

## Appendix B

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## **Summaries of stakeholder responses**

This section summarises each of the responses we received from respondents whom we would consider to be 'stakeholders'. These summaries are included only in order to assist readers of this report to understand in broad terms what issues stakeholders raised with us. The original, verbatim response from each stakeholder were analysed to identify the issues raised.

We identified as a 'stakeholder' all those respondents we judged are notable and reasonably well known amongst the public. This includes London's local authorities, major transport groups, local neighbourhood or residents associations, major charities, businesses and business groups and industry associations.

### **Residents Associations, Civic Societies and other community groups**

#### **Avonmore Residents Association**

Was concerned that the proposals would encourage rat running. Suggested that there is a decline in cycling in London and criticised the cost of the scheme in that context. Suggested that the proposals would increase congestion and would discriminate against all road users except cyclists. Critical of the proposals to remove street trees and suggested that air quality would worsen as a result. Suggested that the introduction of new cycling infrastructure would be an inefficient use of road space and that doing so would delay emergency services and have other unintended consequences.

#### **Campden House Court Ornamental Garden**

Labelled the proposals 'crazy', suggesting that they would worsen existing congestion. Was opposed to the removal of street trees. Suggested that the scheme would worsen air quality.

#### **Chartwell House Residents Association**

Was concerned that cyclists and pedestrians should not share footpaths, highlighting potential dangers to elderly and infirm pedestrians. Suggested that the proposals would lead to increased congestion and was critical of the proposal to remove some trees. Suggested also that the proposals would increase rat running, increasing noise and pollution in previously quiet streets.

#### **Clarendon Cross Residents Association**

'Strongly' objected to the proposals, with suggestions that they had been designed to benefit a small number of cyclists and that they would 'actually make things worse'. They cited concerns including increased congestion and pollution, a reduction in the efficiency and accessibility of local public transport, reduced response times for the emergency services, loss of shops, reduced road safety and loss of trees. Was also

critical of the consultation itself, including that the information provided was limited, the online questionnaire was biased and that the proposals had been insufficiently publicised.

### **Friends of Hyde Park & Kensington Gardens**

Opposed to the proposals in the context of a perception that Cycle Superhighway 9 has caused 'permanent grid lock'. Suggested that the proposals would be 'destructive' to businesses and communities and urged TfL to consider alternative arrangements for cyclists.

### **The Hammersmith Society**

Suggested that the proposals would negatively affect all road users, particularly bus passengers. Suggested that the new cycle lanes be provided on 'back roads', which they believed 'most cyclists prefer'.

### **Hillgate Village Residents Association**

Commented that members had been 'overwhelmingly negative' about the proposals, with specific concerns about the proposed loss of trees, the potential negative effects on businesses, increased congestion and pollution, increasing emergency service response times, effects on pedestrian safety and rat running.

### **Holland Park Residents Association**

Called for traffic reducing and calming measures to be provided in Holland Park, with suggestions for specific measures they would like to be introduced. Called for greater and more rigorous enforcement of speed limits and commented that they felt cyclists do not adhere to the rules of the road. Suggested that no cycling infrastructure which might encourage poor cycling behaviour should be introduced until cyclists are licensed. Suggested that London's road system should be designed to ensure the safety of a majority of road users, and added that cyclists were not (and would not ever be) a majority of road users. Suggested that cyclists should therefore be routed on 'back roads' and that doing so would make the Holland Park area safer. Suggested that in fact many cyclists would choose not to use the proposed cycling facilities in Holland Park. Commented that the creation of new cycling infrastructure would not reduced traffic, and suggested that new infrastructure in Holland Park would inhibit traffic flow and reduce air quality. Criticised the proposal removal of bus stops and suggested that the scheme budget could be better spent on alternative infrastructure elsewhere. Critical also that there had been limited engagement with stakeholders prior to consultation and that the proposals should be paused until stakeholders could 'fully scrutinise and test' them.

### **The Kensington Society**

Critical that there had not been greater engagement with local Residents Associations and others prior to consultation. Also critical that they were provided with a 'very short consultation period' and additionally of the information provided to explain the proposals. Objected to the proposals on the basis of a perception that it

would 'cause problems for all road users'. Highlighted specific concerns that the proposals could increase pollution and congestion, reduce access to bus stops, increase rat running, reduce pedestrian and cyclist safety and cause difficulties for local businesses.

### **Kildare Gardens and Terrace Residents Association**

Commented that a reduction in the volume of traffic along Holland Park Avenue (and consequent improvement in traffic flow this would bring) would improve air quality and the 'atmosphere of the neighbourhood'.

### **The Knightsbridge Association**

Objected to the proposed changes in the Notting Hill Gate area unless perceived congestion and pollution impacts were mitigated.

### **The Ladbroke Association**

Opposed to the proposals and suggested that they could increase pollution and traffic congestion, citing similar issues they believe had been caused by cycling and walking improvements at Lancaster Gate and Embankment. Was 'extremely concerned' at the proposed removal of trees, citing their environmental benefits. Critical that the consultation materials did not include an environmental assessment of the proposals. Called for greater enforcement against 'rogue cycling' and highlighted concerns about the potential for rat running.

### **Ladbroke Walk Neighbourhood Watch**

Suggested that Ladbroke Terrace would become a rat run as a consequence of the proposals, with increased pollution and negative effects on the Emergency Services, bus passengers and pedestrians. Also noted the proposed removal of trees in the context of a historic wind-tunnel effect on Notting Hill Gate. Suggested that the proposals would disrupt businesses and that cyclists should be routed to parallel roads to Holland Park Avenue.

### **Nevern Mansions Committee**

'Extremely concerned' that the proposals might increase traffic and pollution levels in the Earls Court area, with particular focus on Warwick Road. Sought clarification of the effects of the proposals at these locations.

### **Norland Conservation Society**

Opposed to the proposals, citing concerns over increased traffic congestion and reduced air quality. Questioned the validity of TfL's traffic modelling and suggested the proposals would lead to rat running. Suggested that the 'shared use' areas could be danger to pedestrians and was critical over the impacts of the proposals to elderly and vulnerable people (with specific reference to the proposed removal of some bus stops). Suggested that the proposals would be an additional burden to local

businesses and was critical of the proposed removal of trees. Suggested that cyclists should be diverted to use Ladbroke Road.

### **Norland Square Mansions Residents Association**

Objected to the proposals, citing concerns over negative impacts on quality of life, air quality, noise and traffic congestion.

### **The Pembridge Association**

'Strongly opposed' to the proposals and suggested that they would increase traffic congestion, reduce road safety and negatively impact on small businesses. Also objected to the proposal removal of several trees.

### **Queensdale Walk Residents Association**

Objected to the proposals on the basis that they would increase congestion and rat running and worsen air quality. Critical of the proposed removal of a bus stop and questioned the rationale for many of the proposals, describing them for example as 'nonsensical' or 'incomprehensible'. Critical of the behaviour of cyclists and highlighted a number of difficulties that the proposals would cause. Critical also of the proposal to remove several trees.

