and banning vehicles from turning left from Gloucester Place onto Marylebone Road (as detailed in figure 1.0).

**Figure 1.0**



Analysis of resident responses by postcode shows that overall support for the Baker Street Two Way project is far higher among those living in postcodes 'W1U6-8' and 'W1 other' than those living in 'NW15/16' and 'W1H1-5'. The issues of most concern to residents living in 'NW15/16' and 'W1H1-5' postcode areas are:

- Air pollution increases
- Redirection of traffic onto residential streets
- Increased traffic congestion
- Concern that the proposals will not deliver on promises detailed

### **1.1.3 Email and letter responses**

Email responses provided greater context to the questionnaire findings. Many respondents expressed a level of scepticism about the traffic modelling used to develop the proposed scheme. Respondents stated that either there was insufficient data included in the consultation materials to support assertions made about traffic flows or that the models were entirely incorrect. Respondents stated that, contrary to the model forecasts, there would be a redistribution of traffic from main roads to residential streets leading to increased pollution and reduced pedestrian safety.

Those providing feedback through letters and/or emails often located their concerns geographically, pointing to a few key junctions and streets. Many residents requested that turnings off north Gloucester Place should be made 'ahead only' to prevent traffic from travelling down residential streets. There were also concerns about increased traffic on York Street and the closure of the left turn onto Marylebone Road from Gloucester Place.

### **1.1.4 Communications**

A broad range of communications were used to inform the local area about the consultation including:

- A leaflet distributed to 13,000 households
- 5 exhibitions
- Social media and emails
- A range of meetings with the St Marylebone Society, Marylebone Association, North Marylebone Traffic Group (NMTG), Marylebone Community First, St Mary's School
- Leaflets and banners at other public events/areas - food markets, Summer Festival (30 June to 1 July) and Wimbledon Live public event ( 7 to 10 July)

There were some concerns voiced over the leaflet distribution by some residents, for example those living on the Blandford Estate, both within the questionnaire and via contact with council officers. The council is aware of difficulties which sometimes occur with delivery of non-addressee post to mansion blocks. The approach for distribution of this consultation leaflet was the same as standard council practice.

Thirty two percent of residents within the questionnaire said they had heard about the consultation via the leaflet, and other forms of communication were undertaken in order to reach as many local residents, workers and visitors as possible. Despite concerns about the leaflet, a high number of responses from a range of different groups and viewpoints were received.

A more detailed overview of the communications approach can be found in section 1.3.

At the end of the questionnaire respondents were asked if they would like the council to keep in touch with them about the results of this consultation. Of the 1,438 respondents, 642 left contact details for further communications.

### **1.1.5 Next steps**

The next phase of the Baker Street Two Way project proposal is taking concerns raised into account and will come forward with responses.

On 16<sup>th</sup> September, an update e-mail was sent to all consultation respondents who had consented to their contact details being used. The update made clear that, whilst there were elements of the scheme which people had highlighted as favourable, there were also clear specific aspects which had generated opposition in the local area. As such it is proposed that a number of specific revisions should be considered in the design of the scheme. These include:

- Removing the banned left turn from Gloucester Place onto Marylebone Road;
- Retain the current two way operation west of Gloucester Place on York Street;
- Critically reviewing the current designs for Ivor Place, as well as those covering the Dorset Square Conservation Area.

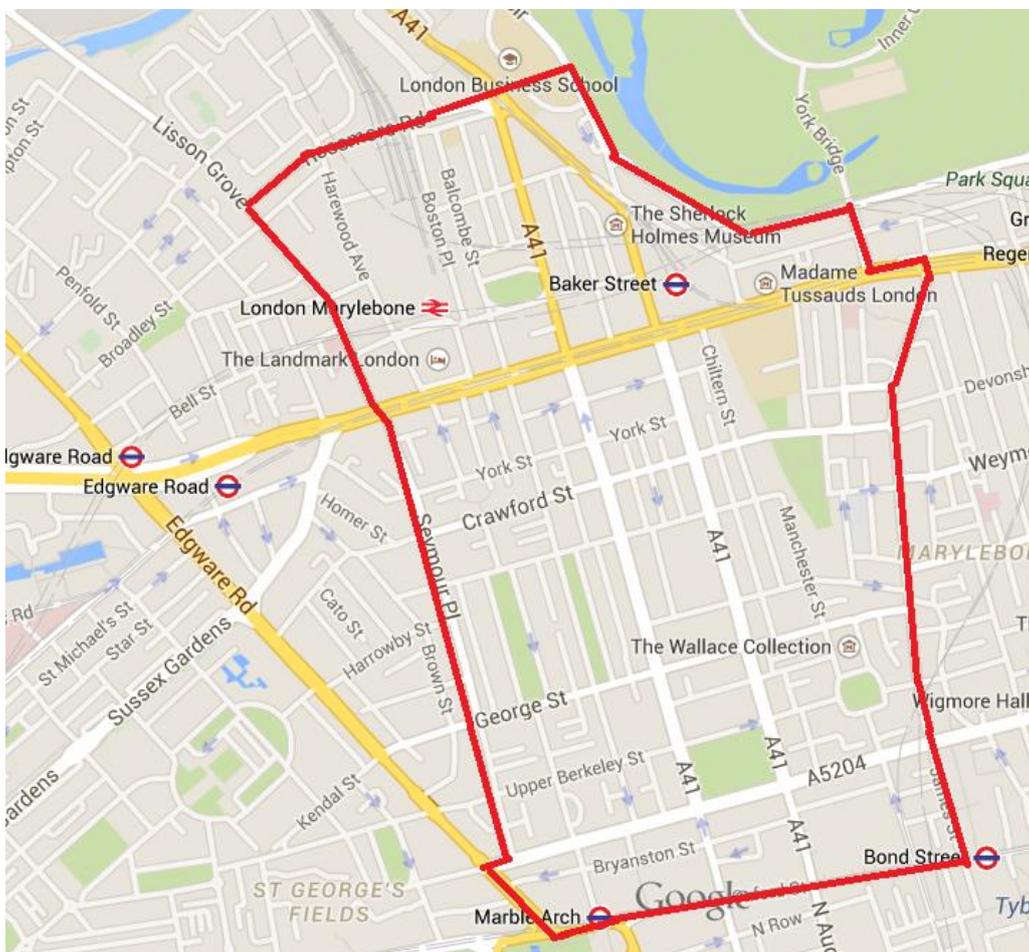
The City Council will re-consult on any alterations made to the design, once they have addressed the main concerns of people in the area and which builds on the aspects of the scheme which people have supported.

## 1.2 Consultation Programme

Public consultation on the proposed Baker Street Two Way project commenced on the 26 May and lasted for 10 weeks until the 31 July 2015. Extensive information about the Baker Street Two Way project was available on the website [www.bakerstreettwo-way.co.uk](http://www.bakerstreettwo-way.co.uk) as well as the consultation questionnaire.

The consultation programme covered both online, printed and face-to-face channels in order to encourage a broad range of responses from different groups including residents, workers, visitors, business owners/representatives and organisations such as Residents Associations and Amenity groups.

The area being consulted on is shown on the map below.



## **Website**

A website was created specifically to communicate the proposed plans and house the online questionnaire link and all project documentation. The documents available on this site included:

1. Consultation leaflet
2. Drawings showing proposed scheme (A3 size)
3. Drawings showing proposed scheme (A0 size)
4. Drawings showing existing and proposed permitted vehicle movements
5. Existing and proposed traffic flow table – listed by street
6. Drawings showing initial proposals for changes to parking and loading
7. Right turn options on to the Marylebone Road
8. Before/After images
9. Online questionnaire

All the above documentation was made available at each of the five exhibitions, along with banners and A0 size boards about the plans.

## **Consultation Material**

A full list of consultation material that appeared on the website is detailed below:

- 1 consultation leaflet
- 22 detailed maps showing the proposed scheme
- 2 maps comparing existing vehicle movements with proposed vehicle movements
- 1 traffic flow table comparing current and proposed traffic flows
- 7 parking and loading maps
- 1 document detailing the Marylebone Road right turn options
- 14 before and after images
- Consultation questionnaire
- Link to TfL Bus Consultation (which ran from 30 June to 4 September)

Additionally the Baker Street Quarter Partnership produced an infographic (<http://www.bakerstreetquarter.co.uk/uploads/news/Infographic.pdf>) illustrating the benefits of the project.

## **Consultation Questionnaire**

The consultation questionnaire was accessible online via the Baker Street Two Way website. Additionally, paper copies of the questionnaire were made available at all exhibitions as well as Church Street and Marylebone Libraries or could be requested by residents as and when needed. Completed hard copies could be returned to Westminster City Council via post or could be handed in at one of the exhibitions or libraries where copies were distributed. The questionnaire was also advertised on the consultation leaflet, which was posted to 13,000 households and businesses, and was included on all other communications.

## Early Engagement

Before the public consultation began Westminster City Council (WCC) undertook a number of early engagement exercises. WCC gave a presentation on the proposal to the Marylebone Area Forum in early 2014. There were also meetings with the two main amenity societies in November 2014 and council officers also attended a public meeting in January 2015 organised by the St Marylebone Society and the North Marylebone Traffic Group.

## Email and Phone Number

A dedicated email address ([bstw@westminster.gov.uk](mailto:bstw@westminster.gov.uk)) and phone number were provided to allow members of the public to request paper copies of the questionnaire, ask questions and put forward their views and comments.

## Exhibitions

Five public exhibitions were held during the consultation period. A range of materials were displayed at each session, including 11 banners, drawings, plans and a traffic modelling simulation movie. A copy of the printed materials available at each session are detailed in section seven. Additionally, council officers, consultants and TfL representatives were on hand to discuss the proposals, address concerns, answer questions and receive feedback from attendees. The dates and times of these meetings are listed below:

St Cyprian's Clarence Gate, Glentworth Street

- Wednesday 10 June 4pm–6pm
- Thursday 11 June 4pm–6pm
- Saturday 13 June 12pm–4pm

Park Plaza Sherlock Holmes, 108 Baker Street

- Thursday 2 July 4pm–7pm
- Saturday 4 July 12pm–4pm

## Other meetings

In addition to these exhibitions Westminster City Council officers organised and/or attended a number of meetings:

- Monday 22 June - Environment policy and scrutiny committee meeting –
  - Representation from WCC, the St Marylebone Society, Marylebone Association and the Baker Street Quarter Partnership were present
- 6 July – meeting with representatives from St Marylebone Society and Marylebone Association
- 28 July – meeting with representatives from North Marylebone Traffic Group (NMTG)
- 16 July – meeting organised by Marylebone Community First
- 23 July – meeting with headmistress of St Mary School
- 14 Sept – meeting with representatives from Marylebone Community First, head of St Mary School and other residents

## **TfL Bus Consultation**

Transport for London launched a bus consultation which ran from 30 June to 4 September 2015, which incorporated the possible changes to the bus services in the area. A summary of the responses received via the TfL bus consultation, which incorporated comments about the wider Baker Street Two Way project proposals, are detailed later in this report.

### 1.3 Communications Programme

In order to widely publicise the consultation, a range of communications channels were used.

#### Leaflet

Between the 26 and 27 May a total of 11,500 leaflets were delivered to addresses in the local area. Due to some issues with delivery to some addresses, an additional 1,500 leaflets were distributed. Further details on the leaflet distribution can be found in section eight. The leaflets contained information about the proposed scheme, the public exhibitions and directed readers to find out more information from the website: [www.bakerstreetwoway.co.uk](http://www.bakerstreetwoway.co.uk)

In the questionnaire, 32% of residents said they heard about the Baker Street Two Way project through the leaflets distributed by Westminster City Council.

#### Other Communications

A total of 49 local groups and 44 statutory organisations were contacted about the consultation. All Westminster Councillors were informed of the consultation via the Westminster Information Brief. Ward Councillors from Bryanston and Dorset Square, Marylebone High Street and Regent's Park wards received a letter about the consultation from Councillor Robert Davis, Deputy Leader and Cabinet Member for the Built Environment.

Social media was also used by Westminster City Council (@CityWestminster), Baker Street Quarter Partnership (@BakerStreetQ) and TfL to publicise the consultation.

#### Baker Street Quarter Partnership (BSQP)

BSQP used a number of different communications activities and methods to publicise the consultation with its members and the wider community. These included:

- Member business briefing event in May attended by 62 business representatives
- Newsletter lead article on 26 May, 29 June, 20 July. Reach of c3,000 per edition
- Website content on home page and sub-pages which has received 16,577 page views to date
- Content on building screen displays prior to four public outdoor cinema evenings (24/25/30 June and 1 July) – with an audience of c.450
- Consultation leaflets available at public Food Markets in May and June - total audience of c5000
- Banners and consultation leaflets present at a two day public Summer Festival (30 June-1 July) with 6,251 attendees in total
- Banners and consultation leaflets present at the four day Wimbledon Live public event, (7-10 July) with c2,500 attendees in total
- Direct emails to all members regarding the questionnaire closing date
- Presentation to board members and steering group members
- Infographic distributed to members and non-member retailers in the Quarter (c300 businesses)
- Infographic on website
- Facilitated Marylebone Journal interview feature
- Regular social media activity (Twitter and Facebook).

### **Marylebone Association**

- Newsletter – with a reach of just under 1,000 email addresses, 75% of which are residents and 25% businesses and other parties. Plus other activities.

### **St Marylebone Society**

- Two emails during the consultation period to c300 recipients
- Leafleting of the Dorset Square area in association with the Dorset Square Trust, North Marylebone Traffic Group and mansion block associations
- Two public meetings and a workshop.

### **North Marylebone Traffic Group**

- Emails sent to members during the consultation period
- Leafleting of the Dorset Square area in association with the Dorset Square Trust, St Marylebone Society and mansion block associations

### **The Portman Estate Communications**

The Portman Estate was also involved in publicising the consultation via emails to:

- 278 residents
- 43 retailers
- 124 businesses
- 12 hotels and clubs
- Freeholders/head lease

### **TfL Communications**

TfL launched a bus consultation for the Baker Street and Gloucester Place area at the end of June to coincide with the Baker Street Two Way project consultation. Across TfL's communications, there were links through to the Baker Street Two Way project consultation. For example there was a link to the [www.bakerstreetwoway.co.uk](http://www.bakerstreetwoway.co.uk) site from the top of the bus consultation website as well as links in the below communications:

- Stakeholder email (sent to around 500 people)
- Oyster database email (sent to around 68,000 people)
- Media release and press office also put forward item for Metro Travel Page
- Social media (tweets)
- Link on [www.bakerstreetwoway.co.uk](http://www.bakerstreetwoway.co.uk)
- TfL website <https://consultations.tfl.gov.uk/buses/baker-street>

## 1.4 Responses to the consultation

A high number of consultation responses were received from residents, workers, visitors, businesses and organisations. A breakdown of the feedback received is summarised below.

### Consultation Questionnaire

The consultation questionnaire was available both online via the [www.bakerstreettway.co.uk](http://www.bakerstreettway.co.uk) website, as well as in hard copy at all the exhibitions, Church Street Library and Marylebone Library. Hard copies were also available on request to both individuals and groups.

In total, 1,438<sup>2</sup> people responded to the questionnaire, of which, 682 were residents (47%), 454 were local employees (32%), 374 were regular visitors (26%), 117 were business owners (8%) and 26 were stakeholder groups<sup>3</sup> (2%). A high proportion of those who responded as a visitor to the area are cyclists and were able to rally support for cycling issues and measures in the questionnaire response. Maps showing the distribution of responses by type of respondent and geographical area can be found in the maps in section 10.

### Business Responses

There was a mix of businesses who responded to the consultation from the office, retail, food and beverage, leisure and other sectors.

### Stakeholder Response

Westminster City Council Councillors, Resident's Associations and Statutory Section 6 Consultees were contacted as part of this consultation. The full list of Section 6 stakeholders contacted about the consultation can be found at the back of this report.

In addition, responses were also received via the following channels:

#### Email responses

140 emails were received during the consultation from a mixture of residents, businesses and stakeholders.

#### Letter responses

35 letters were received the consultation from a mixture of residents, businesses and stakeholders.

#### Exhibition attendance

Around 220 people attended the five exhibitions held during the consultation period.

#### Petitions

At present there is a petition against the Baker Street Two Way project on the Westminster City Council website. This received 433 signatures and closed on the 15 October 2015.

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<sup>2</sup> The total of respondents is higher than the total number of questionnaire responses. This is due to respondents being able to tick more than one option regarding whether they are a resident, worker, visitor, business owner and/or from a stakeholder group.

<sup>3</sup> Representatives from Residents Associations/Amenity Societies/Statutory Consultees

## **Analysis Methodology**

Around 1,500 people responded to the online consultation questionnaire or completed the paper version, however, once the data was cleaned the final number of responses dropped slightly to 1,438 after a number of exact duplicates were detected during the data cleansing.

Some of the questions in the consultation questionnaire allowed the respondent to tick multiple answers. Therefore in some of the analysis the sum of the response to a question may be higher than 100%. In other cases, the total response to a single answer question may add up to slightly over 100% due to rounding of decimal points.

All the open ended questions in the consultation questionnaire were coded into themes to allow the responses to be quantified. This encompassed reading every response to these questions and creation of a code frame.

## **Policy and Scrutiny (P&S) Committee**

At a P&S Committee meeting, which took place at Westminster City Hall in June, the Committee heard from St Marylebone Society and the Marylebone Association and the Baker Street Quarter Partnership and submitted their response to the Baker Street Two Way Project proposals to Councillor Robert Davis, Deputy Leader and Cabinet Member for the Built Environment.

## 2 Questionnaire Response Analysis

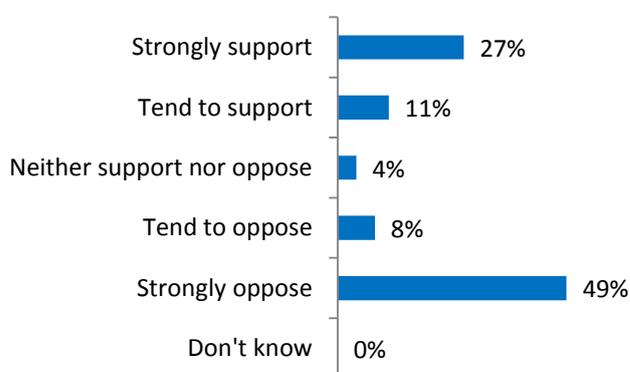
The consultation questionnaire asked respondents to comment on how they felt about the Baker Street Two Way project as a whole and on specific elements of the proposals. This section details the response received to the consultation questionnaire. Analysis is reported in the order of the questionnaire.

### 2.1 Q1: Overall support and opposition to the proposed scheme

Respondents were asked whether they support or oppose the proposed scheme. Twenty seven percent strongly support the scheme with 11%<sup>4</sup> saying they tend to support it. However, there are a higher proportion of respondents who oppose the scheme. Forty nine percent of those who responded said they strongly oppose the scheme, while 8% said they tend to oppose the scheme.