### **St Quintin and Woodlands Neighbourhood Forum & St Helens Residents Association**

Was 'not persuaded' that the proposals would encourage a shift to more sustainable travel, and suggested that a new London Overground station at Westferry Circus would be more effective in encouraging modal shift. Provided contextual comments about the Wood Lane area, including in regards traffic flow. Was critical of TfL's traffic modelling. Provided a range of detailed comments about the proposals.

## **Political representatives**

### **Caroline Russell AM**

Made positive comments about the Healthy Streets, Walking and Cycling programmes in broad terms and made clear that she 'fully supports' the Mayor's commitment to 'Vision Zero' in the context of collisions at Notting Hill Gate, Holland Park Avenue, Holland Park roundabout, Shepherds Bush Green and Wood Lane. Made the case for additional cycle parking and emphasised the need for additional trees to be planted to replace those which are to be removed. Encouraged the Mayor and TfL to 'go further and faster' in developing Healthy Streets.

### **Cllr Dori Schmetterling**

Suggested that the scheme funding would be better spent improving existing cycling infrastructure, or by introducing a 'Quietway' cycling facility in nearby streets. Made detailed comments about a number of issues; including that the proposals would

increase congestion, that removing trees would be harmful, that they would result in rat running in Ladbroke Walk. Described difficulties that would be caused by a series of banned traffic moved and was critical that there had been a perceived misuse of 'regionalised data'. Suggested that the proposals would lead to an increase in risk of collisions between cyclists and pedestrians (including with reference to opposition to two-way cycling infrastructure by the London Cycling Campaign).

### **Emma Dent Coad MP**

Objected to the proposals. Reflected on Kensington & Chelsea Council's potential role in developing the proposals and their involvement in proposals for other new cycling infrastructure. Suggested that the scheme was not 'family friendly' and would benefit only commuting cyclists. Was critical that opponents of the proposals were 'mocked and harassed' on social media and was critical of comments made by the Walking & Cycling Commissioner during the consultation. Was critical also that information requested during the consultation had not been provided by TfL. Suggested that there should be a campaign to educate people to be more 'observant and caring on the road'.

### **Cllr Julie Mills**

Objected to the proposals in the context of having received 'at least' 400 emails from residents. Was critical of the consultation process, including that there had been very limited pre-consultation engagement with local groups. Suggested that the proposals would cause congestion and reduce air quality. Described a number of groups who would be negatively affected by the proposals and the commented that they had not been engaged by TfL or the Local Authority. Was additionally critical that information had not been provided by TfL, including collision and pollution data. Critical of the proposals to remove trees, suggested that this might set a precedent. Questioned whether the proposals would exacerbate flood risk and suggested that the scheme was a 'vanity project' with very limited benefits.

### **Cllr Laura Round**

Expressed 'strong objections' to the scheme, highlighting concerns about traffic impacts, air quality effects, the removal of trees and the aesthetics of the scheme. Suggested it would be dangerous to introduce two-way cycle tracks.

### **Lord Russell of Liverpool**

Commented 'we cannot afford not to push ahead with these initiatives'.

## **Local Authorities**

### **London Borough of Hammersmith & Fulham**

Generally supportive of the proposals, although critical that the consultation did not include proposals to make the north side of Shepherd's Bush Green a bus and cycle corridor. Provided details comments on each section of the proposed route, for

example by highlighting the need for various additional improvements they felt were necessary.

### **Royal Borough of Kensington & Chelsea**

Explained that the Council 'cannot support' the proposals, referencing the strength of feeling amongst 'people who oppose TfL's plans'. Highlighted three additional areas of concern the Council has: the removal of trees in Notting Hill Gate, the potential for increased traffic congestion (and its effects on air quality) and negative impacts on public transport users (with specific reference to the removal of some bus stops). Recognised some benefits to the proposals, including that the new cycle facilities would benefit a range of cyclists without causing detriment to others. Suggested that some aspects of the scheme could be changed (or dropped), and that the Council would like to continue to work with TfL on refining the proposals.

### **Westminster City Council**

'Partially supported' the proposals contingent on receiving clarification on several matters, including further traffic modelling and information on the effects of a proposed scheme at Edgware Road. Wished TfL to develop a traffic impact monitoring strategy and sought further clarification of the traffic impacts of the proposals.

## **Transport groups**

### **Association of British Drivers**

Was very critical of the online consultation material, branding them 'a disgrace'. Sought clarification of the cost of the scheme.

### **Confederation of Passenger Transport**

'Broadly supports' measures to reduce congestion, increase connectivity and enhance the environment but was 'unable to support the scheme in its current form'. Highlighted concerns in regards the compatibility of the proposals with the aims of the Mayor's Transport Strategy, and the value for money of the proposals. Highlighted additional concerns regarding air quality and congestion impacts and the resilience of the A40 Westway to disruption. Questioned the accuracy of TfL's traffic modelling and raised concerns about proposals for new bus stop bypasses. Also expressed concerns about journey time impacts (including for coach passengers) and the provision of pedestrian and cyclist priority at side road junctions. Made additional location-based comments.

### **Ealing Cycling Campaign**

Gave 'strong support' for the proposals and cited a number of benefits they would provide. Requested however that the proposals be amended to provide a connection to The Broad Walk, at the eastern end of the proposed route.

## **Freight Transport Association**

Supportive in principle of measures to improve cycle safety, but emphasises the need to 'achieve a sensible balance' between different road users. Called for the design of loading bays to recognise different access and health & safety requirements (and also that they should permit loading/unloading for at least 40 minutes). Also suggested that freight access to residential properties be factored into the designs.

## **London Cycling Campaign**

Supported the proposals, citing the improvements that would be provided to pedestrians and cyclists, although they suggested that the proposals should be expanded upon to include a link to Cycle Superhighway 3 via Lancaster Gate or Kensington Gardens. Made detailed comments about each section of route.

## **London Living Streets**

Was supportive in overall terms. Called for measures to reduce traffic speeds and for greater re-allocation of road space at Shepherds Bush, away from vehicles. Called for measures to reduce cycling speeds along Holland Park Avenue. Was supportive of various aspects of the proposals as they relate to Notting Hill Gate, but suggested that greater space be provided for pedestrians here. Suggested that the proposed new cycle way be extended east.

## **London Tourist Coach Operators Association**

Believed that the scheme 'falls short' in achieving the Mayor's Healthy Streets objectives. Was critical that the proposals to reallocate road space away from motorised vehicles make no distinction between vehicles which carry small or large numbers of passengers. Highlighted concerns with the traffic impacts of the scheme and suggested that these might cause some passengers to abandon commuter coach services. Contrasted the traffic impacts of the scheme with its perceived limited impacts on cycling rates. Was unable to support the scheme as a result.

## **London TravelWatch**

Supportive of cycling improvements in general terms and made detailed comments about each section of route, highlighting a variety of issues which they described roundly as 'confusing'.

## **Licensed Taxi Drivers Association**

Concerned that segregated Cycleways pose a danger to pedestrians and taxi passengers, posing 'significant difficulties' in dropping off/picking up by taxi. Suggested that the health benefits of walking and cycling are not available to everyone. Provided detailed comments about each section of route, including that the proposals could increase traffic congestion or be considered prejudicial against disabled people. Suggested that an alternative solution to the proposals should be found which better balances the needs of all road users. Questioned TfL's Traffic

Modelling and that the proposals would damage, not enhance, the environments of Holland Park Avenue and Notting Hill Gate.

### **The Ramblers**

'Very supportive' with specific reference to improvements for pedestrians, and cited the benefits of pedestrian improvement schemes in general terms. Emphasised the importance of ensuring that proposals for cycling enhancements not cause detriment to pedestrians.

### **Stagecoach in Oxfordshire**

Suggested that TfL's own analysis showed that the scheme would not achieve its stated purpose, citing 'unwarranted' economic and environmental dis-benefits, as well as journey time increases. Critical of the information published to explain the proposals, including the rationale for the scheme and traffic modelling data. Suggested that the proposals would be contrary to the aims of the Mayor's Transport Strategy. Emphasised a belief that the proposals would undermine the reliability of the Oxford Tube coach service, and strongly objected to the proposals.

### **Stop Killing Cyclists**

'Fully supports' the proposals and called for pre- and post-implementation monitoring to establish cycling rates and how these are affected by the proposals. Requested that implementation take place 'as soon as possible'.

### **Sustrans**

Strongly supported the proposals but with concerns about some elements, including that the scheme would provide only limited onwards connections to existing cycling routes and that insufficient measures to prioritise bus passengers and pedestrians had been included. Suggested that the proposals should have included provision of new cycle parking facilities and requested additional pedestrian crossing provision at several locations. Additionally expressed concerns about the loss and relocation of bus stops and suggested that road space should be reallocated to create new bus lanes. Made a number of detailed comments about each section of the proposed route.

### **TfL Youth Panel**

(The TfL Youth Panel consists of around 25 volunteers, aged 16 to 25, who regularly travel in London. Amongst other initiatives, they formally submit consultation responses, representing the voice of young Londoners.)

Supported the proposals but highlighted potential issues where vehicle access to properties 'cuts across' the proposed cycle lane. Noted some potential difficulties with the removal or relocation of bus stops and suggested that any trees removed should be replaced on a like-for-like basis. Suggested that any impacts on vehicle journey time would be offset by improvements to walking and cycling trips.

## **Businesses**

### **The Coronet Theatre**

Broadly supportive of the proposed cycle way but with 'a number of issues and concerns'. These included concerns about access to the Theatre during construction works; the resulting disruption these works might cause and the potential for subsequent damage to the frontage of the premises. Welcome the relocation of bus stops and requested that the location of refuse bins be reviewed and increased. Concerns about the potential for parking bays near the Theatre to be obstructed by delivery drivers, and sought a solution. Made some suggestions for measures which might resolve this potential issue, including new parking controls. Requested that cycle parking near the Theatre be relocated to reduce street clutter, but that local pedestrian wayfinding be improved. Also concerns about the proposed removal of trees, particularly in the context of their environmental benefits. Queried the scheme works programme.

### **Lidgate Farm Shops**

Suggested that the proposals would have a negative impact and requested that they not be implemented.

### **Patel Taylor (representing St James Berkeley Group)**

Raised concerns with several points of detail on the Wood Lane section of route, including highlighting potential issues with serving premises, the relocation of pedestrian facilities, a request for additional planting and cycle access to the White City living development.

### **Pedal Me**

'Very supportive' overall, but called for the scheme to connect to route CS3 at Lancaster Gate and to Quietway3 'at the northern end'. Described issues they had with the proposed points of access to/from the new cycle way. Raised a number of points of detail with various aspects of the proposals.

### **Quod (representing Notting Hill Gate KCS Ltd)**

Provided comments which focussed on the Notting Hill Gate area of the proposals. Supportive in principle but highlighted some modifications they felt should be made to ensure pedestrian and cyclist safety would be maintained. These mostly related to the servicing of premises on Notting Hill Gate. Sought discussions with TfL.

### **Westfield London URW**

Welcomed the proposals but expressed concerns about journey time impacts, with particular reference to impacts on bus passengers. Sought 'close involvement' in the development of the proposals. Made detailed comments about the Wood Lane and Shepherds Bush sections of route.

## **Education**

### **Cardinal Vaughan Memorial School**

Expressed 'major concerns' about the potential for the proposals to increase traffic flow on Addison Road and was critical that the school had not been directly approached at the start of consultation.

### **Norland Place School**

Objected 'strongly' to the proposals, including on the basis that they could increase congestion and reduce air quality. Suggested that there is 'no problem with cycling along Holland Park Avenue' and that the proposals would only benefit teenage – middle aged people. Raised concerns that the proposal could be confusing and hazardous and that less-experienced cyclists should be provided a quieter route off-Holland Park Avenue. Suggested that the proposals would disadvantage public transport passengers and that the proposed removal of trees was 'brutal'.

### **Imperial College London**

'Fully supportive' of measures to increase active travel and supportive of the proposal for new two-way cycling facilities at Wood Lane. Was also supportive more broadly of initiatives to make the area safer and more pedestrian-friendly. Wished for discussions with TfL to continue.

### **SIAL Primary School**

Suggested that the proposals would have negative effects; including reducing emergency service response times, an increase in congestion and pollution levels, and an increase in the potential for collisions between pedestrian and cyclists. Also critical that the proposals would reduce access to local bus services.

## **Other stakeholders**

### **Campden Hill Lawn Tennis Club**

'Categorically against' the proposal suggesting that they are 'brutal' and 'unsympathetic to residents'.

### **Canal & River Trust**

Suggested a wayfinding connection to the tow path at Scrubs Lane.

### **The London Breast Institute**

Commented that they 'strongly oppose' the proposals, citing concerns with the potential for increased traffic and the effect it might have on pedestrian safety.

Opposed to the removal of street trees. Suggested banning large vehicles from Holland Park Avenue.

## **RNIB**

Described the challenges faced by blind and partially sighted people when travelling and emphasises that the proposals would present them with difficulties. Commented on the benefits of tactile paving, 'detectable footways' and other accessibility measures to blind and partially sighted people and commented that the use of these messages was becoming sporadic in London. Objected to the proposals to introduce 'continuous footways' in some locations because of the risk they posed to blind and partially sighted people. Highlighted a number of difficulties posed by shared use footways and bus islands/bypasses, and called for bus stop bypasses to include formal crossing points.