**Figure 2.0**

**Q1. Overall, to what extent do you support or oppose the proposed scheme?**



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

#### Support by respondent type

Support and opposition to the scheme varies considerably across different respondent groups. Residents are the most likely to oppose the scheme, while those working in the area are most likely to support it. Business owners and representatives are also more likely to support (57%) than oppose (41%) the proposed scheme.

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<sup>4</sup> The total percentage of those who strongly support and tend to support the proposal is 39% this is due to rounding of decimal points.

	<b>Total</b>	Resident	<i>(Summary: Not a resident<sup>5</sup>)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>No. of responses</i>	<b>1,438</b>	682	756	454	374	117	26
	<b>%</b>	%	%	%	%	%	%
Strongly support	<b>27%</b>	13%	41%	53%	17%	44%	31%
Tend to support	<b>11%</b>	12%	11%	13%	10%	14%	0%
Neither support nor oppose	<b>4%</b>	5%	3%	2%	3%	2%	12%
Tend to oppose	<b>8%</b>	9%	6%	4%	9%	4%	12%
Strongly oppose	<b>49%</b>	61%	39%	28%	61%	37%	42%
Don't know	<b>0%</b>	1%	0%	0%	0%	0%	4%
Support	<b>39%</b>	25%	52%	66%	26%	57%	31%
Oppose	<b>57%</b>	70%	45%	32%	70%	41%	54%
Net support	<b>-18%</b>	-45%	6%	34%	-44%	16%	-23%

### Postcode analysis of resident responses

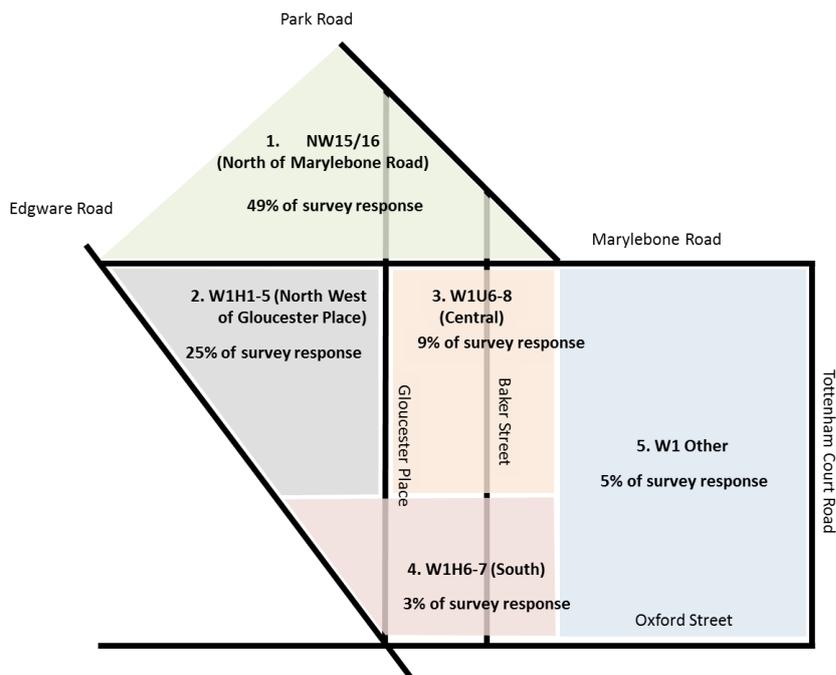
This analysis includes responses from residents only. 682 respondents identified themselves as residents. Within the questionnaire respondents were asked to give their postcode to enable analysis of responses by geographical area. The table below shows the breakdown of responses by postcode areas.

<b>Area</b>	<b>Number of responses</b>	<b>% of residents responses</b>
1. NW15/16	333	49%
2. W1H1-5	170	25%
3. W1U6-8	59	9%
4. W1H6-7	22	3%
5. W1 Other	34	5%
6. All others	64	9%

As the demonstrated in the table above and figure 2.2, the majority of responses were from north of Marylebone Road and north-west of Gloucester Place (74%).

<sup>5</sup> This is the total number of respondents who did not state themselves to be a resident but instead a worker, visitor, business owner/representative or stakeholder. The total number of responses here is different to the total number of worker, visitor, business owner/representative and stakeholders as respondents were able to tick more than one box.

**Figure 2.2**



Note: Map is not to scale but designed to show broad locations of postcode areas

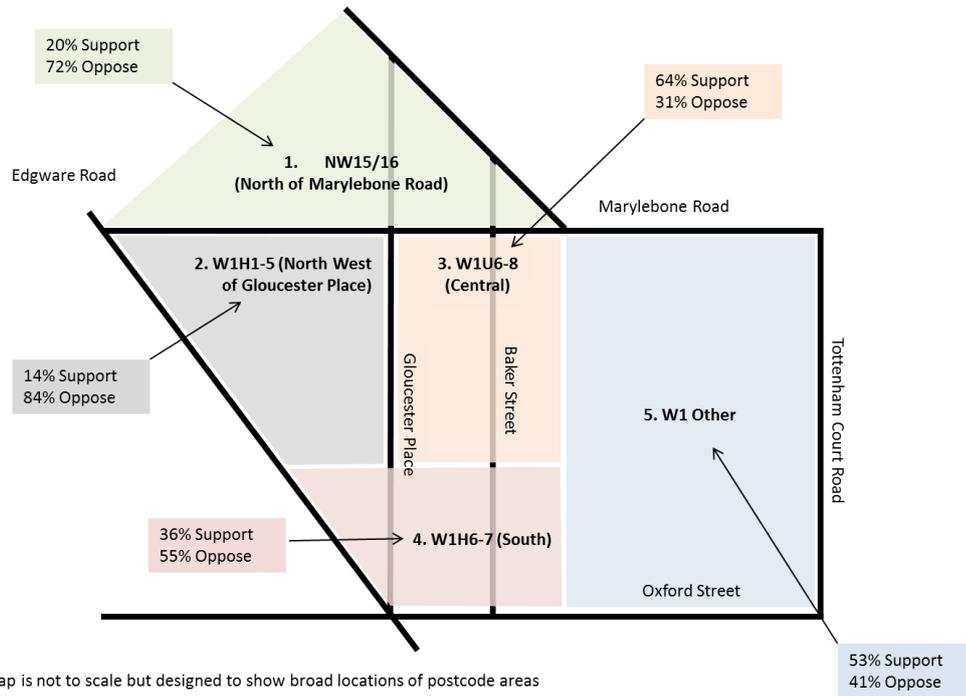
Source: 682 resident responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

Analysis by postcode sector shows that opposition to the proposed scheme is highest among those who live north-west of Gloucester Place (84%), followed by those living north of Marylebone Road (72%). Those living in the central area (W1U6-8) and other W1 areas are much more likely to support the proposals than others (64% and 53%).

**Q1. Overall, to what extent do you support or oppose the proposed scheme?**

	TOTAL	NW15/16 (N of Marylebone Rd)	W1H1-5 (NW of Gloucester Pl)	W1U6-8 (Central)	W1H6-7 (South)	W1 Other	All others
<i>Number of resident responses</i>	682	333	170	59	22	34	64
Strongly support	13%	6%	8%	46%	32%	44%	9%
Tend to support	12%	14%	5%	19%	5%	9%	14%
Neither support nor oppose	5%	8%	2%	2%	9%	6%	2%
Tend to oppose	9%	10%	9%	5%	5%	6%	11%
Strongly oppose	61%	62%	75%	25%	50%	35%	64%
Don't know	1%	0%	1%	3%	0%	0%	0%
<b>Support</b>	<b>25%</b>	<b>20%</b>	<b>14%</b>	<b>64%</b>	<b>36%</b>	<b>53%</b>	<b>23%</b>
<b>Oppose</b>	<b>70%</b>	<b>72%</b>	<b>84%</b>	<b>31%</b>	<b>55%</b>	<b>41%</b>	<b>75%</b>
<b>Net support</b>	<b>-45%</b>	<b>-52%</b>	<b>-71%</b>	<b>34%</b>	<b>-18%</b>	<b>12%</b>	<b>-52%</b>

Figure 2.3



Source: 682 resident responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

## Q2: Why do you support or oppose the scheme?

Respondents were then asked to state the reasons for their response to Question 1. This was an open question. In total, 1,327 people provided a response, with an average of 38 words written per response. Responses have been coded thematically into groups for analysis.

### Comments from those who strongly or tend to support the proposed scheme

Overall 39% of respondents support the proposed scheme. The most common areas of comment among this group relate to creating a better street environment and feeling the proposals will make the area safer for pedestrians.

Comments	No.	% of all those who said they support the proposals (558)	% of all respondents (1,438)
This will create a better street environment	126	23%	9%
This is safer/better for pedestrians/I support crossings	70	13%	5%
General positive comment <sup>6</sup>	44	8%	3%
This will create an improved cycling experience	34	6%	2%
This will improve traffic flow	27	5%	2%
This will reduce speeding	26	5%	2%
There is a need to change motorway feel of area	24	4%	2%
This will be good for businesses	22	4%	2%
Proposals should be/will be less motor vehicle centric/keep for buses/cycles/pedestrians	17	3%	1%
The plans will decrease journey time/better journeys	17	3%	1%
General buses/bus routes/bus stops/bus journeys comment	15	3%	1%
This will improve air quality	14	3%	1%
I think the traffic calming measures are good	14	3%	1%
The current system not working	9	2%	1%
There will be less noise	7	1%	0%
This will reduce traffic congestion	6	1%	0%
I am concerned about redirection of traffic onto residential roads	5	1%	0%
This will increase traffic congestion/will reduce traffic flow	5	1%	0%
This will allow better access to the area/amenities	5	1%	0%
Other comments <sup>7</sup>	59	11%	4%
<i>No comment left at Q2</i>	<i>111</i>	<i>n/a</i>	<i>8%</i>

<sup>6</sup> These comments were coded as general due to a lack of a specific reason being given for supporting the scheme

<sup>7</sup> Other comments at Question 2 are defined as those where less than five respondents mentioned a specific issue/comment.

## Comments from those who strongly or tend to oppose the proposed scheme

Overall, 57% of all respondents oppose the proposed scheme. The most common reasons stated as to why these respondents oppose the scheme relate to air quality and scepticism around whether the proposed changes will benefit the area as a whole – with perceived problems of increased traffic congestion and redirection of traffic onto residential side streets.

Comments	No.	% of all those who said they oppose the proposals (816)	% of all respondents (1,438)
This will increase air pollution/I am concerned about air pollution	144	18%	10%
This plan is too motor vehicle centric/keep for buses/cycles/pedestrians	140	17%	10%
This will increase traffic congestion/reduce traffic flow	118	14%	8%
This is not needed/should keep one way/will not benefit area/deliver as promised	114	14%	8%
There will be redirection of traffic onto residential roads	90	11%	6%
I am concerned over safety of pedestrians	59	7%	4%
There is a lack of cycling provision	56	7%	4%
This will create more noise pollution	55	7%	4%
We need heavy vehicle restrictions	46	6%	3%
This will have a negative impact on residents	39	5%	3%
This creates cycling danger/I am concerned over safety of cyclists	38	5%	3%
This will create rat runs – Glentworth Street/Ivor Place/Taunton Mews/Taunton Place/Dorset Square/Chagford Street/Balcombe St	33	4%	2%
This will negatively impact on parking	31	4%	2%
I am concerned over safety of children/students	28	3%	2%
This will negatively impact Glentworth St/Ivor Place/Dorset Sq/Chagford St	25	3%	2%
This will increase accidents	24	3%	2%
I am concerned about conservation	24	3%	2%
I oppose closing the Ivor Place exit onto Park Rd	22	3%	2%
I oppose the banned left turn at Gloucester Place onto Marylebone Road	20	2%	1%
This is a waste of tax payer's money	20	2%	1%
This will create rat runs - general	18	2%	1%
Comment about buses/bus routes/bus stops/bus journeys	14	2%	1%
This will negatively impact on school	14	2%	1%
This is detrimental to the North of Marylebone Road area	13	2%	1%
I want segregated cycle lanes	12	1%	1%
This is being done for commercial benefit	12	1%	1%
There is a lack of communications/transparency about this	11	1%	1%
This needs to reduce traffic speeds/improve safety	10	1%	1%
General negative comment <sup>8</sup>	8	1%	1%
This is bad for businesses	7	1%	0%
This will negatively impact on safety/needs to make area safer	7	1%	0%
I am concerned about emergency vehicle access	7	1%	0%
There will be loading/unloading issues	6	1%	0%
This will increase journey times	5	1%	0%
I oppose right turn into/negative impact on Allsop Place	5	1%	0%
Other comments <sup>9</sup>	28	3%	2%
No comment left at Q2	111	n/a	8%

<sup>8</sup> These comments were coded as general due to a lack of a specific reason being given for opposing the scheme

<sup>9</sup> Other comments at Question 2 are defined as those where less than five respondents mentioned a specific issue/comment.

Among those who oppose the Baker Street Two Way project as a whole, there are differences across respondent type regarding issues of most concern. Among the residents who oppose the project, the main concerns are air pollution increases, increased traffic congestion, redirection of traffic onto small residential streets and concern that the proposals will not deliver on promises detailed.

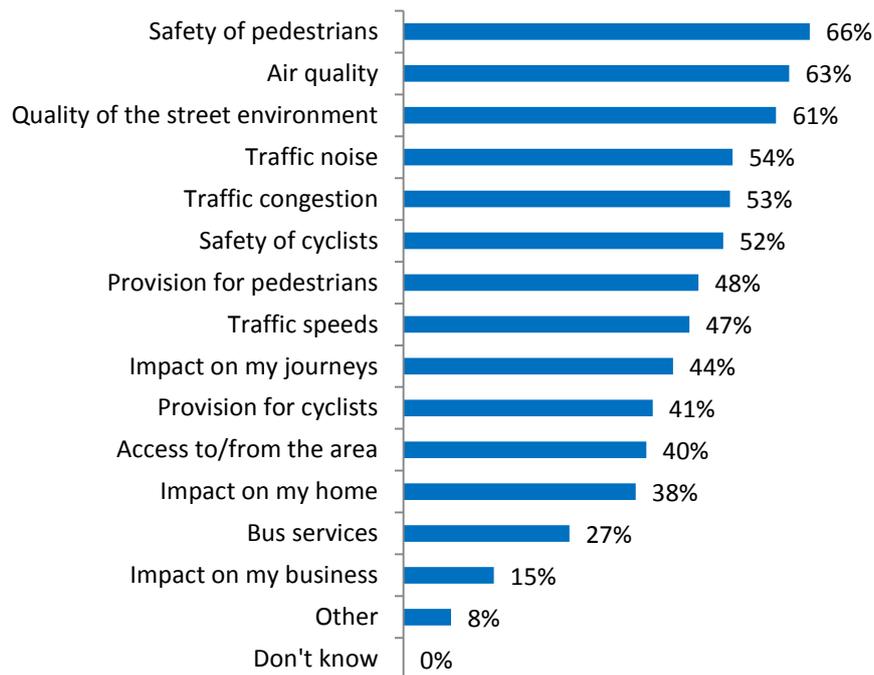
Among visitors who oppose the scheme the main concerns are; the proposals do not go far enough to reduce the dominance of car and goods traffic, lack of 24/7 cycle lanes on Gloucester Place and lack of space for cycling on Gloucester Place.

## 2.2 Q3: Important issues relating to the proposed scheme

Respondents were asked which specific issues are most important to them when thinking about the proposed scheme. The most important issue relating to the scheme is pedestrian safety, with two thirds of respondents stating this. This is closely followed by air quality. Other top issues are the quality of the street environment, traffic noise and traffic congestion. Of the potential issues listed in the questionnaire, respondents were least likely to consider the impact on bus services (27%) and businesses (15%) as important issues.

**Figure 2.4**

**Q3: Which, if any, of the following issues are most important to you when thinking about your views on the proposed scheme?**



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015<sup>10</sup>

### Other comments on 'Important Issues'

In total 104 respondents offered a comment after selecting 'other' at question 3. Many of those who left a comment here took the opportunity to embellish on an issue listed in the first part of the question. The most frequently mentioned comments related to safety of pedestrians, children and cyclists, additional traffic and traffic congestion on residential streets and air quality.

<sup>10</sup> Respondents were asked to 'select all which apply' so the total sum of percentages is greater than 100%

<b>Comment</b>	<b>No.</b>	<b>% of question responses (104)</b>	<b>% of all respondents (1,438)</b>
Safety of pedestrians/children/cyclists	20	19%	1%
Congestion/more traffic in residential streets	19	18%	1%
Environmental impact of scheme/air quality	9	9%	1%
Cost of scheme	8	8%	1%
Parking issues	6	6%	0%
Negative impact on area – general	4	4%	0%
Access to and from area	3	3%	0%
Conservation concerns – buildings	3	3%	0%
Emergency services access	3	3%	0%
Other comments <sup>11</sup>	32	31%	2%
<i>No comment</i>	1,334	<i>n/a</i>	93%

### **Differences by type of respondent**

The table overleaf shows how the importance of various issues differ by type of respondent. The main concerns of residents are impact on their home (76%) and air quality (74%), closely followed by traffic noise (72%).

The top issues for workers are safety of pedestrians and quality of the street environment, while visitors raise concerns about cycling – including safety of cyclists (79%) and provision for cyclists (76%). Top issues for stakeholders are air quality, safety of pedestrians and quality of the street environment. Finally, top issues for businesses are the quality of the street environment and impact on businesses.

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<sup>11</sup> Other comments at Question 3 are defined as those where less than three respondents mentioned a specific issue/comment.

	<b>TOTAL</b>	Resident	<i>(Summary: Not a resident)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	<b>1,438</b>	682	756	454	374	117	26
	<b>%</b>	%	%	%	%	%	%
Safety of pedestrians	<b>66%</b>	64%	68%	69%	69%	55%	69%
Air quality	<b>63%</b>	74%	53%	50%	65%	56%	73%
Quality of the street environment	<b>61%</b>	63%	58%	61%	62%	61%	69%
Traffic noise	<b>54%</b>	72%	37%	42%	36%	49%	62%
Traffic congestion	<b>53%</b>	67%	41%	48%	38%	56%	46%
Safety of cyclists	<b>52%</b>	41%	62%	53%	79%	45%	65%
Provision for pedestrians	<b>48%</b>	38%	57%	54%	60%	44%	58%
Traffic speeds	<b>47%</b>	49%	45%	47%	44%	47%	58%
Impact on my journeys	<b>44%</b>	41%	46%	52%	48%	38%	27%
Provision for cyclists	<b>41%</b>	26%	54%	39%	76%	38%	58%
Access to/from the area	<b>40%</b>	43%	36%	42%	33%	43%	35%
Impact on home	<b>38%</b>	76%	4%	15%	5%	21%	23%
Bus services	<b>27%</b>	28%	27%	31%	25%	28%	27%
Impact on my business	<b>15%</b>	6%	23%	30%	6%	58%	15%
Other	<b>8%</b>	11%	5%	7%	6%	12%	15%

## Concerns among support and opposition groups

Those who support or opposed the scheme have different concerns about its impact on the local area. Below is the top 5 issues amongst respondents who strongly support, tend to support, tend to oppose and strongly oppose the Baker Street Two Way project overall.

Response to Q1 – overall support for proposed scheme				
Rank	Strongly Support	Tend to Support	Tend to Oppose	Strongly Oppose
<i>Sample size</i>	395	163	110	706
1	Safety of pedestrians (70%)	Safety of pedestrians (67%)	Air quality (66%)	Air quality (73%)
2	Quality of street environment (67%)	Quality of street environment (61%)	Traffic noise (60%)	Safety of pedestrians (67%)
3	Provision for pedestrians (58%)	Provision for pedestrians (57%)	Traffic congestions (58%)	Traffic noise (62%)
4	Traffic speed (55%)	Air quality (55%)	Safety of pedestrians (54%)/Quality of street environment (54%)	Quality of street environment (59%)/Traffic congestion (59%)
5	Safety of cyclists (52%)	Safety of cyclists (54%)	Safety of cyclists (49%)	Safety of cyclists (53%)

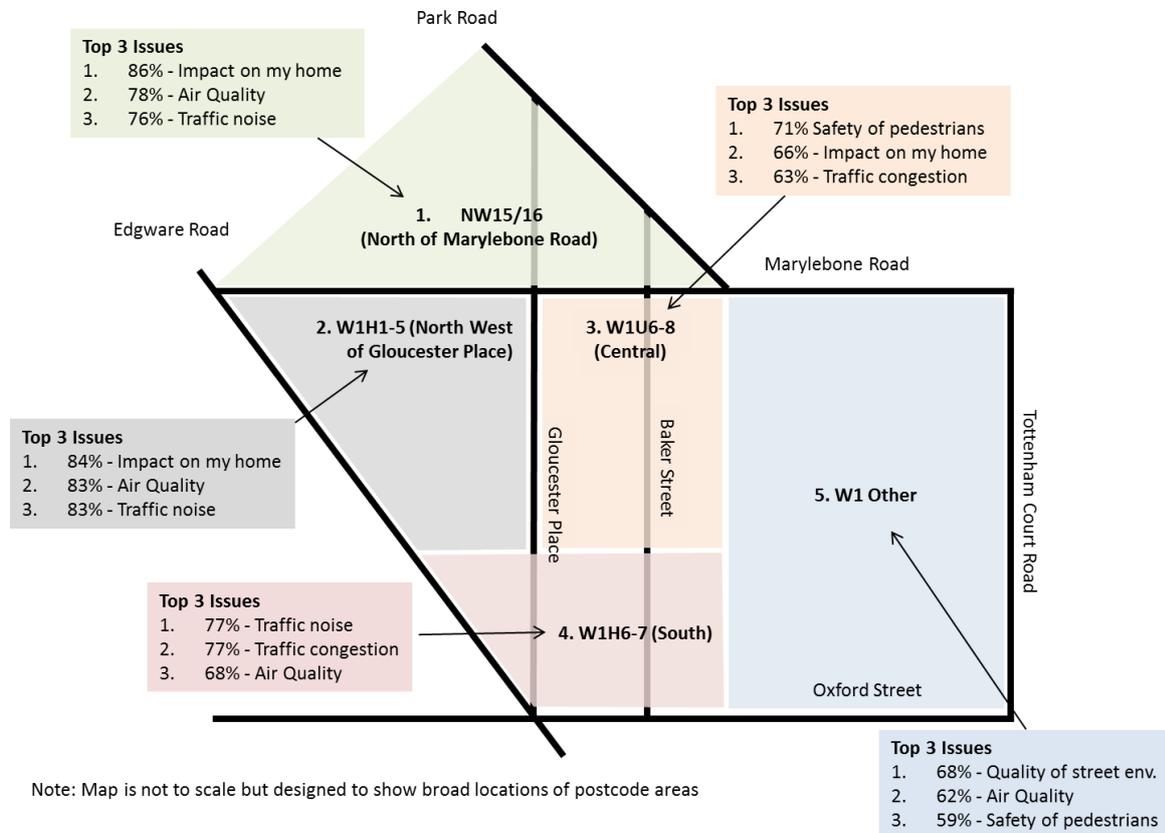
## Postcode analysis of resident responses

Analysis by postcode shows that concern about the impact on resident's homes is the greatest concern for those living north of Marylebone Road and north-west of Gloucester Place (86% and 84%), followed by air quality (78% and 83% respectively). Traffic noise is also a major concern for those living north-west of Gloucester Place (83%). Safety of pedestrians is the main concern for those living in the W1U6-8 central area. Those in W1H6-7 are most concerned about traffic congestion and noise (both 77%).

	TOTAL	NW15/16 (N of Marylebone Rd)	W1H1-5 (NW of Gloucester Pl)	W1U6-8 (Central)	W1H6-7 (South)	W1 Other	All others
<i>Number of resident responses</i>	682	333	170	59	22	34	64
Impact on home	76%	86%	84%	66%	64%	53%	25%
Air quality	74%	78%	83%	46%	68%	62%	64%
Traffic noise	72%	76%	83%	56%	77%	38%	52%
Traffic congestion	67%	65%	79%	63%	77%	56%	53%
Safety of pedestrians	64%	65%	67%	71%	64%	59%	52%
Quality of the street environment	63%	62%	70%	61%	59%	68%	52%
Traffic speeds	49%	49%	54%	51%	45%	35%	39%
Access to/from area	43%	44%	43%	47%	41%	29%	45%
Impact on journeys	41%	36%	41%	51%	59%	38%	58%
Safety of cyclists	41%	35%	39%	44%	45%	44%	67%
Provision for pedestrians	38%	37%	38%	46%	27%	44%	41%
Bus services	28%	26%	22%	41%	27%	35%	36%
Provision for cyclists	26%	20%	24%	27%	32%	50%	50%
Impact on business	6%	5%	5%	5%	23%	12%	3%
Other	11%	14%	10%	3%	9%	15%	6%
Don't know	0%	0%	0%	0%	0%	3%	0%

Figure 2.5

**Q3: Which, if any, of the following issues are most important to you when thinking about your views on the proposed scheme?**



Source: 682 resident responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

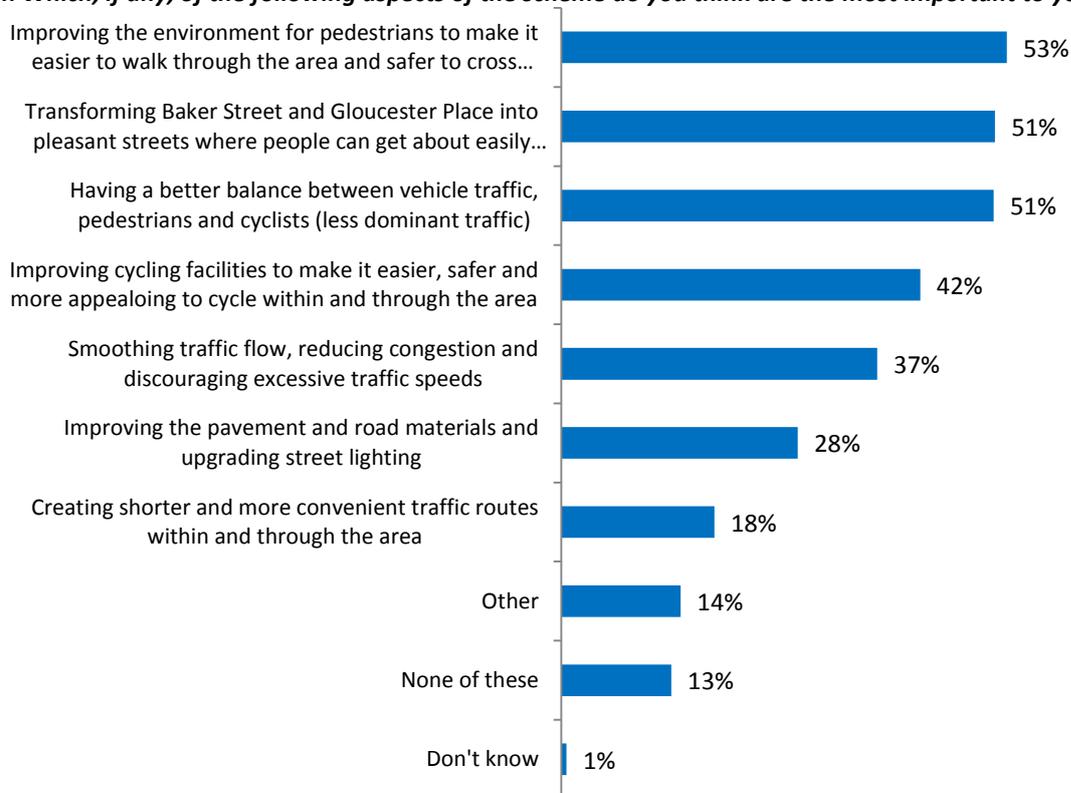
### 2.3 Q4 – Importance of specific aspects of the scheme

Respondents were asked how important some specific aspects of the scheme are to them. The most important are deemed to be *‘Improving the environment for pedestrians to make it easier to walk through the area and safer to cross the road’* (53%), closely followed by *‘Transforming Baker Street and Gloucester Place into pleasant streets where people can get about easily and safely, relax and spend time’* and *‘Having a better balance between vehicle traffic, pedestrians and cyclists’* – both 51%.

Of the aspects listed in the questionnaire, *‘creating shorter and more convenient traffic routes within and through the area’* is least likely to be considered important (18%).

Figure 2.6

**Q4. Which, if any, of the following aspects of the scheme do you think are the most important to you?**



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015<sup>12</sup>

#### Other comments

Overall, 199 respondents left an ‘other’ comment for this question, and each respondent provided an average of 14 words. The most common comments related to concerns about the potential for additional traffic and traffic congestion on residential streets, followed by concerns that the proposed scheme will not achieve its aims. However, a number of respondents commented on perceived positive impacts of the scheme, including reductions in traffic congestion and improving the environment for pedestrians and cyclists.

<sup>12</sup> Respondents were asked to ‘select all which apply’ so the total sum of percentages is greater than 100%

Comment	No.	% of question responses (199)	% of all respondents (1,438)
Concern about increased congestion/more traffic in residential streets	46	23%	3%
Scheme will not achieve aims	25	13%	2%
Reducing traffic congestion	20	10%	1%
Not needed/keep one way	16	8%	1%
Creating a better street environment for pedestrians/cycling	10	5%	1%
Concerns about a negative impact on residents	9	5%	1%
Reducing pollution/environmental impact	9	5%	1%
Better public transport/cycling /walking facilities/connections	6	3%	0%
Negative impact on area	6	3%	0%
Access to/from area	5	3%	0%
Improving cycling/safety for cyclists	5	3%	0%
Improving safety	5	3%	0%
Parking	5	3%	0%
Conservation concerns	2	1%	0%
Cost	2	1%	0%
Reduce heavy vehicles	2	1%	0%
Other comments <sup>13</sup>	35	18%	2%
<i>No comment</i>	1,239	<i>n/a</i>	86%

Nine percent of those who left a comment on this question were concerned about the wording of this question. Many stated they could not provide a response to this question as the phrasing was skewed towards giving positive answers.

### Differences by type of respondent

The table overleaf analyses the responses to this question by different types of respondent. The most important aspect of the scheme for residents is *improving the environment for pedestrians to make it easier to walk through the area and safer to cross the road* (41%) whereas for workers and businesses the most important aspect is *transforming Baker Street and Gloucester Place into pleasant streets where people can get about easily and safely, relax and spend time* (68% and 62% respectively). Residents are more likely to say 'none of these' are important to them than other groups (21%).

<sup>13</sup> Other comments at Question 4 are defined as those where less than two respondents mentioned a specific issue/comment.

	<b>TOTAL</b>	Resident	<i>(Summary: Not a resident)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	<b>1,438</b>	682	756	454	374	117	26
	%	%	%	%	%	%	%
Improving the environment for pedestrians to make it easier to walk through the area and safer to cross the road	<b>53%</b>	41%	63%	65%	59%	50%	69%
Transforming Baker Street and Gloucester Place into pleasant streets where people can get about easily and safely, relax and spend time	<b>51%</b>	32%	68%	68%	60%	62%	65%
Having a better balance between vehicle traffic, pedestrians and cyclists (less dominant traffic)	<b>51%</b>	35%	66%	62%	69%	50%	62%
Improving cycling facilities to make it easier, safer and more appealing to cycle within and through the area	<b>42%</b>	26%	58%	45%	73%	44%	50%
Smoothing traffic flow, reducing congestion and discouraging excessive traffic speeds	<b>37%</b>	33%	41%	48%	29%	44%	50%
Improving the pavement and road materials and upgrading street lighting	<b>28%</b>	24%	32%	37%	20%	40%	35%
Creating shorter and more convenient traffic routes within and through the area	<b>18%</b>	12%	23%	27%	14%	24%	27%
None of these	<b>13%</b>	21%	6%	7%	5%	12%	12%
Other	<b>14%</b>	23%	6%	9%	8%	15%	15%
Don't know	<b>1%</b>	1%	0%	0%	1%	1%	0%

## 2.4 Q5: Support for specific proposals

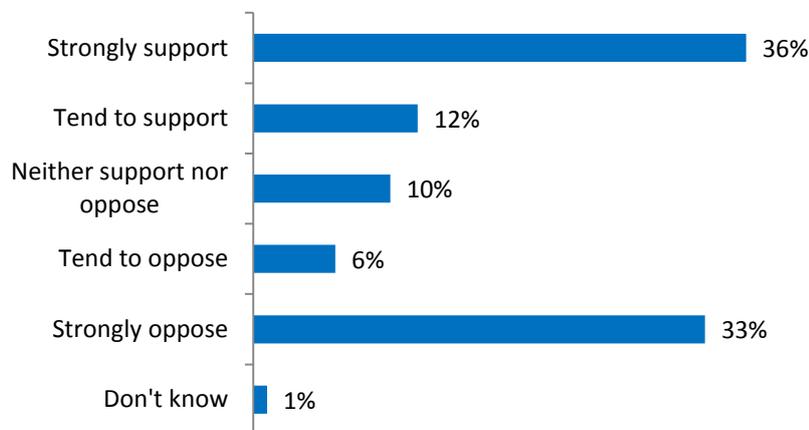
Respondents were then asked whether they support or oppose a number of specific proposals within the overall proposed scheme.

### Changing Baker Street and Gloucester Place to two way flow

When asked for their views on changing Baker Street and Gloucester Place to a two way system, 48% of respondents support the changes overall with 36% being in strong support. However, 39% oppose this particular proposal, of which 33% strongly oppose.

Figure 2.7

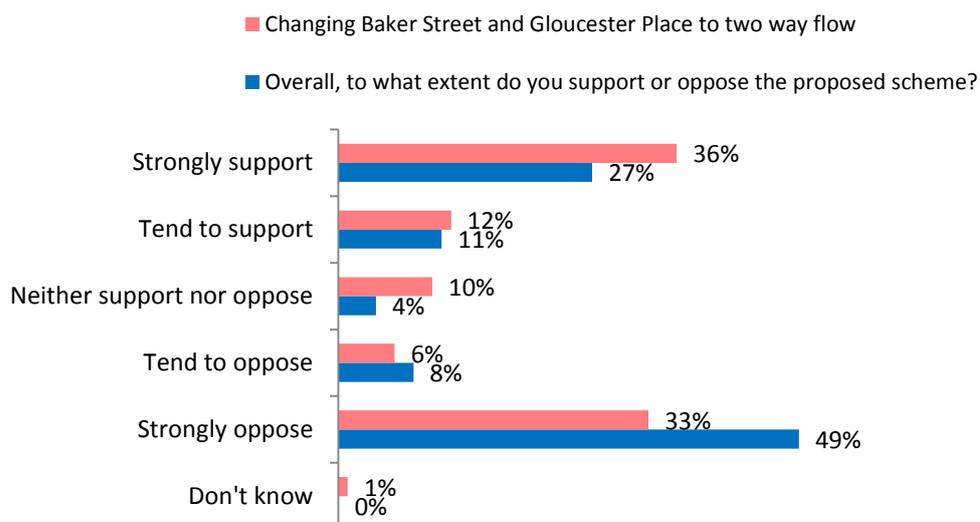
**Q5. How much do you support or oppose each of the following elements of the proposed scheme? Changing Baker Street and Gloucester Place to two way flow.**



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

As shown in figure 2.8, 48% of respondents support the principle of making Baker Street and Gloucester Place two way, but as shown in the analysis of responses to Q1 only two in five (39%) support the proposed Baker Street Two Way scheme overall. Further analysis shows that a quarter (25%) of those who support the principle of two way traffic flow (Q5) do not support the scheme as presented (Q1).

**Figure 2.8**



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

### Differences by type of respondent

Support for two way flow differs significantly across the respondent groups. Twenty nine percent of residents support it, compared to 70% of workers, 60% of business owners/representatives and 58% of visitors.

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	36%	17%	54%	56%	44%	44%	35%
Tend to support	12%	11%	13%	14%	13%	15%	4%
Neither support nor oppose	10%	10%	11%	8%	14%	8%	19%
Tend to oppose	6%	8%	5%	3%	7%	3%	12%
Strongly oppose	33%	53%	15%	18%	20%	28%	19%
Don't know	1%	1%	2%	1%	2%	1%	12%
Support	49%	29%	67%	70%	58%	60%	38%
Oppose	40%	61%	20%	21%	27%	32%	31%
Net support	9%	-32%	47%	48%	31%	28%	8%

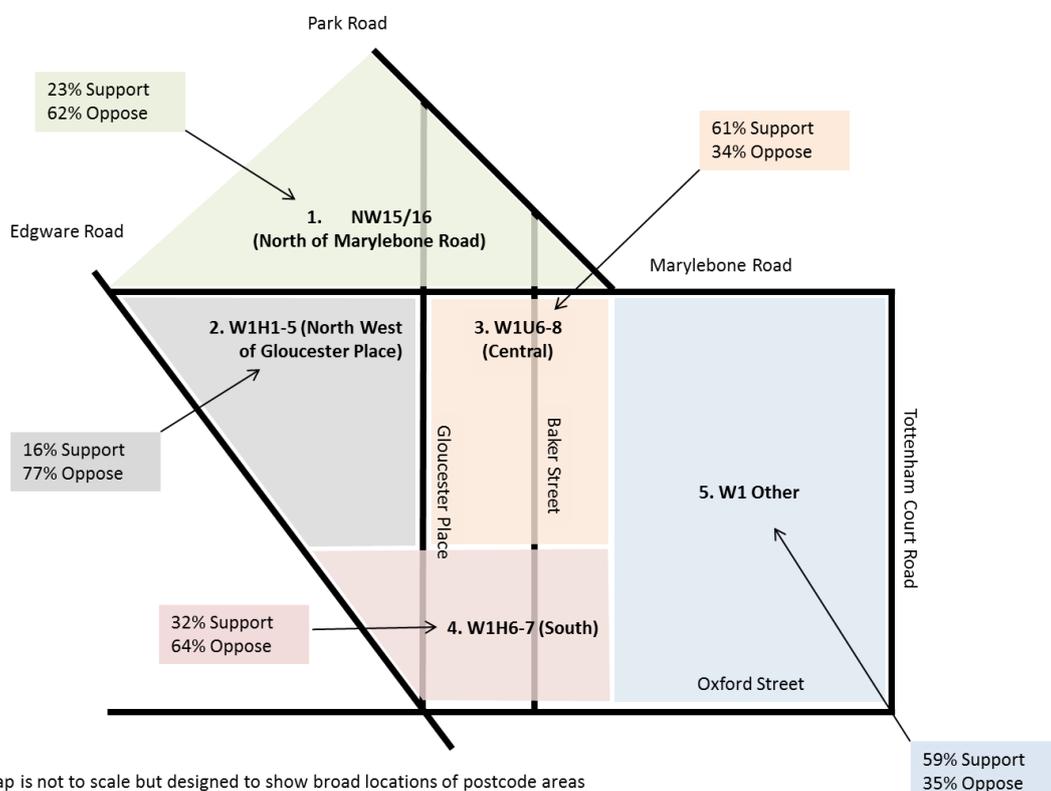
## Postcode analysis of resident responses

The strongest opposition to this element of the proposals comes from those living north-west of Gloucester Place (77%). Strongest support for this element comes from those living in the W1U6-8 areas.