## Code frames

*It would help us if you could use the space below to explain your answers to the question above. If you are commenting on a particular location, please mention it to help us analyse the responses.*

	Q1_open	
Description	3654	100%
<b>Proposal Approval (Net)</b>	<b>310</b>	<b>8%</b>
Good proposal/positive impact/good for London	310	8%
<b>Positive Impacts on Road Users (Net)</b>	<b>1068</b>	<b>29%</b>
Benefits cyclists/encourages cycling instead of motor vehicle usage	923	25%
Benefits walkers/encourages walking instead of motor vehicle usage	552	15%
Benefits/encourages public transportation instead of motor vehicle usage	144	4%
Will reduce motor vehicle usage/in area - unspecified if personal or business	289	8%
Will reduce motor vehicle use for personal journeys	27	1%
Benefits/encourages walking or cycling instead of public transport usage	20	1%
Other positive impacts on road users mentions	69	2%
<b>Advantages to Local Region (Net)</b>	<b>538</b>	<b>15%</b>
Good for Acton area	30	1%
Good for Hammersmith area	21	1%
Good for Holland Park Avenue/area	158	4%
Good for Hyde Park/area	19	1%
Good for Kensington area (Imperial College/Abbotsbury)	70	2%
Good for Notting Hill Gate/area	159	4%
Good for Portobello Road/Market	31	1%
Good for Shepherd's Bush/area	193	5%
Good for West London	42	1%
Good for Westfield/Shopping Centre	38	1%
Good for White City	12	0%
Good for Wood Lane	112	3%
Will improve area/more appealing area	54	1%
Will link areas better (including CS9/CS3/other cycle paths)	137	4%
Other advantages to local region	88	2%
<b>Congestion/Traffic (Net)</b>	<b>301</b>	<b>8%</b>
Will not cause more congestion/traffic or delays	292	8%
Other positive congestion/traffic mentions	18	0%
<b>Accessibility (Net)</b>	<b>119</b>	<b>3%</b>
Easier/better crossings	105	3%
Other positive accessibility mentions	22	1%
<b>Road Space (Net)</b>	<b>470</b>	<b>13%</b>

Better use of pavement (shared/raised/width)	22	1%
Like/want cycle/bike parking	25	1%
Like/want more/improved cycles lanes	219	6%
Like/want one/two way/segregated lanes/system	213	6%
Space saving/better use of road space	37	1%
Will help/reduce street parking/vehicles	31	1%
Other positive road space mentions	62	2%
<b>Environment (Net)</b>	<b>357</b>	<b>10%</b>
Good for the environment	123	3%
Positive effect on pollution/air quality	240	7%
Will reduce noise (quieter streets)	36	1%
Other positive environment mentions	81	2%
<b>Health/Safety (Net)</b>	<b>738</b>	<b>20%</b>
Good for public health	149	4%
Safer for all transport modes (cycling/walking/public transport)	677	19%
<b>Ease/Convenience (Net)</b>	<b>310</b>	<b>8%</b>
Convenient/easy	117	3%
Will help/positive effect for all journeys/road users	40	1%
Will help/positive effect for parents/children/school runs	76	2%
Will help/positive effect for residents	46	1%
Will help/positive effect on businesses	72	2%
Will help/positive effect on working people	53	1%
Other positive ease/convenience mentions	12	0%
<b>Positive Miscellaneous (Net)</b>	<b>80</b>	<b>2%</b>
Will help/reduce speed limit of motor vehicles	18	0%
Other positive miscellaneous mentions	66	2%
<b>Proposal Disapproval (Net)</b>	<b>899</b>	<b>25%</b>
Dislike proposal/negative impact/ruins London	779	21%
Leave as is/no changes needed/will have no effect	186	5%
<b>Negative Impacts on Road Users (Net)</b>	<b>1010</b>	<b>28%</b>
Not beneficial for cyclists/fewer people will cycle/cycling will become less desirable	313	9%
Not beneficial for public transport/few people will use public transport (bus)	409	11%
Not beneficial for walkers/fewer people will walk/walking will become less desirable	419	11%
Will not change motor vehicle usage for business transport	44	1%
Will not change motor vehicle usage for personal journeys	25	1%
Will not change motor vehicle usage/travel mode - unspecified if personal or business	231	6%
Other negative impacts on road users mentions	158	4%
<b>Disadvantages to Local Regions (Net)</b>	<b>1525</b>	<b>42%</b>
Difficult to access surrounding areas (Westfield/A40)	190	5%
Not good for Addison Avenue/area	21	1%
Not good for Bayswater/area	81	2%

Not good for Hammersmith/Need to reopen	22	1%
Not good for Holland Park Avenue/area	1092	30%
Not good for Hyde Park/area	31	1%
Not good for Kensington area (Imperial College/Abbotsbury)	108	3%
Not good for Ladbrooke Grove/Terrace	47	1%
Negative effect of similar proposal in Lancaster Gate	157	4%
Not good for Norland Square/area	177	5%
Not good for Notting Hill Gate/area	538	15%
Not good for Queensdale Road/area	25	1%
Not good for Shepherd's Bush/area	195	5%
Not good for West London/area	34	1%
Not good for Wood Lane/area	96	3%
Will not improve area/less appealing area	310	8%
Other disadvantages to local regions	142	4%
<b>Congestion/Traffic (Net)</b>	<b>1787</b>	<b>49%</b>
Cycle lanes are underused (few hours/roads used instead)	225	6%
Will cause congestion issues at peak times	209	6%
Will cause more congestion/traffic or cause delays	1704	47%
Will cause people to avoid routes/use other routes	446	12%
Other negative congestion/traffic mentions	153	4%
<b>Accessibility (Net)</b>	<b>740</b>	<b>20%</b>
Don't eliminate/ban left turns (Royal Crescent/Holland Park)	194	5%
Don't want to lose bus stops/less bus stops	393	11%
Need improved pedestrian crossings (no locations specified)	385	11%
Other negative accessibility mentions	130	4%
<b>Road Space (Net)</b>	<b>1358</b>	<b>37%</b>
Dislike one/two way/segregated lanes/system	301	8%
Don't need/want more cycle lanes	671	18%
Don't reduce/narrow road space/open them up instead	826	23%
Poor use of pavement (shared with cyclists/raised/width)	107	3%
Will worsen/ruin roads	58	2%
Would reduce parking/loading bays	281	8%
Other negative road space mentions	140	4%
<b>Miscellaneous Infrastructure (Net)</b>	<b>77</b>	<b>2%</b>
Will cause more road work/construction	72	2%
Other negative miscellaneous infrastructure mentions	5	0%
<b>Other Suggestions/Improvements Needed (Net)</b>	<b>626</b>	<b>17%</b>
Need to improve/maintain public transport	28	1%
Should reroute/to other/back/quieter streets	18	0%
Speed issues/need to reduce/set speed limits for cyclists	346	9%
Cyclists ignoring traffic lights/compliance issues/needs improvement	297	8%
Other suggestions/improvements needed mentions	186	5%