	TOTAL	NW15/16 (N of Marylebone Rd)	W1H1-5 (NW of Gloucester Pl)	W1U6-8 (Central)	W1H6-7 (South)	W1 Other	All others
<i>Number of resident responses</i>	682	333	170	59	22	34	64
Strongly support	17%	9%	9%	47%	23%	50%	34%
Tend to support	11%	14%	7%	14%	9%	9%	11%
Neither support nor oppose	10%	14%	6%	3%	5%	6%	6%
Tend to oppose	8%	9%	8%	3%	9%	0%	8%
Strongly oppose	53%	54%	69%	31%	55%	35%	41%
Don't know	1%	1%	1%	2%	0%	0%	0%
Support	29%	23%	16%	61%	32%	59%	45%
Oppose	61%	62%	77%	34%	64%	35%	48%
Net support	-32%	-40%	-61%	27%	-32%	24%	-3%

Figure 2.9

**Q5. How much do you support or oppose each of the following elements of the proposed scheme? Changing Baker Street and Gloucester Place to two way flow.**



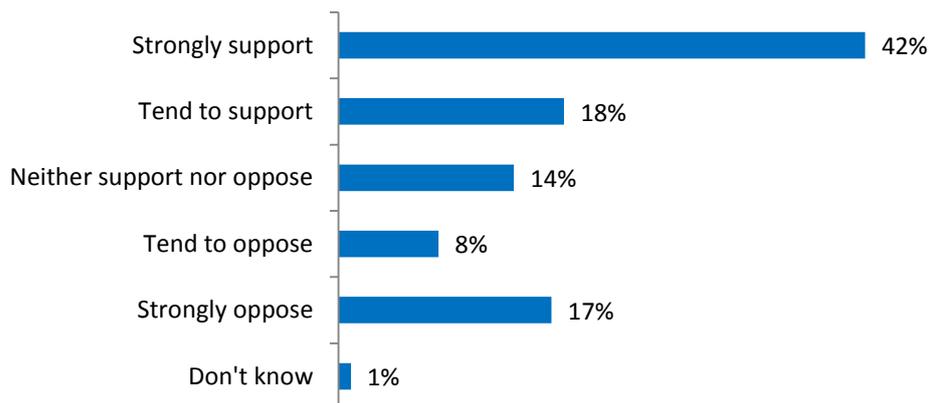
Source: 682 resident responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

## Widening footways

When asked for their views on widening footways for better pedestrian access, 60% of respondents support this element of the scheme with 42% being in strong support. Only 25% of respondents are opposed to this part of the proposed scheme (17% strongly opposed).

Figure 2.10

**Q5. How much do you support or oppose each of the following elements of the proposed scheme? Widening the footways on Baker Street.**



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

## Differences by type of respondent

Again, there are significant differences between groups, with workers and visitors being most likely to support this element of the proposed scheme and residents being least supportive.

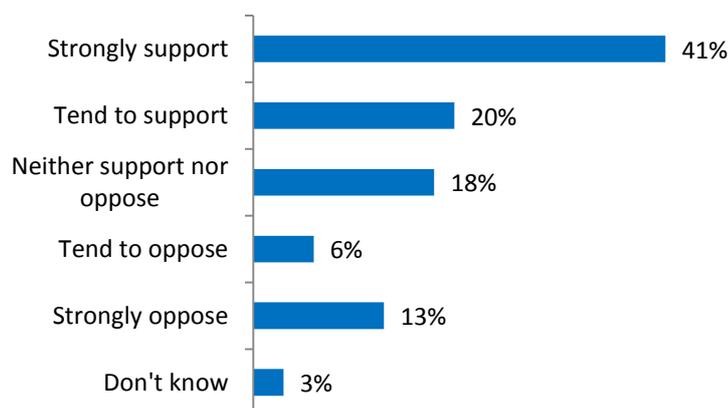
	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	42%	22%	59%	57%	53%	46%	38%
Tend to support	18%	20%	16%	16%	19%	12%	19%
Neither support nor oppose	14%	17%	11%	9%	12%	16%	19%
Tend to oppose	8%	11%	5%	6%	6%	3%	4%
Strongly oppose	17%	28%	6%	11%	7%	21%	8%
Don't know	1%	1%	1%	0%	1%	1%	12%
Support	60%	42%	76%	74%	72%	58%	58%
Oppose	25%	40%	12%	17%	14%	25%	12%
Net support	35%	2%	64%	57%	59%	33%	46%

### Providing formal cycle lanes on Gloucester Place

Sixty one percent of respondents support the provision of formal cycle lanes<sup>14</sup> with 41% strongly supporting the measure. Nineteen percent are opposed to the introduction of formal cycle lanes with 13% strongly opposing.

Figure 2.11

**Q5. How much do you support or oppose each of the following elements of the proposed scheme? Providing formal cycle lanes on Gloucester Place.**



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

### Differences by type of respondent

Thirty one percent of residents oppose the provision of cycle lanes on Gloucester Place. Among non-residents support is much stronger – 75%, with visitors being the most supportive (80%).

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	41%	21%	58%	50%	66%	35%	38%
Tend to support	20%	23%	17%	18%	14%	23%	8%
Neither support nor oppose	18%	22%	15%	18%	10%	25%	12%
Tend to oppose	6%	9%	3%	3%	3%	4%	15%
Strongly oppose	13%	22%	5%	9%	6%	12%	12%
Don't know	3%	3%	2%	2%	1%	1%	15%
Support	61%	44%	75%	68%	80%	58%	46%
Oppose	19%	31%	8%	12%	10%	16%	27%
Net support	42%	13%	68%	56%	70%	42%	19%

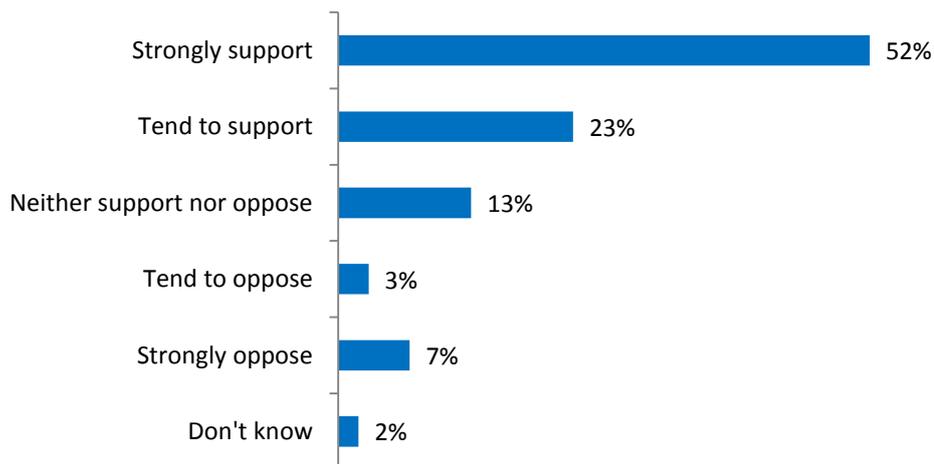
<sup>14</sup> A cycle lane is defined as 'part of a carriageway marked with a formal lane marking and allocated for use by cyclists. Traffic Signs Regulations (TSRGD, 2015). Mandatory cycle lanes are marked lanes for exclusive use of cyclists during the advertised hours of operation. It is an offence for other vehicles to enter, unless they are exempted. Separate parking restrictions are needed in order for them to be fully effective. Advisory cycle lanes are an area intended for, but not legally restricted to, cyclists' use. Other vehicles are permitted to enter or cross it.

## Provision of new 'straight across' pedestrian crossings over Marylebone Road

Seventy five percent of respondents support a new 'straight across' crossing over Marylebone Road, 52% strongly support it. Ten percent oppose the new crossing - 7% of which strongly oppose the crossing.

Figure 2.12

**Q5. How much do you support or oppose each of the following elements of the proposed scheme? Provision of new straight across pedestrian crossings over the Marylebone Road.**



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

### Differences by type of respondent

Support for new straight across crossings is greatest among visitors and workers (84% and 81%). Although lower than other groups, support for this element of the scheme among residents is fairly high compared to other scheme elements, with two thirds in support (64%).

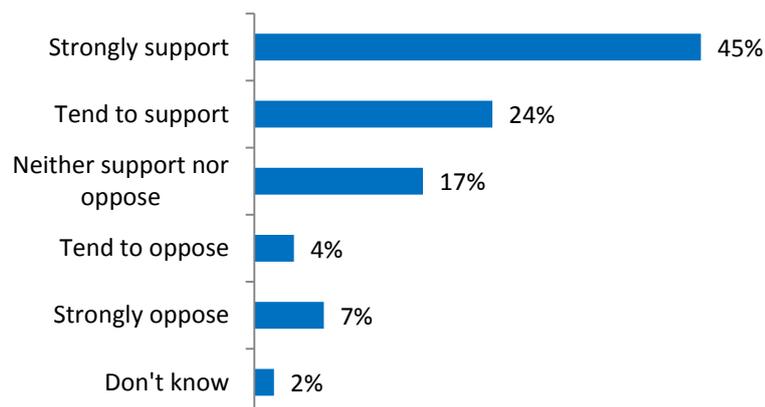
	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	52%	37%	65%	61%	65%	49%	46%
Tend to support	23%	27%	19%	20%	19%	25%	19%
Neither support nor oppose	13%	18%	9%	9%	8%	14%	12%
Tend to oppose	3%	4%	2%	2%	2%	5%	0%
Strongly oppose	7%	11%	3%	5%	4%	6%	8%
Don't know	2%	3%	2%	3%	2%	2%	15%
Support	75%	64%	84%	81%	84%	74%	65%
Oppose	10%	15%	5%	7%	6%	11%	8%
Net support	65%	49%	79%	74%	78%	62%	58%

## Provision of more green man pedestrian crossing facilities throughout the area

Sixty nine percent of respondents support the proposed introduction of green man crossings, with 45% strongly in favour. Eleven percent oppose the plans, with 7% strongly opposing them.

Figure 2.13

**Q5. How much do you support or oppose each of the following elements of the proposed scheme? Provision of more green man pedestrian crossing facilities throughout the area.**



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

## Differences by type of respondent

Support for additional green man crossings is again greatest among visitors and workers (81% and 78%), while there is also support amongst residents (56%).

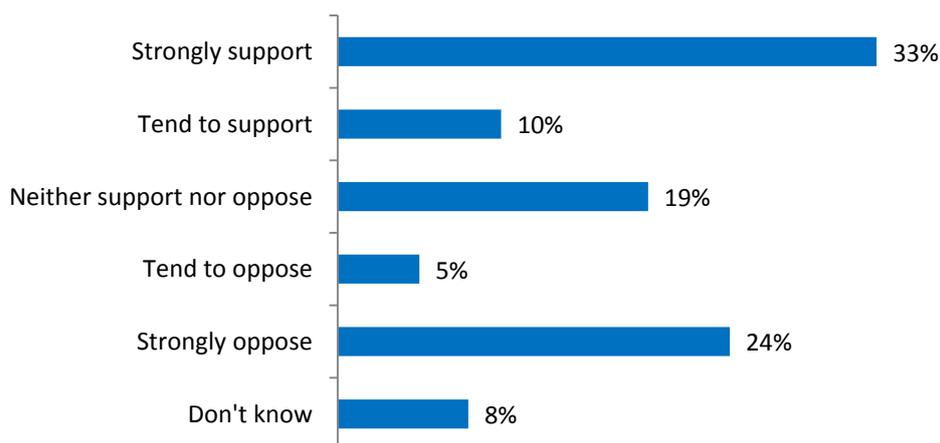
	TOTAL	Resident	Summary: (Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	<b>1,438</b>	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	<b>45%</b>	30%	59%	55%	59%	42%	54%
Tend to support	<b>24%</b>	26%	22%	23%	22%	26%	15%
Neither support nor oppose	<b>17%</b>	25%	11%	11%	11%	17%	12%
Tend to oppose	<b>4%</b>	6%	2%	3%	2%	5%	4%
Strongly oppose	<b>7%</b>	10%	4%	6%	4%	9%	8%
Don't know	<b>2%</b>	3%	1%	2%	1%	2%	8%
Support	<b>69%</b>	56%	81%	78%	81%	68%	69%
Oppose	<b>11%</b>	16%	6%	9%	6%	14%	12%
Net support	<b>58%</b>	40%	75%	69%	75%	54%	58%

## Closing Ivor Place junction with Park Road to providing a two way segregated cycle track

Forty three percent of respondents support the closure of the Ivor Place – Park Road junction with 33% strongly supporting this element of the proposed scheme, while 29% oppose this closure, 24% of whom strongly oppose this.

Figure 2.14

**Q5. How much do you support or oppose each of the following elements of the proposed scheme? Closing Ivor Place junction with Park Road to provide a two way cycle track.**



Source: 1,438 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015

### Differences by groups of respondents

Half of residents oppose this aspect of the proposed scheme (49%), which is considerably greater opposition than among the other groups. In particular, visitors are strongly supportive of this element of the scheme (71% support). This is perhaps not surprising as a high proportion of those who responded as a visitor to the area are cyclists.

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Strongly support	33%	14%	50%	37%	64%	24%	42%
Tend to support	10%	9%	11%	15%	7%	15%	0%
Neither support nor oppose	19%	19%	19%	26%	6%	27%	19%
Tend to oppose	5%	9%	2%	3%	3%	7%	0%
Strongly oppose	24%	40%	10%	10%	16%	17%	19%
Don't know	8%	10%	8%	9%	4%	10%	19%
Support	43%	23%	61%	52%	71%	38%	42%
Oppose	29%	49%	12%	14%	18%	24%	19%
Net support	13%	-25%	49%	38%	52%	15%	23%

## 2.5 Q6: Comments about specific scheme element – open question

Respondents were subsequently asked for any comments they had on the specific elements of the proposals as listed at question 5. 736 respondents left a comment. The average number of words written was 49. The most common responses to this question related to a perceived lack of provision for cycling, followed by negative comments about the proposals generally.

### Q6. Do you have any comments about any of these elements?

Comment	No.	% of question responses (736)	% of all respondents (1,438)
Cyclists – risk for cyclists, improvements not good enough	258	35%	18%
General negative comment, including no benefit/improvement, waste of money	144	20%	10%
Traffic increases in quiet/ residential roads	95	13%	7%
Concerns about impact of closing Ivor Place exit with Park Street on Glentworth Street and Francis Holland school – particular on school pick/drop off access	92	13%	6%
Traffic congestion concerns	71	10%	5%
Traffic – noise/pollution concerns	63	9%	4%
Rat runs/ more traffic on Dorset Square, Glentworth Street/ Ivor Place/Balcombe St/Taunton Mews/Taunton Place/Chagford Street	52	7%	4%
Pedestrians – concerns for safety/ease of crossing	52	7%	4%
Residents – no benefit/worse for residents, not listening to residents	46	6%	3%
Pedestrians – this is an improvement for pedestrians	33	4%	2%
Accidents (on roads – traffic) - increased risk, safety concerns -	31	4%	2%
School access/drop off concerns	30	4%	2%
Cyclists – this is an improvement for cyclists	24	3%	2%
Oppose banned left turn from Gloucester Place to Marylebone Rd due to impact on York Street	14	2%	1%
Specific positive comment: improvement in safety, speed restrictions, congestion	13	2%	1%
Traffic speeding	4	1%	0%
School issues – any mentions	4	1%	0%
Other answer <sup>15</sup>	77	10%	5%
No comment	702	n/a	49%

There were a number of duplicate comments within this question. The below comment appeared 115 times:

*“A two-way cycle track on the east side of the road is an option for resolving this failure. At junctions cyclists should be protected from left turning vehicles. Cyclists should also be able to turn right more safely and easily, particularly from Gloucester Place towards Regent’s Park, and from Baker Street onto Outer Circle.”*

<sup>15</sup> Other comments at Question 6 are defined as those where less than four respondents mentioned a specific issue/comment.

This comment appeared 102 times:

*“Cyclists need safe Space for Cycling on Gloucester Place. It is unacceptable to propose sacrificing the northbound mandatory cycle lane between George Street and York Street in favour of car parking, forcing cyclists out into the dooring zone and busy carriageway.”*

## 2.6 Q7: Marylebone Right Turns

Respondents were asked to choose between two options which will assist southbound vehicles wishing to turn right onto Marylebone Road. The table below shows that almost half of respondents do not have a preference on this.

### **Q7. Which ONE of the following scheme options listed below do you prefer?**

Options	No.	%
<i>Number of responses</i>	1,438	
(Option 1) New right turn from A41 Park Road on to Rossmore Road, which is intended to provide a more direct route for local traffic to avoid Baker Street	252	18%
(Option 2) New right turn from A41 Park Road on to Rossmore Road and a new right-turn facility from Allsop Place onto Marylebone Road	186	13%
No preference	672	47%
Other	148	10%
Don't know	171	12%

### **Differences by type of respondent**

Analysis by respondent type shows that those who responded as residents were most likely to have an opinion on the options. Residents were also the group to offer the most other comments on this proposal. A summary of the 'other' comments received is detailed below.

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	<b>1,438</b>	682	756	454	374	117	26
	%	%	%	%	%	%	%
Option 1	<b>18%</b>	20%	16%	21%	9%	20%	28%
Option 2	<b>13%</b>	20%	7%	11%	5%	7%	8%
No preference	<b>47%</b>	32%	61%	49%	70%	49%	44%
Other	<b>10%</b>	17%	4%	6%	5%	16%	16%
Don't know	<b>12%</b>	12%	12%	12%	11%	9%	4%

## Other comments

There were 137 comments received about Marylebone right turns. The most common area of comment related to all the options presented being unsatisfactory.

<b>Comment</b>	<b>No.</b>	<b>% of question responses (137)</b>	<b>% of all respondents (1,438)</b>
All are unsatisfactory/will increase traffic on residential roads	62	45%	4%
No changes needed	26	19%	2%
No extra traffic down residential roads	8	6%	1%
No right turn onto Rossmore Rd	6	4%	0%
Disapprove of scheme - general	5	4%	0%
New right turn from Allsop Place onto Marylebone Road only	5	4%	0%
Other comment <sup>16</sup>	27	20%	2%
<i>No comment</i>	<i>1,301</i>	<i>n/a</i>	<i>90%</i>

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<sup>16</sup> Other comments at Question 7 are defined as those where less than five respondents mentioned a specific issue/comment.

## 2.7 Q8: Cycle Lanes - Hours of Operation

Respondents were informed that the proposed cycle lanes along Gloucester Place could not operate 24 hours a day, due to the need to allow loading and parking at certain times. Respondents were then asked which option they prefer for provision of cycle lanes along Gloucester Place.

Twenty nine percent would prefer cycle lanes to operate 7am to 7pm Monday to Saturday, whereas 13% would prefer them to operate 7am to 10am and 4pm to 7pm Monday to Saturday. Fifteen percent have no preference and 16% would prefer there to be no cycle lanes at all. Twenty three percent of respondents gave an 'other' answer. The majority of these consisted of a preference for 24/7 cycle lanes, as detailed below.

**Q8. Which ONE of the options listed below do you prefer for the provision of cycle lanes along Gloucester Place?**

Options	No.	%
<i>Number of responses</i>	1,438	
Cycle lanes to operate 7am to 7pm (Monday to Saturday)	410	29%
Cycle lanes to operate 7am to 10am and 4pm to 7pm (Monday to Saturday)	183	13%
No cycle lanes at all	231	16%
No preference	218	15%
Other	330	23%
Don't know	58	4%

### Other suggestions

In total, 330 respondents offered an 'other' comment for this question. Two thirds of these comments asked for cycle lanes to be in operation 24 hours a day and seven days a week. The vast majority of these comments came from the visitor respondent group, a large proportion of whom are cyclists.

Comment	No.	% of question responses (330)	% of all respondents (1,438)
24 hours a day, 7 days a week	220	67%	15%
There should be segregated lanes	36	11%	3%
Cycle lanes – 7am to 7pm all week	8	2%	1%
Cycle lanes should be on side roads	7	2%	0%
None of the options are suitable	6	2%	0%
No change to current system	5	2%	0%
No cycle lanes on Gloucester Place	5	2%	0%
Cycle lanes – 7am to 9pm all week	4	1%	0%
Other comments <sup>17</sup>	46	14%	3%
<i>No comment</i>	1,108	<i>n/a</i>	77%

<sup>17</sup> Other comments at Question 2 are defined as those where less than four respondents mentioned a specific issue/comment.

## Differences by type of respondent

The table below summarises the responses by different groups. Workers are most likely to support 7am to 7pm cycle lanes (36%), while residents are most likely to want no cycle lanes at all (28%). A large number of visitors (57%) gave other responses as discussed above.

	<b>TOTAL</b>	Resident	<i>(Summary: Not a resident)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	<b>1,438</b>	682	756	454	374	117	26
	<b>%</b>	%	%	%	%	%	%
Cycle lanes to operate 7am to 7pm	<b>29%</b>	26%	31%	36%	24%	29%	31%
Cycle lanes to operate 7am to 10am and 4pm to 7pm (Monday to Saturday)	<b>13%</b>	13%	13%	16%	5%	20%	0%
No cycle lanes at all	<b>16%</b>	28%	5%	9%	6%	10%	12%
No preference	<b>15%</b>	16%	15%	18%	5%	21%	15%
Other	<b>23%</b>	13%	32%	17%	57%	17%	35%
Don't know	<b>4%</b>	5%	4%	4%	2%	3%	8%

## 2.8 Q9: Parking and loading arrangements

A number of changes to parking and loading/unloading arrangements are proposed as part of the scheme; however these changes are indicative only at this stage. A more detailed statutory Traffic Management Order (TMO) consultation on changes to parking and loading restrictions will be undertaken at a later date. This was indicated in the wording for this question.

However, respondents were still asked for any comments or concerns they had regarding the proposed changes for specific areas. Overall, 233 respondents offered a comment on this, with an average of 34 words per respondent.

The most common comments related to access concerns for residents when parking and businesses when loading/unloading.

### ***Q9. Do you have any comments regarding these proposed changes to loading and unloading and parking restrictions?***

Comment	No.	% of question responses (233)	% of all respondents (1,438)
Access – concerns for residents - parking spaces and visitors and deliveries	87	37%	6%
Access – concerns for businesses (loading, deliveries)+ specific times	65	28%	5%
General negative comment, including no benefit/improvement, waste of money	29	12%	2%
Traffic congestion concerns	26	11%	2%
Cycle lanes – clash with loading areas/parking dangerous – should be better	21	9%	1%
Proper enforcement of parking restrictions	19	8%	1%
Too difficult to understand, not explained well, web site poor or not working	18	8%	1%
No benefits to residents	14	6%	1%
School access/drop off concerns	7	3%	0%
Specific positive comment	4	2%	0%
Oppose ban left turn from Gloucester Place to Marylebone Rd due to impact on York Street	4	2%	0%
Impact of closing Ivor Place exit with Park Street on Glentworth Street and Francis Holland school – particular on school pick/drop off access	3	1%	0%
Rat runs/ more traffic on Dorset Square, Glentworth Street/ Ivor Place/Balcombe St/ Taunton Mews/ Taunton Place/ Chagford Street	3	1%	0%
Other comments <sup>18</sup>	16	7%	1%
<i>No comment</i>	<i>1,205</i>	<i>n/a</i>	<i>84%</i>

<sup>18</sup> Other comments at Question 9 are defined as those where less than three respondents mentioned a specific issue/comment.

## 2.9 Q10. Changes to vehicle turning movements

A number of proposed changes to vehicle turning movements are contained within the proposals and respondents were asked if they had any comments to offer on the changes to permitted vehicle movements. In total, 416 respondents offered a comment on this, with an average of 51 words per respondent.

The key issues raised include concerns about redirection of traffic onto residential streets and the creation of 'rat-runs' as a result of changes to permitted vehicle turning movements.

**Q10. A number of changes to vehicle movements are being proposed as part of this scheme. These include changes to turns allowed at junctions, the direction of traffic and permitted movements onto link roads.**

**Do you have any comments regarding these changes to permitted vehicle movements?**

Comment	No.	% of question responses (416)	% of all respondents (1,438)
Traffic increases in quiet/ residential roads	138	33%	10%
Rat runs/ more traffic on Dorset Square, Glentworth Street/ Ivor Place/Balcombe St/ Taunton Mews/ Taunton Place/ Chagford Street	99	24%	7%
Traffic congestion concerns	69	17%	5%
Oppose ban left turn from Gloucester Place to Marylebone Rd due to impact on York Street	67	16%	5%
Oppose right turn at Gloucester Place into Ivor Place/ Taunton Mews/Taunton Place/ Huntsworth Mews/ Rossmore Rd	64	15%	4%
Pedestrians – concerns about safety, crossings	61	15%	4%
Traffic – noise/pollution	61	15%	4%
General negative comment, including no benefit/improvement, waste of money	52	13%	4%
Impact of closing Ivor Place exit with Park Street on Glentworth Street and Francis Holland school – particular on school pick/drop off access	48	12%	3%
Accidents (on roads – traffic) - increased risk, safety concerns	30	7%	2%
Leave it as it is/ works well now/ present arrangements satisfactory	29	7%	2%
Access – concerns for businesses (loading) and about parking	29	7%	2%
Cyclists – needs to be safer for cyclists -	19	5%	1%
Allsop Place – new turn is bad idea, problematic, more congestion	11	3%	1%
Specific positive comment: improvement in safety, speed restrictions, congestion	10	2%	1%
General positive comment	6	1%	0%
Other (or unspecified) junctions – negative comments	34	8%	2%
Other comments <sup>19</sup>	40	10%	3%
No comment	1,022	n/a	71%

<sup>19</sup> Other comments at Question 10 are defined as those where less than four respondents mentioned a specific issue/comment.

## 2.10 Q11, 12 and 13: Further elements for comment

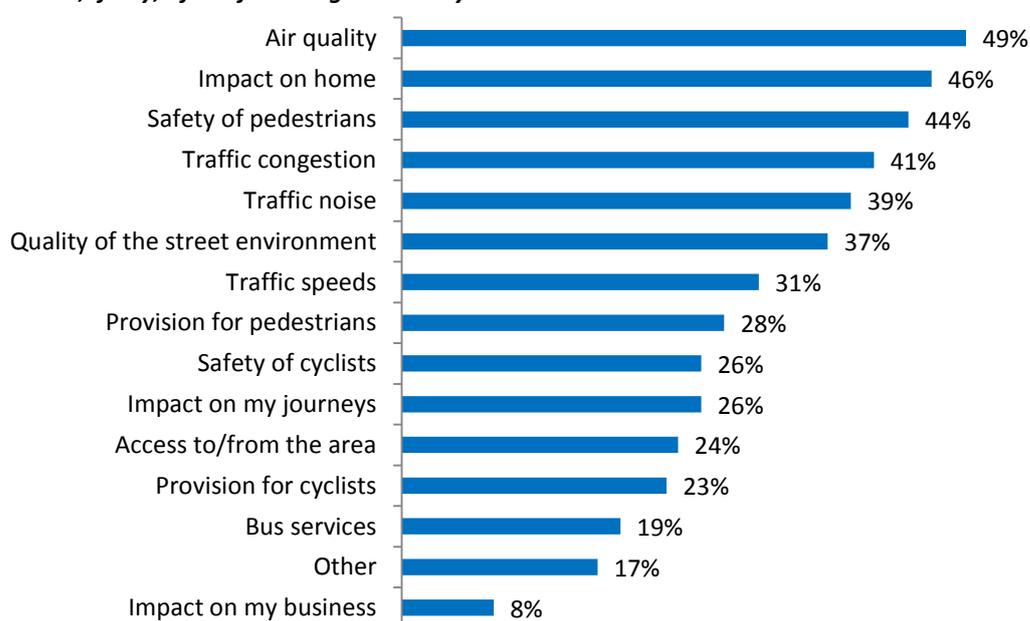
Respondents were asked if they would like to make any further comments on the proposed scheme and if so, which element of the proposed scheme they wished to comment on. Overall 311 said they would like to make further comments (22%). The topics which received the greatest number of comments are air quality (49%), impact on my home (46%), safety of pedestrians (44%) and traffic congestion (41%).

### Q11: Are there any further elements of the proposed scheme that you want to comment on?

Answer	No.	%
Yes	311	22%
No	1,127	78%

Figure 2.15

### Q12: Which, if any, of the following issues do you wish to comment on?



Source: 311 responses to Baker Street and Gloucester Place Two Way Project Public Consultation, June – July 2015<sup>20</sup>

### Others to question 12

In total, 46 respondents offered an 'other' topic they wished to comment on further. The topics they covered are listed overleaf.

<sup>20</sup> Respondents were asked to 'select all which apply' so the total sum of percentages is greater than 100%

Code	No	% of question responses (46)	% of all respondents (1,438)
Impact on health/air quality	7	15%	0%
Consultation process/lack of communications	4	9%	0%
Extra traffic on residential streets	4	9%	0%
Impact on residents	4	9%	0%
Costs of scheme	3	7%	0%
Impact on me/home	3	7%	0%
Conservation	2	4%	0%
Parking	2	4%	0%
Other comment <sup>21</sup>	17	37%	1%
No comment	1,392	n/a	97%

**Q13: Please write in your comments below.**

In total, 311 respondents left a further comment on the proposed scheme. The average number of words in each comment was 77. Analysis of the comments received can be seen in the table below.

The greatest number of comments received related to concerns over traffic pollution and noise. This was closely followed by the perceived negative impact the proposed scheme would have on residents.

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<sup>21</sup> Other comments at Question 12 are defined as those where less than two respondents mentioned a specific issue/comment.

<b>Comment</b>	<b>No.</b>	<b>% of question responses (311)</b>	<b>% of all respondents (1,438)</b>
Traffic – noise/pollution	83	27%	6%
Traffic increases in quiet/ residential roads	75	24%	5%
Residents – no benefit/worse for residents, not listening to residents	68	22%	5%
General negative comment, including no benefit/improvement, waste of money	58	19%	4%
Traffic congestion concerns	56	18%	4%
Pedestrians – concerns for safety / ease of crossing	50	16%	3%
Cyclists – bad/risks for cyclists, improvements not good enough	48	15%	3%
Accidents (on roads – traffic) – increased risk, safety concerns	31	10%	2%
Buses and bus stops – positioning	29	9%	2%
School access/drop off concerns	22	7%	2%
Rat runs/ more traffic on Dorset Square, Glentworth Street/ Ivor Place/Balcombe St/ Taunton Mews/ Taunton Place/ Chagford Street	22	7%	2%
Traffic – speed	21	7%	1%
Access – concerns for businesses (loading) and about parking	16	5%	1%
General positive comment	12	4%	1%
Specific positive comment: improvement in safety, speed restrictions, congestion	12	4%	1%
Enforcement needs to be better	9	3%	1%
Oppose ban left turn from Gloucester Place to Marylebone Rd due to impact on York Street	9	3%	1%
Impact of closing Ivor Place exit with Park Street on Glentworth Street and Francis Holland school – particular on school pick/drop off access	8	3%	1%
Deliveries – concerns about restrictions and monitoring	7	2%	0%
Oppose right turn at Gloucester Place into Ivor Place/ Taunton Mews/Taunton Place/ Huntsworth Mews/ Rossmore Rd	6	2%	0%
Other answer <sup>22</sup>	77	25%	5%
<i>No comment</i>	<i>1,127</i>	<i>n/a</i>	<i>78%</i>

<sup>22</sup> Other comments at Question 13 are defined as those where less than five respondents mentioned a specific issue/comment.

### 3 Respondent Profile and Communications

Half of those who responded to the consultation questionnaire are residents (47%), 32% are workers and 26% are visitors to the area. Eight percent are business owners or representatives. The percentage of respondents equals more than 100% as respondents could participate in multiple capacities, e.g. as both resident and business owner.

**Q14: Are you completing this questionnaire as a...**

	No.	%
<i>Number of responses</i>	1,438	
Resident	682	<b>47%</b>
Worker in the area	454	<b>32%</b>
Regular visitor to the area	374	<b>26%</b>
Business owner/representative	117	<b>8%</b>
Organisation/stakeholder/ campaign group	26	<b>2%</b>

Questions 15 to 17 asked for the addresses and postcodes of residents, workers and visitors.

#### Demographics

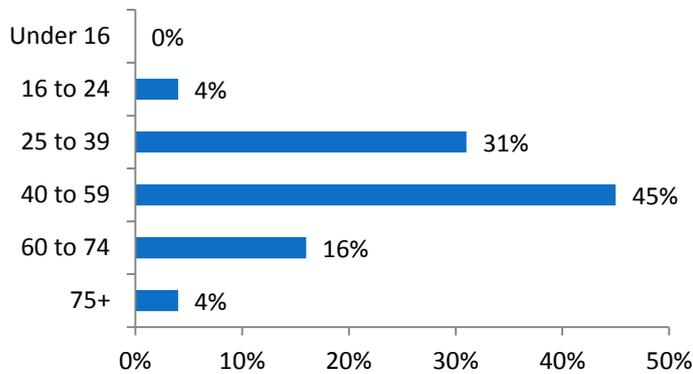
A higher proportion of males (57%) responded to the questionnaire than females (43%) although there was good representation from both genders across the respondent groups.

**Q18) Are you...**

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	<b>1,438</b>	682	756	454	374	117	26
	<b>%</b>	%	%	%	%	%	%
Male	<b>57%</b>	53%	62%	55%	68%	69%	60%
Female	<b>43%</b>	47%	38%	45%	32%	31%	40%

The majority of respondents (76%) were aged between 25 and 59. There were relatively few responses from those aged 24 and under (4%).

**Figure 3.1**  
**Q19: How old are you?**



**Differences by type of respondent**

	<b>TOTAL</b>	Resident	<i>(Summary: Not a resident)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	<b>1,438</b>	682	756	454	374	117	26
	<b>%</b>	%	%	%	%	%	%
Under 16	<b>0%</b>	1%	0%	0%	0%	0%	0%
16-24	<b>4%</b>	3%	5%	6%	3%	2%	0%
25-39	<b>31%</b>	17%	44%	43%	40%	20%	0%
40-59	<b>45%</b>	45%	45%	44%	47%	64%	80%
60-74	<b>16%</b>	27%	5%	6%	8%	10%	20%
75+	<b>4%</b>	7%	1%	0%	1%	4%	0%

Eight percent of respondents said their daily activities are limited due to a health problem or disability.

**Q20: Are your day to day activities limited due to a health problem or disability?**

	<b>TOTAL</b>	Resident	<i>(Summary: Not a resident)</i>	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	<b>1,438</b>	682	756	454	374	117	26
	<b>%</b>	%	%	%	%	%	%
Yes, limited a lot	<b>2%</b>	2%	1%	0%	1%	0%	0%
Yes, limited a little	<b>6%</b>	8%	3%	3%	5%	6%	0%
No	<b>93%</b>	90%	96%	96%	94%	94%	100%

## Businesses

Questions 21 to 23 asked for details from business representatives/owners including the name of their business, address and postcode

### Q23. What type of business are you?

	No.	%
<i>Number of responses</i>	<b>114</b>	
Office	58	<b>51%</b>
Retail	17	<b>15%</b>
Leisure	9	<b>8%</b>
Food & Beverage	6	<b>5%</b>
Other	24	<b>21%</b>

## Modes of transport

Respondents were asked what modes they use to travel around Baker Street and Gloucester Place. The top modes of transport used are on foot and cycling.

### Q24: How do you travel most often around the Baker Street/Gloucester Place area?

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	<b>1,438</b>	682	756	454	374	117	26
	%	%	%	%	%	%	%
Walk	<b>56%</b>	70%	45%	62%	29%	55%	8%
Cycle	<b>20%</b>	10%	30%	16%	52%	9%	8%
Car driver	<b>8%</b>	8%	7%	4%	9%	16%	4%
Car passenger	<b>0%</b>	1%	0%	0%	0%	1%	0%
Bus/coach	<b>9%</b>	8%	10%	12%	6%	9%	0%
Motorcycle/scooter	<b>1%</b>	0%	1%	1%	1%	1%	0%
Taxi	<b>1%</b>	1%	1%	2%	1%	1%	0%
Van or goods vehicle	<b>0%</b>	0%	0%	0%	0%	2%	0%
Other	<b>2%</b>	3%	2%	2%	2%	3%	4%

Other modes of transport used in the last few months include buses and taxis.