<b>Environment (Net)</b>	<b>1551</b>	<b>42%</b>
Bad/not good for the environment	324	9%
Don't remove trees	1010	28%
Removing trees causes wind issues/loss of shade/protection from sun	142	4%
Will cause more pollution/worsen air quality	1238	34%
Will cause noise	225	6%
Other negative environment mentions	135	4%
<b>Health/Safety (Net)</b>	<b>926</b>	<b>25%</b>
Bad/not good for public health conditions	164	4%
Not safe for all transport modes (cycling/walking/those taking public transport)	806	22%
Other negative health/safety mentions	132	4%
<b>Will Cause Negative Effects For Key Groups (Net)</b>	<b>1370</b>	<b>37%</b>
Inconvenient effect - unspecified	126	3%
Will cause stress/negative effect for all journeys/road users	157	4%
Will cause stress/negative effect for businesses	680	19%
Will cause stress/negative effect for emergency vehicles (ambulance/fire)	271	7%
Will cause stress/negative effect for motorised travel	143	4%
Will cause stress/negative effect for parents/children/school runs	466	13%
Will cause stress/negative effect for people with disabilities	253	7%
Will cause stress/negative effect for pets/dogs being walked	24	1%
Will cause stress/negative effect for residents	497	14%
Will cause stress/negative effect for the elderly	409	11%
Will cause stress/negative effect for working people	65	2%
Will cause stress/negative effect for tourist/visitors	69	2%
Other not easy/inconvenient mentions	106	3%
<b>Negative Miscellaneous (Net)</b>	<b>803</b>	<b>22%</b>
Targeted towards the elite/privileged/minority	154	4%
Poorly planned/poorly considered/not properly consulted schemes	512	14%
Waste of time/money	244	7%
Other negative miscellaneous mentions	185	5%
Don't know/Nothing/N/A	15	0%

Please let us know if the proposals would have a positive or negative impact on you or the journeys you make. Please explain how we could minimise any negative impacts. Please also let us know if you have feedback about the specific effects our proposals might have on particular junctions or areas.

	Q3_open	
Description	3424	100%
<b>Proposal Approval (Net)</b>	<b>598</b>	<b>17%</b>
Good proposal/positive impact/good for London	598	17%
<b>Positive Impacts on Road Users (Net)</b>	<b>986</b>	<b>29%</b>
Benefits cyclists/encourages cycling instead of motor vehicle usage	850	25%
Benefits walkers/encourages walking instead of motor vehicle usage	273	8%
Benefits/encourages public transportation instead of motor vehicle usage	80	2%
Will reduce motor vehicle usage/in area - unspecified if personal or business	132	4%
Will reduce motor vehicle use for personal journeys	10	0%
Benefits/encourages walking or cycling instead of public transport usage	28	1%
Other positive impacts on road users mentions	37	1%
<b>Advantages to Local Region (Net)</b>	<b>694</b>	<b>20%</b>
Good for Acton area	15	0%
Good for Hammersmith area	21	1%
Good for Holland Park Avenue/area	180	5%
Good for Hyde Park/area	48	1%
Good for Kensington area (Imperial College/Abbotsbury)	75	2%
Good for Notting Hill Gate/area	132	4%
Good for Portobello Road/Market	9	0%
Good for Shepherd's Bush/area	215	6%
Good for West London	35	1%
Good for Westfield/Shopping Centre	25	1%
Good for White City	28	1%
Good for Wood Lane	63	2%
Will improve area/more appealing area	50	1%
Will link areas better (including CS9/CS3/other cycle paths)	191	6%
Other advantages to local region	134	4%
<b>Congestion/Traffic (Net)</b>	<b>271</b>	<b>8%</b>
Will not cause more congestion/traffic or delays	258	8%
Other positive congestion/traffic mentions	18	1%
<b>Accessibility (Net)</b>	<b>89</b>	<b>3%</b>
Easier/better crossings	84	2%
Other positive accessibility mentions	10	0%
<b>Road Space (Net)</b>	<b>352</b>	<b>10%</b>
Better use of pavement (shared/raised/width)	10	0%

Like/want cycle/bike parking	6	0%
Like/want more/improved cycles lanes	165	5%
Like/want one/two way/segregated lanes/system	138	4%
Space saving/better use of road space	17	0%
Will help/reduce street parking/vehicles	22	1%
Other positive road space mentions	47	1%
<b>Environment (Net)</b>	<b>245</b>	<b>7%</b>
Good for the environment	61	2%
Positive effect on pollution/air quality	178	5%
Will reduce noise (quieter streets)	20	1%
Other positive environment mentions	37	1%
<b>Health/Safety (Net)</b>	<b>764</b>	<b>22%</b>
Good for public health	76	2%
Safer for all transport modes (cycling/walking/public transport)	734	21%
<b>Ease/Convenience (Net)</b>	<b>377</b>	<b>11%</b>
Convenient/easy	110	3%
Will help/positive effect for all journeys/road users	127	4%
Will help/positive effect for parents/children/school runs	79	2%
Will help/positive effect for residents	31	1%
Will help/positive effect on businesses	61	2%
Will help/positive effect on working people	41	1%
Other positive ease/convenience mentions	17	0%
<b>Positive Miscellaneous (Net)</b>	<b>47</b>	<b>1%</b>
Will help/reduce speed limit of motor vehicles	18	1%
Other positive miscellaneous mentions	29	1%
<b>Proposal Disapproval (Net)</b>	<b>668</b>	<b>20%</b>
Dislike proposal/negative impact/ruins London	564	16%
Leave as is/no changes needed/will have no effect	143	4%
<b>Negative Impacts on Road Users (Net)</b>	<b>398</b>	<b>12%</b>
Not beneficial for cyclists/fewer people will cycle/cycling will become less desirable	93	3%
Not beneficial for public transport/few people will use public transport (bus)	139	4%
Not beneficial for walkers/fewer people will walk/walking will become less desirable	179	5%
Will not change motor vehicle usage for business transport	13	0%
Will not change motor vehicle usage for personal journeys	7	0%
Will not change motor vehicle usage/travel mode - unspecified if personal or business	74	2%
Other negative impacts on road users mentions	11	0%
<b>Disadvantages to Local Regions (Net)</b>	<b>684</b>	<b>20%</b>
Difficult to access surrounding areas (Westfield/A40)	107	3%
Not good for Addison Avenue/area	16	0%
Not good for Bayswater/area	15	0%
Not good for Hammersmith/Need to reopen	11	0%
Not good for Holland Park Avenue/area	390	11%