**Q25: Which other sorts of transport have you used to travel in and around the Baker Street/Gloucester Place area in the last few months?**

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
<i>Number of responses</i>	<b>1,438</b>	682	756	454	374	117	26
	%	%	%	%	%	%	%
Bus/coach	<b>48%</b>	59%	39%	46%	40%	38%	50%
Taxi	<b>41%</b>	52%	30%	41%	20%	52%	17%
Walk	<b>34%</b>	24%	42%	29%	60%	35%	67%
Car driver	<b>29%</b>	41%	18%	23%	18%	40%	17%
Car passenger	<b>20%</b>	26%	13%	18%	13%	29%	0%
Cycle	<b>19%</b>	20%	19%	22%	20%	25%	0%
Motorcycle/scooter	<b>2%</b>	2%	3%	3%	3%	6%	0%
Van	<b>1%</b>	1%	2%	2%	1%	5%	0%

**Organisations**

Questions 26 to 30 asked for details from organisations including name, address and postcode and details on how many residents or businesses the organisation represents.

**Q28: What type of organisation are you representing?**

	No.	%
<i>Number of responses</i>	<b>26</b>	
Resident's Association/ Amenity Society	7	<b>27%</b>
Interest/pressure group	7	<b>27%</b>
Education/school	1	<b>4%</b>
Business group/Business Improvement District	6	<b>23%</b>
Other	5	<b>19%</b>

**Communications**

Respondents were asked how they found out about the consultation. The top channels were word of mouth and community groups/forums, followed by receiving a leaflet about the consultation. These results show the importance of having a mix of communications channels to reach a broad range of people in the local area.

### 31: How did you find out about this consultation?

	TOTAL	Resident	(Summary: Not a resident)	Worker	Visitor	Business owner/ reps	Stakeholder groups
Number of responses	1,438	682	756	454	374	117	26
	%	%	%	%	%	%	%
Word of mouth	31%	33%	29%	36%	23%	24%	23%
Community forum/group	31%	39%	24%	27%	22%	35%	15%
Leaflet delivered to my door	17%	32%	4%	7%	1%	16%	4%
Social media (e.g. Twitter)	15%	5%	24%	11%	41%	13%	12%
Westminster City Council website	6%	7%	5%	4%	7%	4%	15%
Newspaper	1%	1%	1%	1%	1%	1%	0%
Other	16%	11%	20%	24%	11%	21%	38%

#### Others communications sources

204 respondents gave an 'other' answer as to how they found out the consultation. These sources are listed below.

Source	No.	% of question responses (204)	% of all respondents (1,438)
Baker Street Quarter Partnership	41	20%	3%
Place of work	29	14%	2%
An email	27	13%	2%
A Resident's Association/Community/Interest group	21	10%	1%
School	15	7%	1%
TfL	14	7%	1%
London Cycling Campaign/Westminster Cycling Campaign	13	6%	1%
Family/friend	8	4%	1%
Landlord/letting agent	5	2%	0%
A website	5	2%	0%
Leaflet/letter	4	2%	0%
Portman Estate	4	2%	0%
Westminster City Council	3	1%	0%
Other source	16	8%	1%
No comment	1,234	n/a	86%

## Further contact

Finally respondents were asked if they would like to hear the results of the consultation and if so were asked to leave their details.

***Q32. If you would like us to keep in touch with you about the results of this consultation please provide contact details below.***

Of the 1,438 respondents to the consultation questionnaire, 642 would like to be contacted about the results of the consultation. The table below shows the breakdown across respondent groups and by the type of contact information which was left.

Contact information	Total	Resident	Worker	Visitor	Business owner/rep	Stakeholder groups
Address	628	411	123	117	69	20
Postcode	642	417	127	123	69	20
Name	596	398	109	112	62	20
Telephone	421	286	80	60	52	16
Email	593	365	108	113	63	20
<b>TOTAL</b>	<b>642</b>	<b>417</b>	<b>127</b>	<b>123</b>	<b>69</b>	<b>20</b>

## 4 Email and Letter Responses

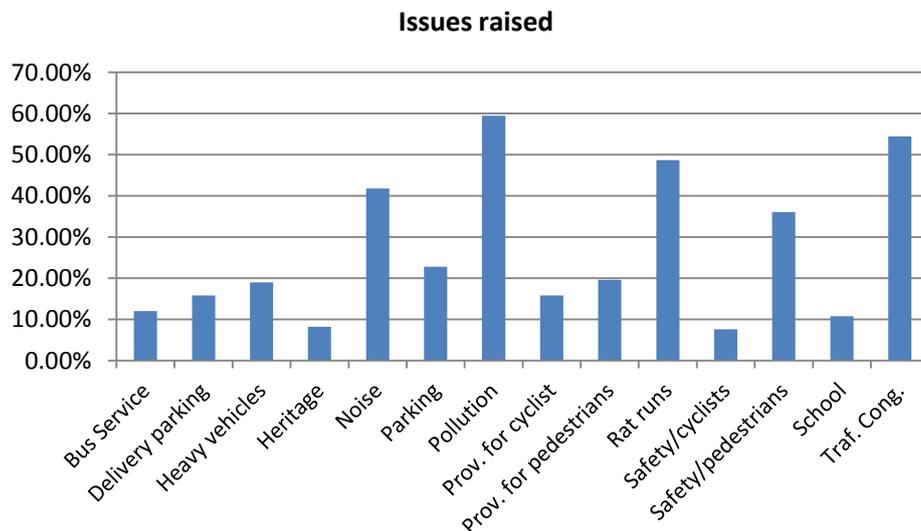
In addition to feedback through the online and paper questionnaires, many residents and interested parties responded to the consultations in letters and emails to Westminster City Council, TfL, the Baker Street Quarter Partnership and the Portman Estates. Westminster City Council collected these responses and catalogued them based on the concerns raised and geographical locations of these concerns.

- 175 emails were logged
- 158 individual respondents were noted

### Issues

All emails and letters were read so that any issues or concerns they raised could be logged under specific categories (such as Pollution/Air quality, Heritage/Conservation etc.)

Figure 4.1



The main concerns raised were:

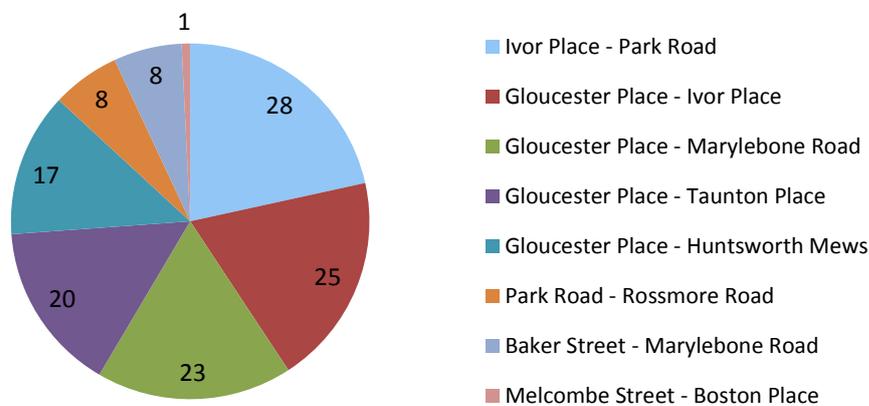
- 1) Pollution/Air Quality at 59% (94 respondents)
- 2) Traffic Congestion at 54% (86 respondents)
- 3) Rat-runs at 49% (77 respondents)
- 4) Noise 42% (66 respondents)
- 5) Safety of pedestrians 36% (57 respondents)

For many respondents these issues were interlinked. For instance, concerns about increasing pollution are due to concerns about increased traffic congestion on main roads and the dispersal of traffic from main roads to residential streets (rat-runs).

## Streets and Junctions

Many of the concerns noted above were also geographically located.

Figure 4.2

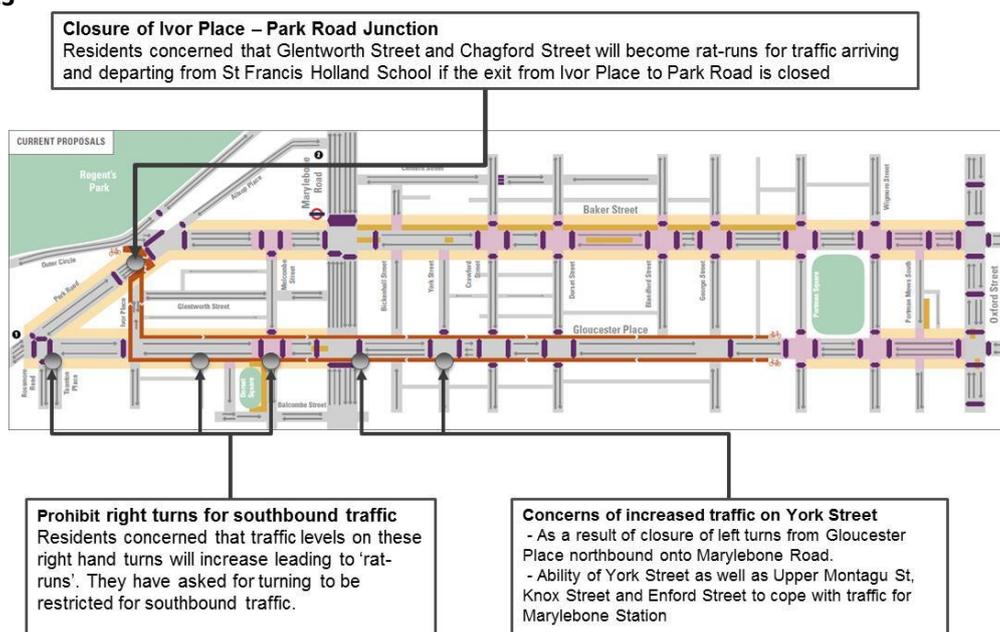


The main junctions that residents were concerned about were:

- 1) Ivor Place – Park Road 17.72% (28)
- 2) Gloucester Place – Ivor Place 15.82% (25)
- 3) Gloucester Place – Taunton Place 12.66% (20)
- 4) Gloucester Place – Marylebone Road 12.66% (20)
- 5) Gloucester Place – Huntsworth Mews 10.76% (17)

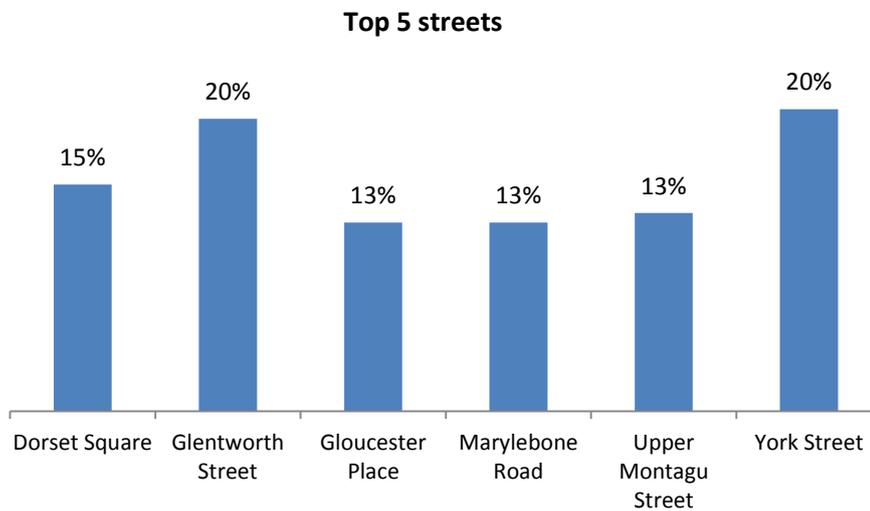
Plans for the closure of the Ivor Place – Park Road junction raised the most objections. Respondents are concerned about the impact that redirected traffic to and from St Francis Holland school would have on Glentworth and Chagford Street. The map in figure 4.3 details the main concerns.

Figure 4.3



Many residents also requested 'ahead only' signs for southbound traffic on Gloucester Road attempting to turn into Ivor Place, Taunton Place and Huntsworth Mews, to prevent these roads becoming rat-runs.

**Figure 4.4**



The main streets that respondents commented on were:

- 1) York Street 20% (32)
- 2) Glentworth Street 20% (31)
- 3) Dorset Square 15% (24)
- 4) Upper Montagu Street 13% (21)
- 5) (Joint) Gloucester Place & Marylebone Road 13% (20)

York Street & Upper Montagu Street were mentioned most frequently by respondents, many of which were concerned that these narrow residential streets would be used by traffic on Gloucester Place unable to turn left onto Marylebone Road.

Around 20% of residents were concerned about Glentworth Street, these concerns tied into criticisms already noted above with the closure of the Ivor Place – Park Road junction.

## 5 Exhibitions Analysis

Five exhibition sessions were held during the consultation period at the following locations and times:

St Cyprian's Clarence Gate, Glentworth Street

- Wednesday 10th June 4pm–6pm
- Thursday 11th June 4pm–6pm
- Saturday 13th June 12pm–4pm

Park Plaza Sherlock Holmes, 108 Baker Street

- Thursday 2nd July 4pm–7pm
- Saturday 4th July 12pm–4pm

Westminster Council, TfL, Jacobs, and FM Conway WSP project team members were in attendance to answer specific questions from the public about aspects of the scheme.

Around 220 people attended the five exhibitions. In contrast to the online survey, the majority of consultation attendees were local residents, as well representatives from local residents associations, amenity societies, businesses, and staff from Francis Holland School on Ivor Place. The most common concerns raised related to turning movements and junctions, bus services, and traffic congestion.

The junction cited most frequently as being of concern was the Gloucester Place-Marylebone Road junction. Concerns centred on why vehicles on Gloucester Place will be unable to turn left onto Marylebone Road. In addition, a number of people expressed concern that this junction could be unsafe for cyclists. The second-most cited junction was Gloucester Place onto Ivor Place. A number of Ivor Place residents stated that the southbound right turn from Gloucester Place onto Ivor Place would cause an increase in traffic and rat-running.

The main concern for residents was an increase in traffic on residential side streets. Others mentioned that the proposed project would lead to longer walk times in order to access bus services and a decrease in the number of parking bays available.

Key concerns for staff and parents at Francis Holland School was the impact of the scheme on picking up and dropping off pupils on both sides of the school day, traffic levels on Ivor Place, and on delivery parking.

Key concerns for local businesses related to delivery/parking. A representative from the Confederation of Passenger Transport expressed concern that there was not enough provision for coaches, who use the roads to drop passengers off at hotels.

## 6 TfL Bus Consultation

During the consultation which TfL ran about bus services on Baker Street and Gloucester Place (from 30 June to 4 September), 203 comments were received about the Baker Street Two Way project. A summary of the comments received is detailed below.

137 of the comments received were from residents. The areas of most common areas of comment among this group were; traffic congestion concerns, redirection of traffic onto residential streets, air pollution increases, noise pollution, the impact on local residents and safety of pedestrians and children.

38 public transport users left a comment about the Baker Street Two Way project. The most common areas of comment related to increased traffic congestion and impact on journey times.

15 of the comments received were from workers in the area. The common areas of comment related to increased traffic congestion and a feeling that a two way system will not benefit the area.

13 other comments were received from those who did not say in what capacity they were responding as. These included a mixture of those who support the two way proposal, concerns about traffic congestion and parking.



## 7.2 Banners

# WELCOME

**WELCOME TO OUR PUBLIC EXHIBITION FOR THE BAKER STREET TWO WAY PROJECT**

Today the traffic on Baker Street and Gloucester Place dominates and divides our area, creating problems of access and safety for residents, businesses and visitors.

The aim of the Baker Street Two Way project is to address these issues, creating pleasant streets where it is just as easy to get about as it is to relax and spend time.

The development of the project has not happened overnight. The proposals are a culmination of years of detailed transport studies, reviews of existing junctions and options appraisals which led to Westminster City Council's Cabinet giving the green light to proceed with design and consultation.

Today's exhibition will seek to answer any questions you may have and help us understand your views on the proposals.

**AT THE END OF THE EXHIBITION, PLEASE FILL OUT A QUESTIONNAIRE**

Members of the team are available to answer any questions you may have

**Baker Street Two Way Project**  
Improved streets for the local community

# A HISTORY



## ONE-WAY TRAFFIC EXPERIMENT

**BAKER STREET  
and  
GLOUCESTER PLACE**



**NO RIGHT  
TURNS AHEAD**



It also got something else for comparison. Road and foot traffic in the area would not be affected when introducing the road to be closed as it is adjacent to the street above.

Photographs: The British Library and The Royal Office of Education.  
Illustration: Historic England (CC BY-SA 4.0)

### **BAKER STREET AND GLOUCESTER PLACE WERE HISTORICALLY QUIET RESIDENTIAL STREETS.**

In 1863, Baker Street station opened for the new Metropolitan Railway, linking Paddington and Farringdon Street.

Since this time, Baker Street has evolved in to a main thoroughfare, largely lined by retail and office buildings, with residential buildings mainly located in the smaller surrounding streets.

The Baker Street and Gloucester Place one way systems were introduced in 1961, at a time when far fewer vehicles were on the roads and intended to be a six month experiment.

Over time the vehicle dominance and fast moving traffic on the one way systems resulted in the two main roads becoming increasingly isolated from the community that surrounds them.

“  
OUR COMMUNITY HAS BEEN PHYSICALLY DIVIDED BY THE ROADS THAT WERE ONCE ITS CENTRE



**Baker Street Two Way Project**  
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# OUR PROPOSALS



## WIDER, HIGH QUALITY FOOTWAYS

along sections of Baker Street



## OUR PROPOSALS WOULD RETURN TWO WAY FLOW TO BOTH BAKER STREET AND GLOUCESTER PLACE

Detailed transport studies have shown that this could work by rebalancing traffic flows and under-utilised junctions without causing problems for the surrounding area. This holistic approach would also deliver:

**NEW AND UPGRADED PEDESTRIAN CROSSINGS** in total there would be up to 50 new or improved crossings introduced to the area;

**BETTER ACCESS TO PUBLIC TRANSPORT** from relocated bus stops and strengthened access to Baker Street station in the north, and Bond Street station in the south;

**NEW STREET LIGHTING** to make the area feel safer and more attractive; and

**BETTER, SAFER CYCLING** with a new cycle lane on Gloucester Place, advanced cycle stop lines at traffic signals and more cycle parking.



**KEY**

- Vehicle lane (showing direction)
- Signalled pedestrian crossing (with a green area)
- Improved unaided crossing
- Additional footway area
- Cycle lane (showing direction)
- Zebra crossing
- Footway re-paving
- Bus stop (with both bays)
- Bus stop location
- Underground station

Further detailed drawings showing individual streets, junctions and lanes can be viewed at [www.bakerstreettwo-way.co.uk](http://www.bakerstreettwo-way.co.uk)

Within the wider project, two options are being proposed to help improve the overall cycle parking capacity available on Marylebone Road.

1 Improvements to the junction of Tottenham Road with Park Road/Gloucester Place

2 New right hand lane at the junction of Abingdon Place/Marylebone Road, along with the improvements to Tottenham Road junction. For more information, please go to [www.bakerstreettwo-way.co.uk/tottenhamroad](http://www.bakerstreettwo-way.co.uk/tottenhamroad)

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# RESIDENTS



THE PROPOSALS SEEK TO RETURN MARYLEBONE TO HOW IT WAS ORIGINALLY INTENDED; AS A PLACE FOR PEOPLE.



Introducing two way flow would reduce the need for traffic to follow unnecessarily long routes around the road system, which should reduce journey times.

It will reduce the volume of traffic having to make indirect routes on residential streets to access and leave locations across the area, and reduce the amount of turns vehicles would need to make at junctions.

The project proposes to make it easier and safer for residents to cross the road by introducing new controlled crossings and improving existing crossings.

As part of the wider improvements to the area, we propose to provide wider footways along Baker Street and at Dorset Square, reduce street clutter and improve street lighting where it is most needed.

The two way project is currently exploring opportunities to introduce more trees.



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# BUSINESS & VISITORS



**BETTER BUS ACCESS**  
will make journeys easier for visitors and workers



**IMPROVED PUBLIC SPACE**

Including wider footways, would make the area more appealing to visitors



**REMOVING THE EXISTING ONE WAY SYSTEM WILL HELP BUSINESSES GROW AND SERVE THE LOCAL COMMUNITY**

Businesses currently based on Baker Street and Gloucester Place would feel as if they are located in a historic and prestigious location rather than on an urban motorway.

A review of parking and loading facilities will ensure these are located where they can support businesses without impacting on traffic flows or pedestrians.

The project would help prepare the area for the additional visitors and workers that can be expected when Crossrail completes in 2018 and in anticipation of the planned Chiltern Line upgrade into Marylebone station.



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Improved streets for the local community

# MOTORISTS & BUS USERS

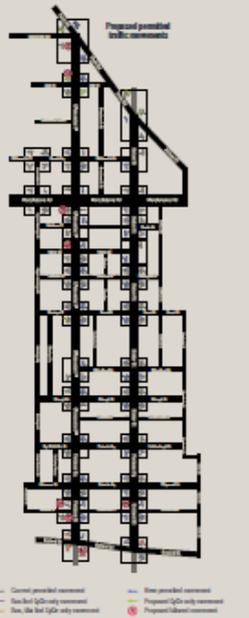
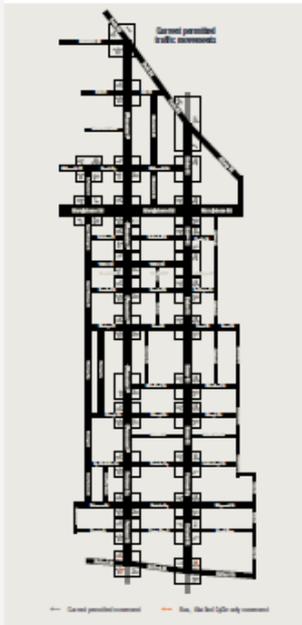


## MOTORISTS

Modern traffic modelling techniques have been used to assess the current arrangement and project future vehicle movements under a two way system.

Under two way flow motorists would be able to expect a smoother journey through the area, with an area-wide traffic management strategy that removes the excessive traffic queues at existing traffic hotspots.

By re-introducing two way traffic flow motorists would also have more flexibility in route choice with less need to follow unnecessarily long routes around the local residential road system.



## BUS USERS

Creating two way traffic flow on Baker Street and Gloucester Place has long been an aspiration of Transport for London in order to improve access to buses and take passengers closer to their destinations.

The project aims to make the bus network easier to understand, by locating northbound and southbound services on the same street, where possible.

Bus stops could also be combined and relocated to more suitable positions. Bus stop locations will be the subject of a separate consultation.

“  
CREATING TWO WAY TRAFFIC FLOW ON BAKER STREET AND GLOUCESTER PLACE HAS LONG BEEN AN ASPIRATION OF TRANSPORT FOR LONDON

**Baker Street Two Way Project**  
Improved streets for the local community

# PEDESTRIANS & CYCLISTS



THE PROJECT PROPOSES SIGNIFICANT IMPROVEMENTS TO PEDESTRIAN AMENITY IN THE AREA



## CYCLISTS

The project aims to improve the facilities for cyclists by providing more places to park bicycles and new cycle lanes to connect the area with the London Cycle Grid.

New advanced stoplines at junctions would help make cycling in the area both easier and safer.

The proposed scheme will provide cycle lanes on Gloucester Place, from Ivor Place to George Street, providing a continuous connection between Regent's Park and the proposed Central London Quietway Grid network.

## PEDESTRIANS

The project aims to introduce or improve up to 50 signal controlled crossings in the area.

As part of this approach pedestrians would benefit from wider crossings with shorter crossing distances and six new crossing locations which would enable pedestrians to cross safely in any direction.

It is proposed to improve the crossing on Marylebone Road at its junction with Baker Street and Gloucester Place. This will make crossing the road quicker and more convenient.

Proposed wider, less cluttered footways along Baker Street and at Dorset Square would help reduce pedestrian congestion and the risk of petty crime. This would be accompanied by improved street lighting and better signage.

The project also aims to create better pedestrian links to the major transport hubs at Bond Street, Baker Street and Marylebone stations.



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Improved streets for the local community

# TWO WAY SYSTEMS



ONE WAY ROAD SYSTEMS ARE BEING SUCCESSFULLY TRANSFORMED INTO COMMUNITY FRIENDLY, SAFE AND WELL PLANNED TWO WAY STREETS

In 2009 the Mayor launched 'London's Great Outdoors', with a vision to improve our city's streets, resulting in upgrade works across the capital.

The Piccadilly Two Way scheme successfully introduced two way flow on Pall Mall and St James's Street alongside significant improvements to the streetscape and public realm.

Kender Triangle, a busy gyratory system in New Cross Gate, has been returned to two way working. This has resulted in substantial public realm improvements.

Similarly, two way flow is being introduced in Aldgate to improve the environment for those who live and work in the area.

These are just some of the examples of such systems in London. We are encouraged by the results achieved in these areas and we look forward to being able to bring them to Marylebone.

**Baker Street Two Way Project**  
Improved streets for the local community

# THE TEAM & FAQs



## THE TEAM

### WESTMINSTER CITY COUNCIL

is the highway authority responsible for Baker Street and Gloucester Place south of Marylebone Road and the lead partner for the Two Way Project.

### TRANSPORT FOR LONDON

is the highway authority responsible for Baker Street and Gloucester Place north of Marylebone Road and Marylebone Road itself.

### BAKER STREET QUARTER PARTNERSHIP

represents over 170 organisations in the area. It aims to create a thriving and prosperous area for the entire local community. Its three core areas of work focus on creating a high quality public realm and a vibrant area and providing member services.

### THE PORTMAN ESTATE

comprise 110 acres of residential, retail and office space between Oxford Street and Edgware Road, and extending north towards the Marylebone Road and east to Marylebone High Street.

## FREQUENTLY ASKED QUESTIONS

### WHAT ARE WE BEING CONSULTED ON?

The consultation leaflets were circulated to all residents and businesses in the area in late May.

The consultation, which is being conducted through the website, seeks views on the proposals.

### WHO WILL DECIDE IF THE SCHEME WILL GO AHEAD OR NOT?

The decision will be taken by the Cabinet Members of Westminster City Council and Surface Board of Transport for London. In making their decision, they will take into account the views of all stakeholders.

### WILL WIDENING THE FOOTWAYS AND REDUCING THE NUMBER OF LANES FOR VEHICLES RESULT IN MORE CONGESTION?

With the opportunity to travel in both directions on Baker Street and Gloucester Place, traffic can use the area more effectively, which could reduce the instances of localised congestion.

There are a number of changes taking place to the road network across central London, and Transport for London will be implementing a range of wider traffic management strategies to enable traffic to flow as smoothly as possible.

### WILL BUS ROUTES CHANGE?

Transport for London will be undertaking their own review and consultation of bus routes and bus stops.

This will seek to introduce two way flows for buses making the area more accessible from Baker Street Station and Marylebone Road in the north, and Oxford Street in the south.



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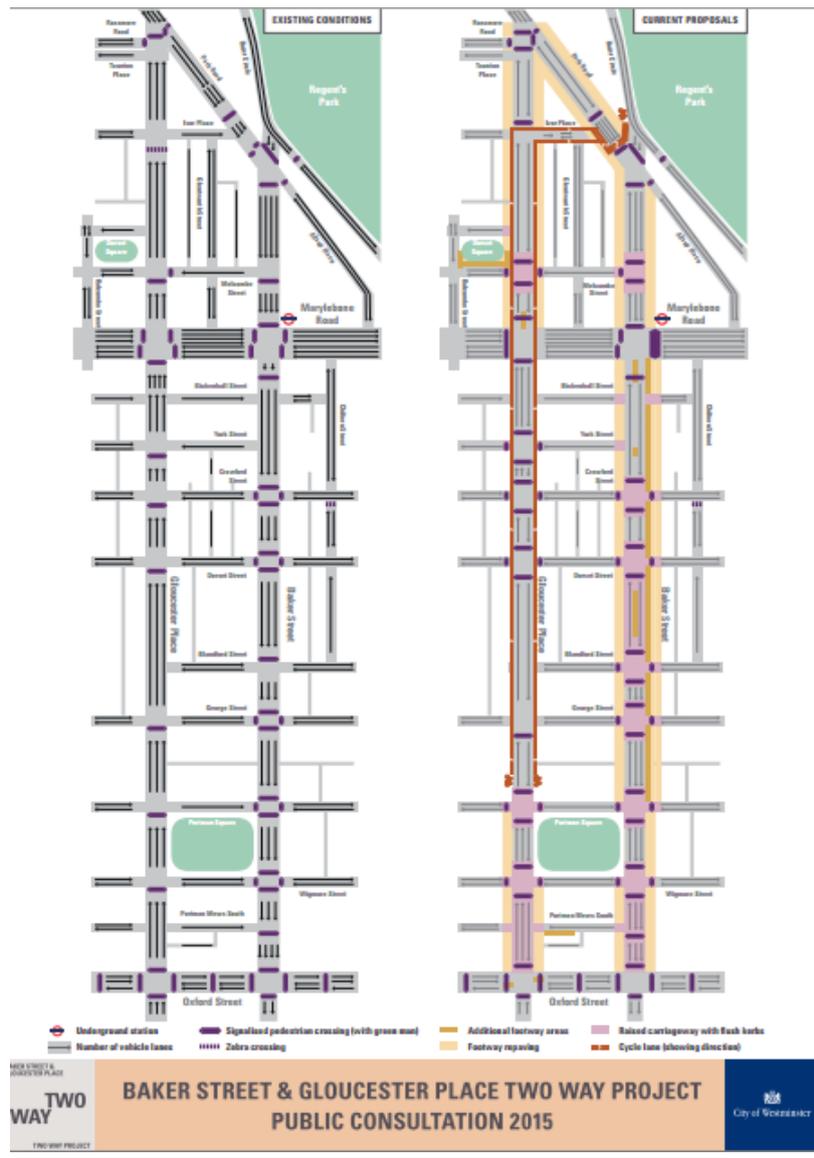
# NEXT STEPS



<p>Westminster City Council has started a five-week consultation, supported by this public exhibition.</p> <p>Transport for London will begin a six-week consultation for all bus users in the area later in 2015.</p>	<p><b>AUTUMN 2015</b></p>	<p>A statutory consultation on changes to parking and loading/unloading restrictions related to the traffic scheme will begin.</p>	
<p><b>DECEMBER 2015 - JANUARY 2016</b></p> <p>Cabinet Members of Westminster City Council and Surface Board of Transport for London will consider the results of all consultations and make a decision on the delivery of the project.</p>	<p><b>2016</b></p> <p>Subject to all of these steps, the project would begin on site in early 2016.</p>		
<p><b>NOVEMBER 2017</b></p> <p>Gloucester Place would complete in November 2017</p>	<p><b>LATE 2017 - EARLY 2018</b></p> <p>The work will be handled carefully to keep disruption to a minimum before the final traffic switch, which would be anticipated in late 2017 or early 2018</p>		<p><b>MARCH 2017</b></p> <p>We would expect to complete the Baker Street section works in March 2017</p>
		<p><b>“</b></p> <p><b>THANK YOU FOR TAKING THE TIME TO VIEW OUR EXHIBITION</b></p> <p>Please take this opportunity to give us your comments by filling out a questionnaire.</p> <p>This information and any updates will be available on the project website <a href="http://bakerstreettwo-way.co.uk">bakerstreettwo-way.co.uk</a></p>	

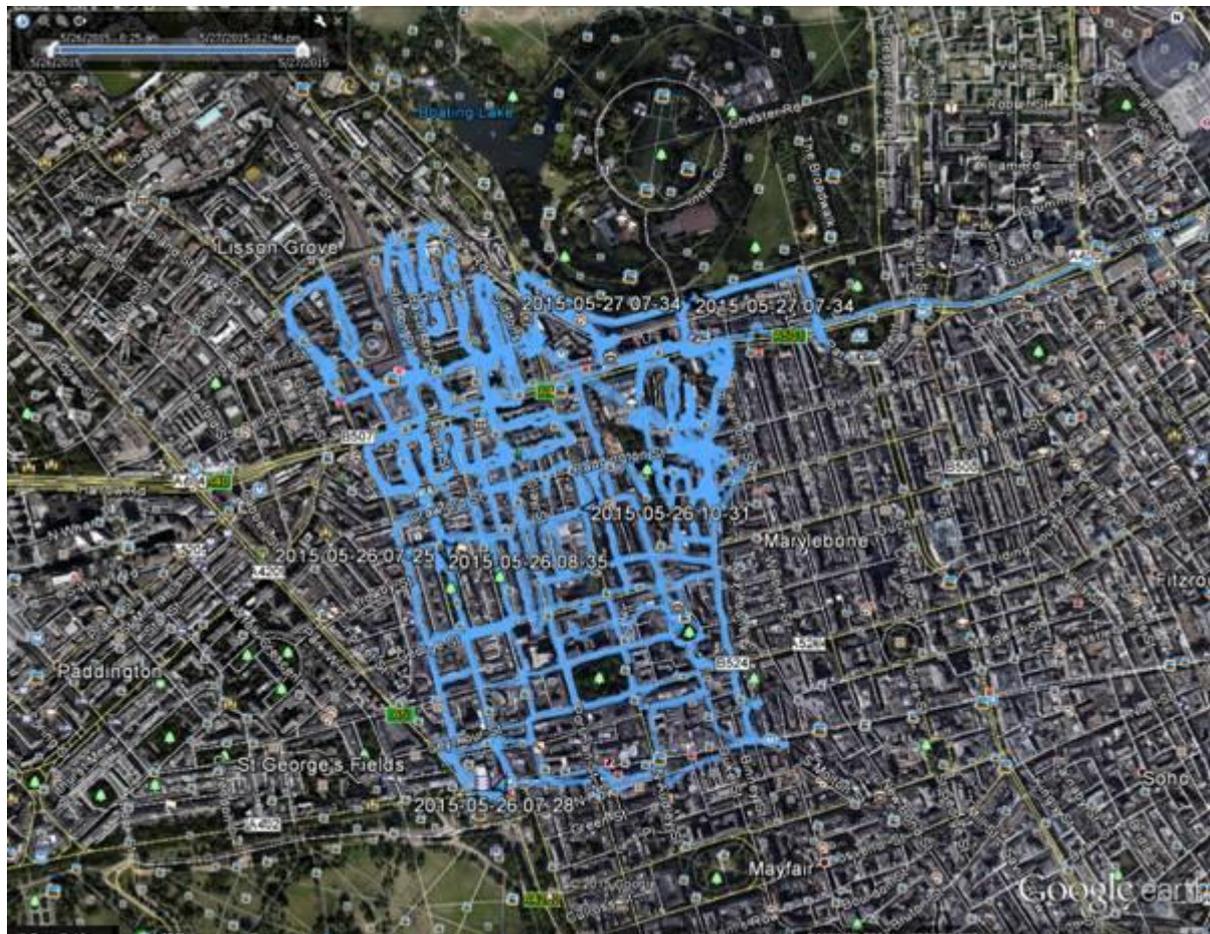
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### 7.3 Proposed and existing traffic flow maps



## 8 Leaflet Distribution

Between the 26 and 27 May a total of 11,500 leaflets were delivered to addresses in the local area. A GPS tracker of the delivery vehicle's movements is shown in the map below.



At the conclusion of the delivery exercise, the specialist delivery company contracted, noted that they had been unable to access some addresses. They also reported some reluctance amongst porters at mansion blocks to take sufficient leaflets for each resident in the block. This combined with feedback from the North Marylebone Traffic Group led to a further direct mail out between the 1<sup>st</sup> and 2<sup>nd</sup> of June to a further 1,500 properties.

## 9 Section 6 Stakeholder List

The full list of Section 6 stakeholders contacted during this consultation is listed below.

### Cabinet and Deputy Cabinet Members

Cabinet Member for the Built Environment – Councillor Robert Davis  
 Deputy Cabinet Member for the Built Environment – Councillor Peter Freeman  
 Cabinet Member for Sustainability and Parking - Councillor Heather Acton  
 Deputy Cabinet Member for Sustainability and Parking - Councillor Robert Rigby  
 Cabinet Member for City Management - Councillor Richard Beddoe  
 Deputy Cabinet Member for City Management - Councillor Andrew Smith

### Ward Councillors

Bryanston and Dorset Square - Councillor Audrey Lewis  
 Bryanston and Dorset Square - Councillor Adnan Mohammed  
 Bryanston and Dorset Square - Councillor Richard Beddoe

Marylebone High Street - Councillor Iain Bott  
 Marylebone High Street - Councillor Karen Scarborough  
 Marylebone High Street - Councillor Ian Rowley

Regent's Park - Councillor Daniel Astaire  
 Regent's Park - Councillor Gotz Mohindra  
 Regent's Park - Councillor Robert Rigby

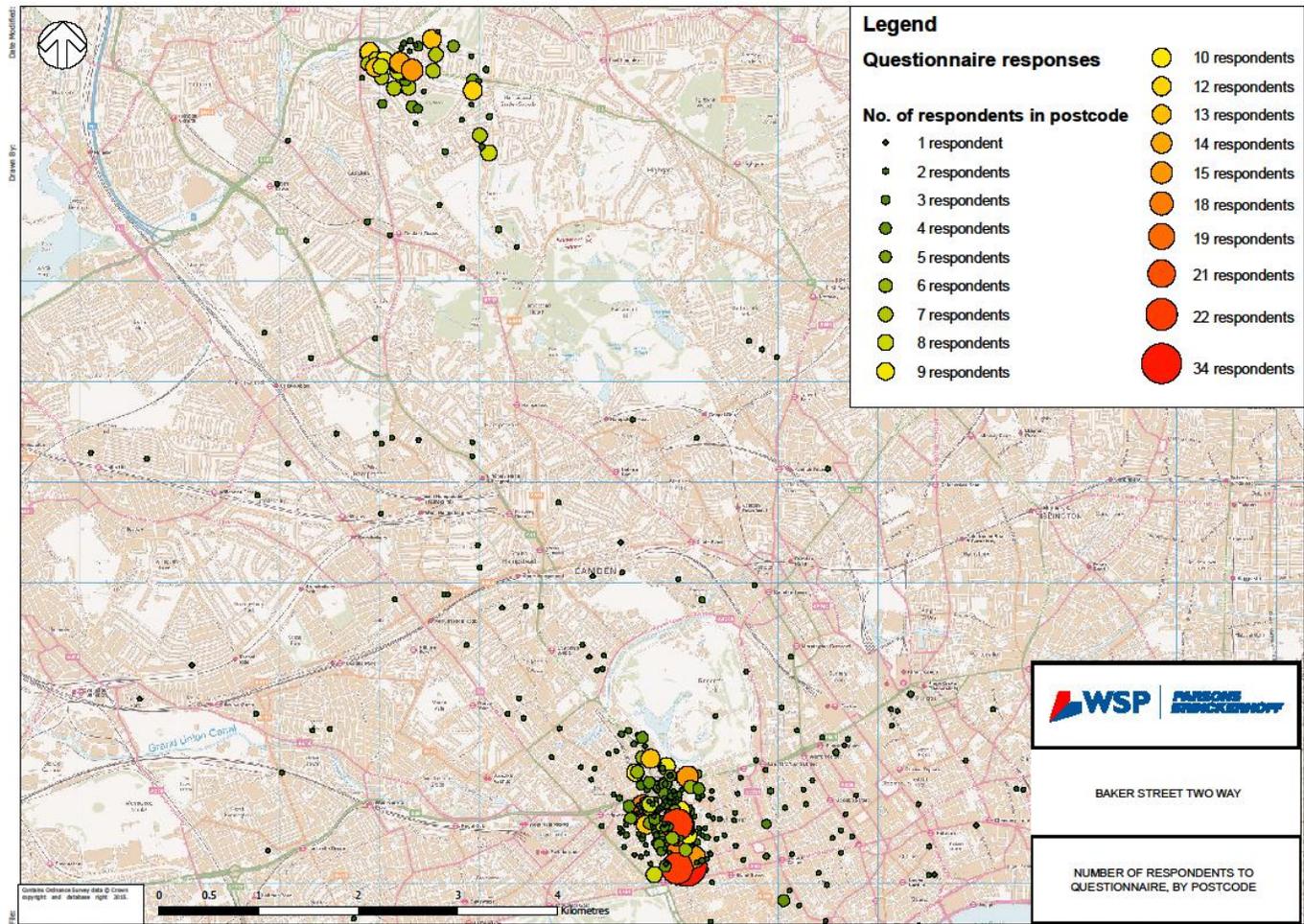
Also listed below are all other Section 6 stakeholders contacted and whether or not they responded to the consultation.