Not good for Hyde Park/area	10	0%
Not good for Kensington area (Imperial College/Abbotsbury)	25	1%
Not good for Ladbrooke Grove/Terrace	13	0%
Negative effect of similar proposal in Lancaster Gate	22	1%
Not good for Norland Square/area	65	2%
Not good for Notting Hill Gate/area	156	5%
Not good for Queensdale Road/area	13	0%
Not good for Shepherd's Bush/area	65	2%
Not good for West London/area	8	0%
Not good for Wood Lane/area	12	0%
Will not improve area/less appealing area	78	2%
Other disadvantages to local regions	76	2%
<b>Congestion/Traffic (Net)</b>	<b>1010</b>	<b>29%</b>
Cycle lanes are underused (few hours/roads used instead)	66	2%
Will cause congestion issues at peak times	63	2%
Will cause more congestion/traffic or cause delays	943	28%
Will cause people to avoid routes/use other routes	165	5%
Other negative congestion/traffic mentions	20	1%
<b>Accessibility (Net)</b>	<b>316</b>	<b>9%</b>
Don't eliminate/ban left turns (Royal Crescent/Holland Park)	95	3%
Don't want to lose bus stops/less bus stops	119	3%
Need improved pedestrian crossings (no locations specified)	136	4%
Other negative accessibility mentions	42	1%
<b>Road Space (Net)</b>	<b>545</b>	<b>16%</b>
Dislike one/two way/segregated lanes/system	147	4%
Don't need/want more cycle lanes	152	4%
Don't reduce/narrow road space/open them up instead	254	7%
Poor use of pavement (shared with cyclists/raised/width)	32	1%
Will worsen/ruin roads	19	1%
Would reduce parking/loading bays	61	2%
Other negative road space mentions	32	1%
<b>Miscellaneous Infrastructure (Net)</b>	<b>46</b>	<b>1%</b>
Will cause more road work/construction	32	1%
Other negative miscellaneous infrastructure mentions	14	0%
<b>Other Suggestions/Improvements Needed (Net)</b>	<b>204</b>	<b>6%</b>
Need to improve/maintain public transport	12	0%
Should reroute/to other/back/quieter streets	27	1%
Speed issues/need to reduce/set speed limits for cyclists	58	2%
Cyclists ignoring traffic lights/compliance issues/needs improvement	121	4%
Other suggestions/improvements needed mentions	20	1%
<b>Environment (Net)</b>	<b>693</b>	<b>20%</b>
Bad/not good for the environment	55	2%
Don't remove trees	333	10%

Removing trees causes wind issues/loss of shade/protection from sun	25	1%
Will cause more pollution/worsen air quality	525	15%
Will cause noise	79	2%
Other negative environment mentions	34	1%
<b>Health/Safety (Net)</b>	<b>355</b>	<b>10%</b>
Bad/not good for public health conditions	48	1%
Not safe for all transport modes (cycling/walking/those taking public transport)	308	9%
Other negative health/safety mentions	43	1%
<b>Will Cause Negative Effects For Key Groups (Net)</b>	<b>611</b>	<b>18%</b>
Inconvenient effect - unspecified	12	0%
Will cause stress/negative effect for all journeys/road users	116	3%
Will cause stress/negative effect for businesses	182	5%
Will cause stress/negative effect for emergency vehicles (ambulance/fire)	52	2%
Will cause stress/negative effect for motorised travel	80	2%
Will cause stress/negative effect for parents/children/school runs	154	4%
Will cause stress/negative effect for people with disabilities	101	3%
Will cause stress/negative effect for pets/dogs being walked	11	0%
Will cause stress/negative effect for residents	149	4%
Will cause stress/negative effect for the elderly	90	3%
Will cause stress/negative effect for working people	17	0%
Will cause stress/negative effect for tourist/visitors	15	0%
Other not easy/inconvenient mentions	33	1%
<b>Negative Miscellaneous (Net)</b>	<b>313</b>	<b>9%</b>
Targeted towards the elite/privileged/minority	58	2%
Poorly planned/poorly considered/not properly consulted schemes	175	5%
Waste of time/money	82	2%
Other negative miscellaneous mentions	60	2%
Don't know/Nothing/N/A	38	1%

## Issues identified by less than one per cent of respondents

A code was created only for those issues which had been raised by at least one per cent of respondents to the consultation. Issues raised by fewer respondents were captured collectively and labelled 'Other' in the code frame by 2CV. We reviewed all those comments which 2CV identified to us as having been raised by less than one per cent of respondents to the consultation, to identify any specific suggestions or concerns which we might resolve or address with a change to the proposals. These are listed in the table below.

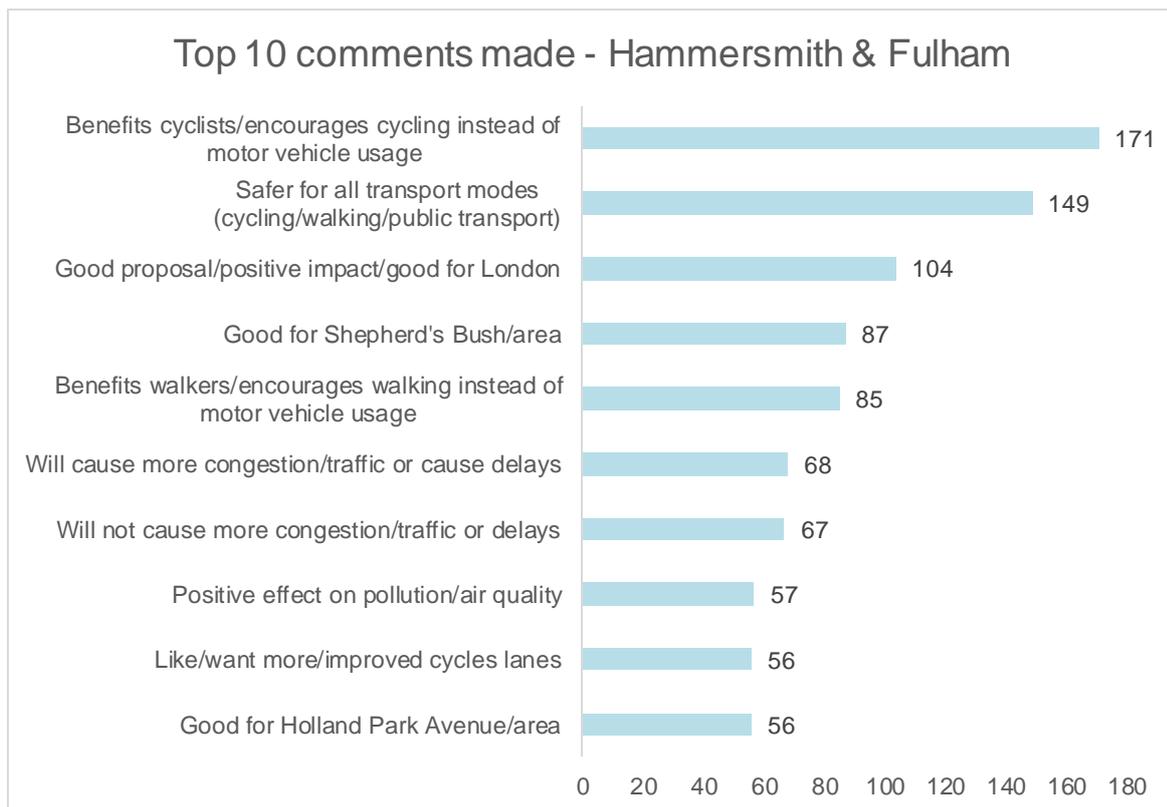
	Count
Build a new cycle way on Goldhawk Road or Hammersmith Road	1
Provide more points of access to/from the cycle way	1
Incorporate cycling speed restriction measures in the cycle way	1
Extend the cycle way to Kensington Gardens or Lancaster Gate within the cycle way	1
Concerns about rat running caused by the banned left turn at Royal Crescent	22
Concerns about congestion at Tesco on Holland Park Avenue	1
Issues with the contraflow cycle lane	3
Extend the cycle way to Bayswater and Hyde Park	1
Extend the cycle way to CS3, Westminster and Portobello Market	1
Issues with making Norland Square one way	4
Out of scope: give more incentives to electric cars	4
Issues with the banned left turn at St Annes Villas	1
Make Palace Gardens Terrace two-way for cyclists	1
Improve access to Shepherds Bush Road from Uxbridge or Goldhawk Road	1
Risk of collision from vehicles accessing the terrace opposite Norland Square (potential for these vehicles to hit cyclists when pulling out)	1
Allow cyclists to turn right at Linden Gardens	1
Introduce 24/7 bus lanes	1
Introduce a cycle way along 'back streets/quiet streets/side roads' (eg.Ladbroke Road and Queensdale Road, within parks) instead of the proposed route	21
Provide a zebra crossing near the Sainsburys on Shepherds Bush Road	1
Create a new crossing outside the Kensington Hilton	1
Provide additional loading bays (to Uxbridge Road and other non-specific locations)	2
Issues with making Norland Square one way	4
Issues with the banned turn at Ladbroke Terrace	1
Retain the Norland Square bus stop	1
Retain the pedestrian crossing at the junction of Ladbroke Grove/Holland Park Avenue	1
Make the cycle way peak-time only (or time restricted in other ways)	4
Introduce bus priority	2
Relocate stops for tourist buses and the Oxford Tube	2

Introduce traffic calming on Clarendon Cross	1
Make improvements to Campden Hill Road (north side): traffic calming, new cycle way added, pavement widening, tree planting, road narrowed	1
Introduce cyclist licensing and other requirements	1
Introduce a 20mph limit	6
Ban loading/unloading at peak times	3
Reduce the number of traffic lanes to two throughout the entire scheme area	1
Provide a pedestrian phase at the crossing near Cardinal Vaughan Memorial School	1
Concerns about the effects of the scheme in the context of the possibility of flooding of Holland Park Avenue	1
Concerns about the effects of the scheme in the context of the possibility of emergency utility work in Holland Park Avenue	1
Remove parking bays at Royal Garden Hotel	1
Out of scope: increase the Congestion Charge	1
Widen the footway on Shepherds Bush Green	2
Segregate the cycle way from the footway, but allow access from the cycle way into the highway	2
Build a cycle overpass (location unspecified)	1
Provide a filter lane (or signage) to indicate that a turn into Linden Gardens from Notting Hill Gate is permitted	1
Provide new pedestrian crossings on Shepherds Bush Green	1
Issues with making Norland Square East one way	1
Introduce traffic calming in Norland Square	1
Out of scope: Build a traffic overpass (location unspecified)	1
Out of scope: build a tunnel underneath Notting Hill Gate for traffic	1
Retain the pedestrian crossing outside Holland Park LUL station	1
Reduce the footway width to make way for the cycle way	1
Introduce licensing of cyclists/other requirements (eg requirement for insurance)	5
Allow cyclists to use the footway Shepherds Bush to Notting Hill Gate	1
Remove parking bays at Holland Park Avenue	1
Make all buses zero emission by 2020	1
Make (unspecified) improvements to Shepherds Bush Green	1
Provide a yellow box junction at Rockley Road/Shepherds Bush Green	1

## Breakdown of responses in the London Borough of Hammersmith & Fulham

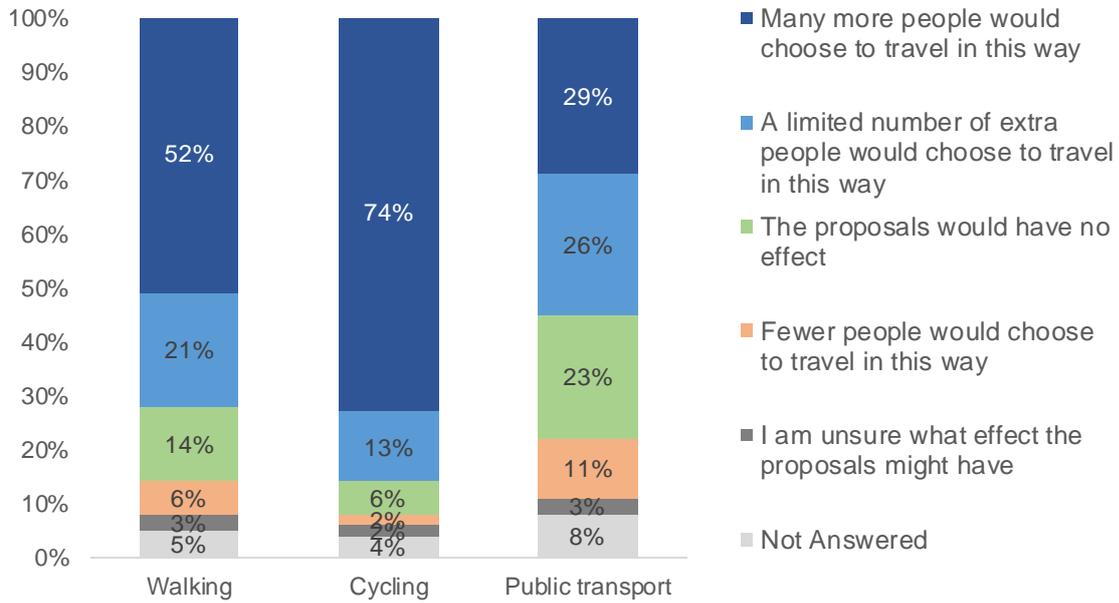
This section provides a breakdown of the issues raised to the consultation by respondents who included a postcode we 'mapped' to the London Borough of Hammersmith & Fulham.

The chart below lists the top 10 most frequently raised issues by respondents who were mapped to the borough:

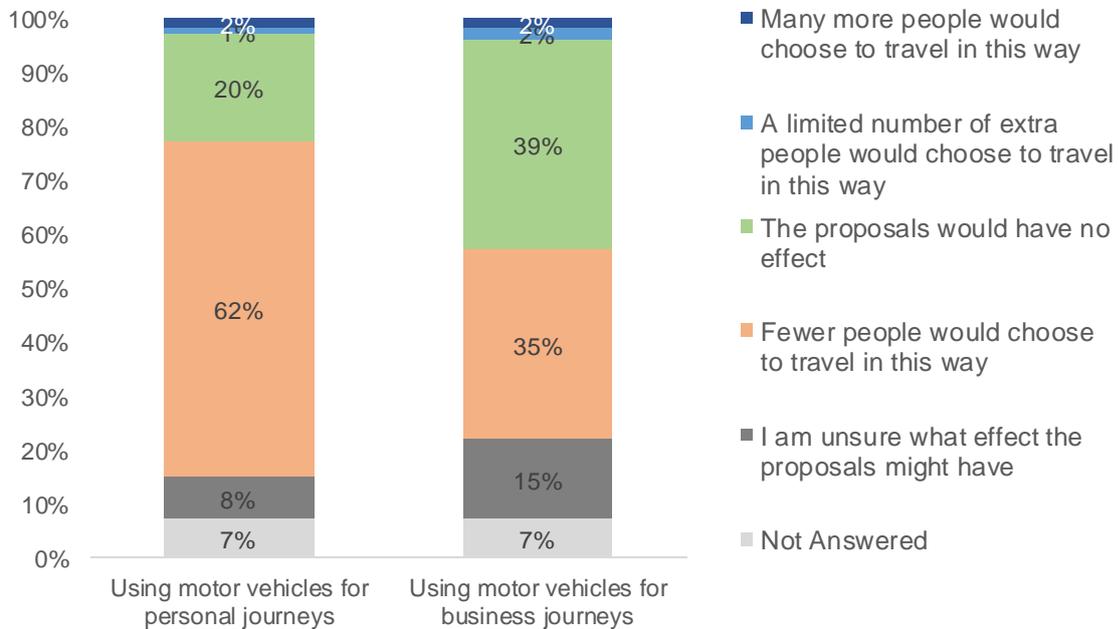


The charts below show what effects respondents from Hammersmith & Fulham felt our proposals would have on various modes of travel:

Respondents from **Hammersmith & Fulham**: Thinking about our proposals as a whole, what effect do you think they will have on the way people choose to travel?