Section 6 Stakeholder	Response received
Marylebone Association	Yes
St. Marylebone Society	Yes
British Medical Association	No
British Telecom National Noticing Centre C/O Atkins Telecom	No
Cab Shelter Fund	No
Confederation of Passenger Transport UK	Yes
Crown Estate Paving Commission	No
EDF Energy plc	No
Energis	No
Freight Transport Assoc. Ltd.	No
Licensed Private Hire Car Association	No
London Cab Drivers Club	No
London Chamber of Commerce	No
London Cycling Campaign	Yes
London TravelWatch	Yes
Metropolitan Police Service	No
National Grid	No

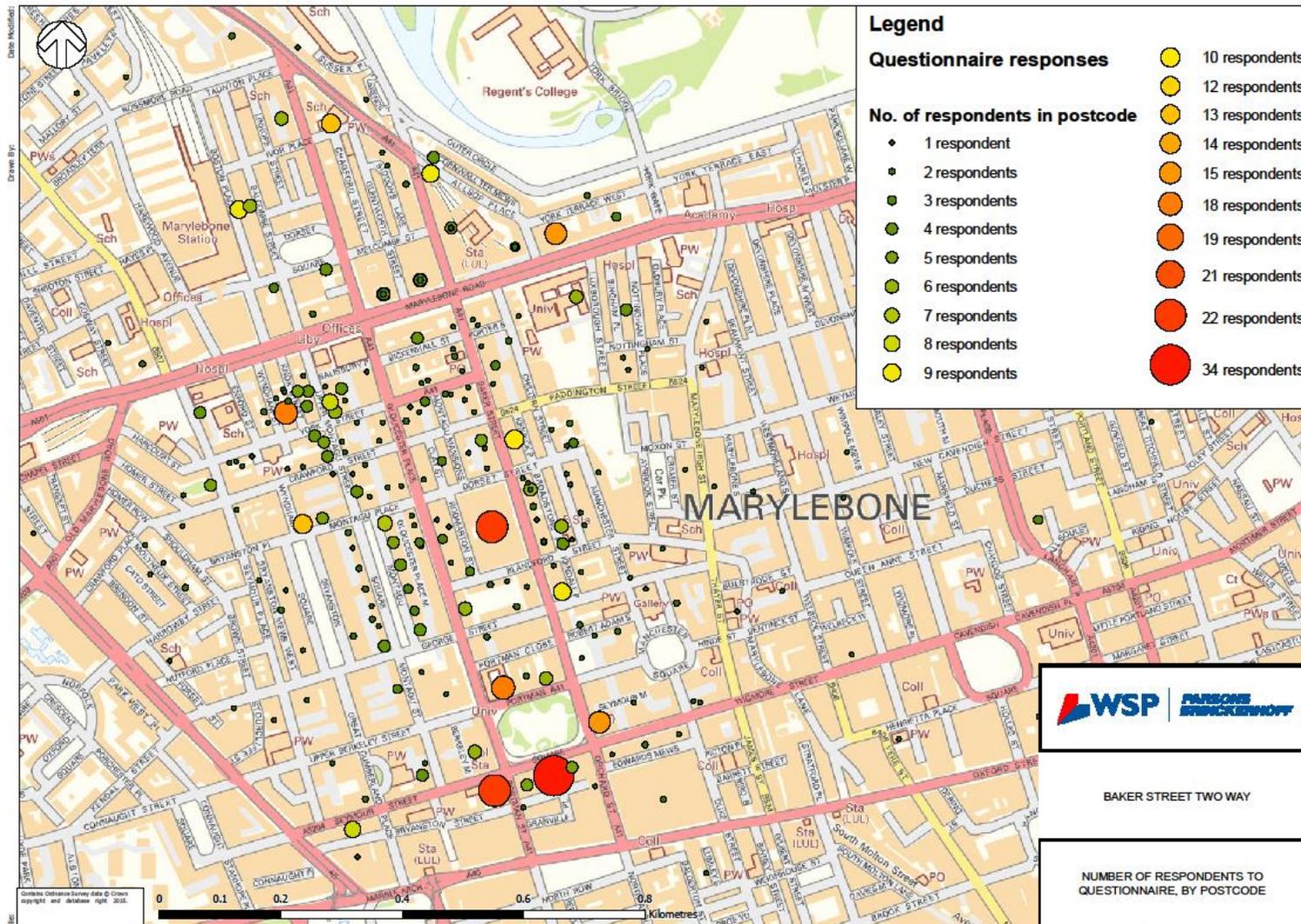
Network Rail (South East Territory)	No
NOKIA	No
RMT London Taxi Drivers' Branch	Yes
Royal Mail	No
Taxi & Private Hire	No
Thames Water Utilities	No
The British Motorcyclists' Federation	No
The Licensed Taxi Drivers' Association	Yes
The London Fire Brigade	No
The Owner Drivers' Society	No
The Road Haulage Assoc. Ltd.	No
Transport for All	No
Transport for London	Yes
Transport for London Surface Transport Communications	No
Transport for London, Surface Transport	No
Unite the Union (Cab Section)	No
Waterloo Complex	No
Westminster Living Streets Group	Yes
Westminster Property Association	Yes

# 10 Maps

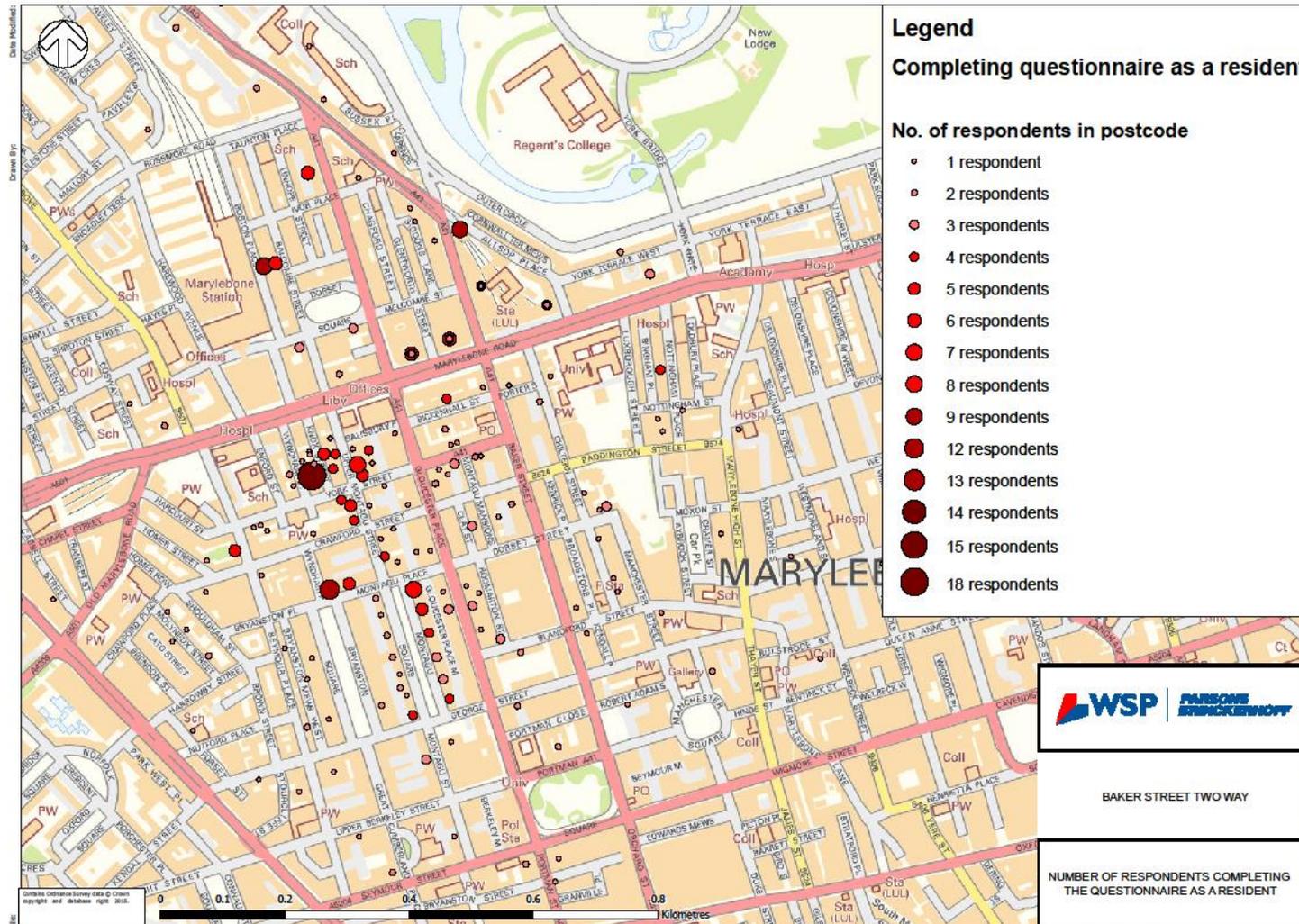
## 10.1. All responses across all postcodes



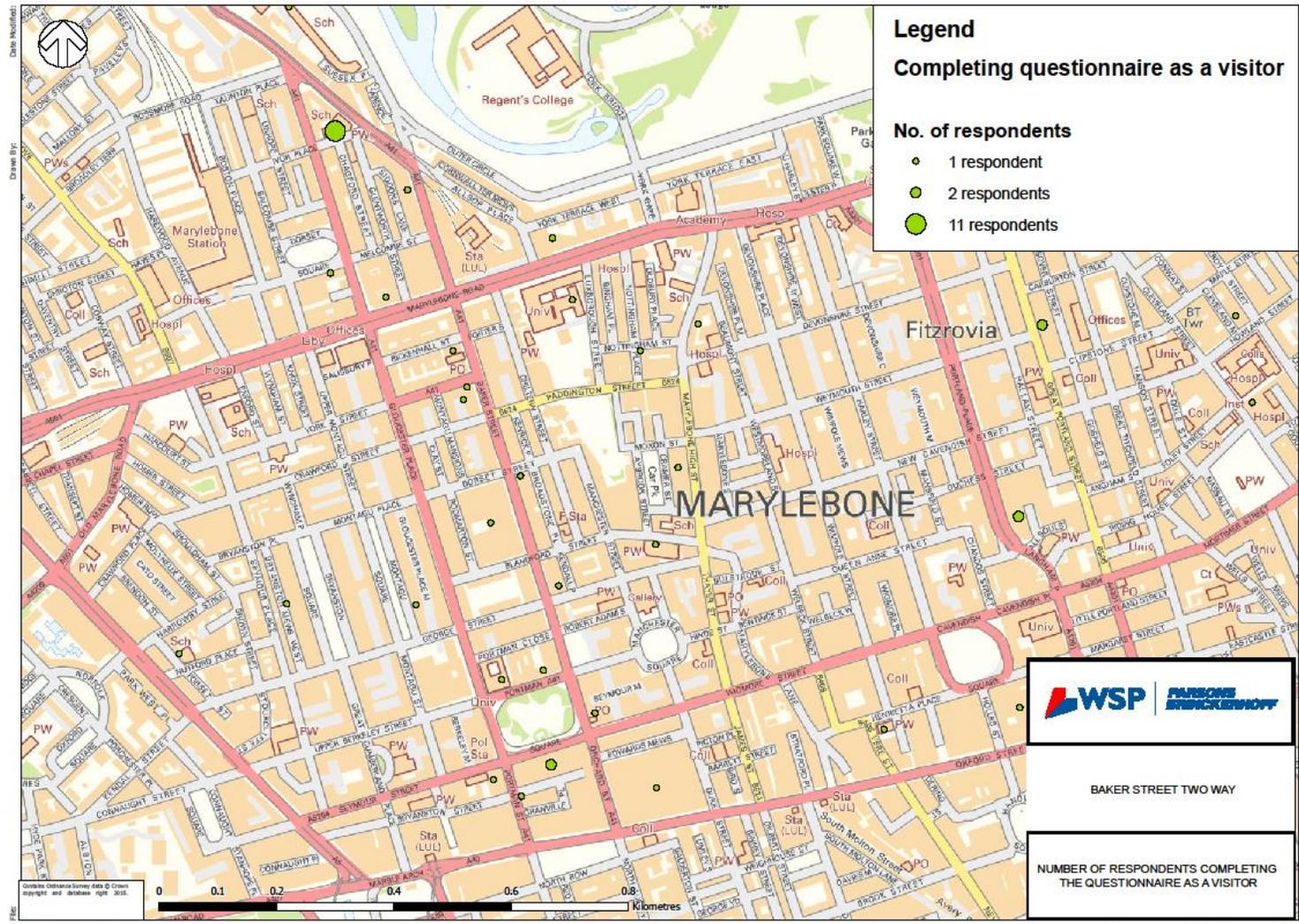
## 10.2. All response within consultation area



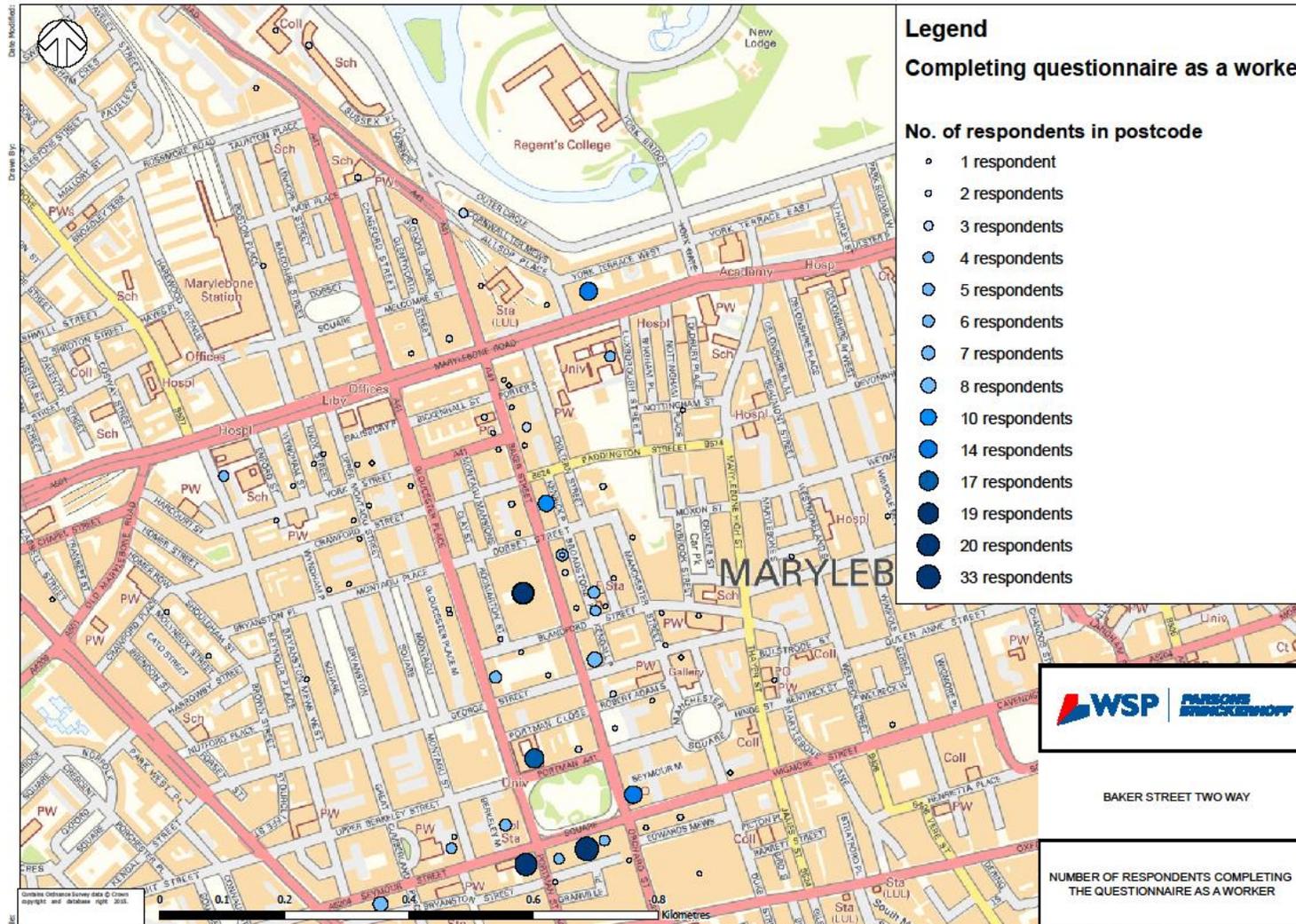
### 10.3. Resident responses by postcode



### 10.4. Visitor responses by postcode



## 10.5. Worker responses by postcode



## 10.6. Business response by postcode