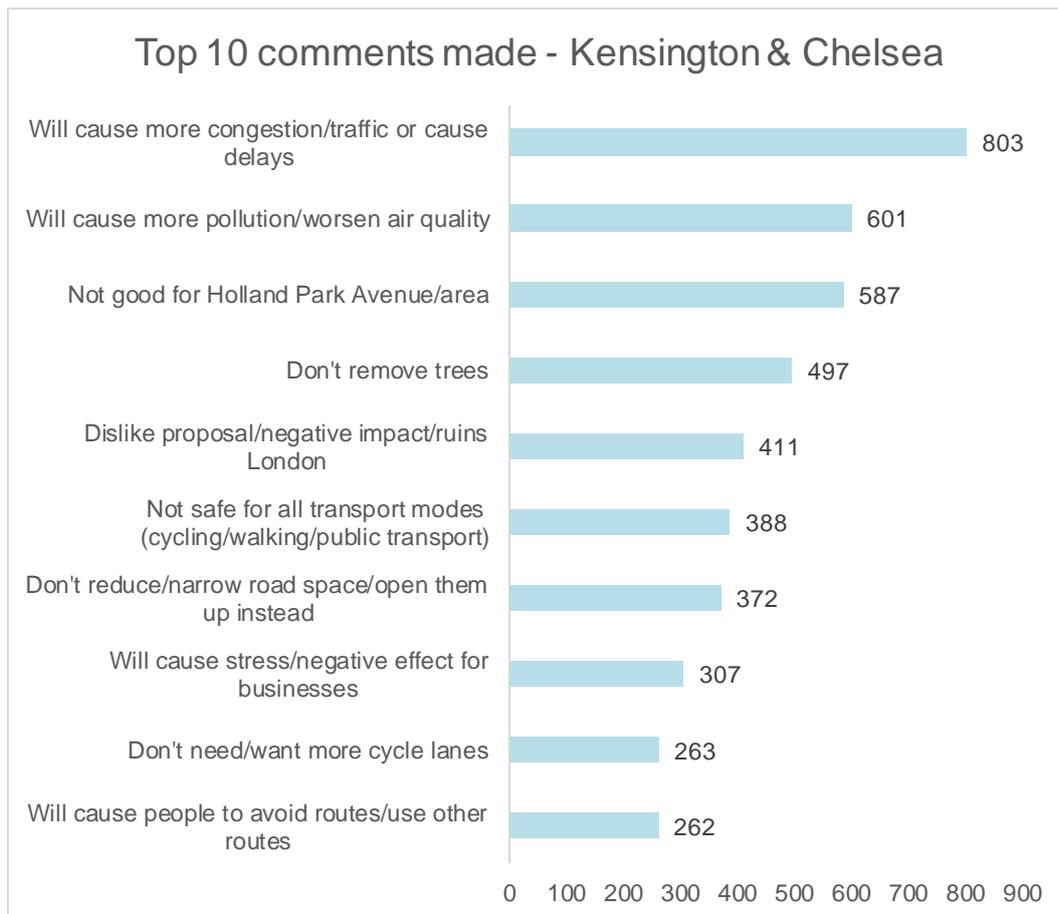
Respondents from **Hammersmith & Fulham**: Thinking about our proposals as a whole, what effect do you think they will have on the way people choose to travel?



## Breakdown of responses in the Royal Borough of Kensington & Chelsea

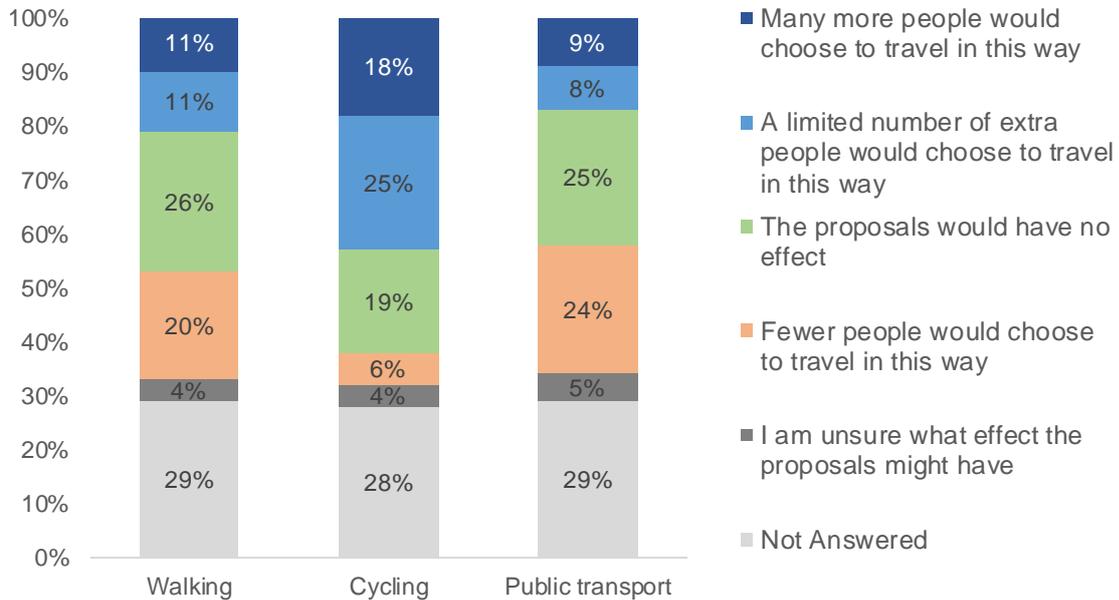
This section provides a breakdown of the issues raised to the consultation by respondents who included a postcode we 'mapped' to the Royal Borough of Kensington & Chelsea.

The chart below lists the top 10 most frequently raised issues by respondents who were mapped to the borough:



The charts below show what effects respondents from Kensington & Chelsea felt our proposals would have on various modes of travel:

Respondents from **Kensington & Chelsea**: Thinking about our proposals as a whole, what effect do you think they will have on the way people choose to travel?



Respondents from **Kensington & Chelsea**: Thinking about our proposals as a whole, what effect do you think they will have on the way people choose to travel?

