

# Your Oxford Street. Your say.



## Oxford Street – proposals for transport and highways changes

Consultation Report  
February 2026

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# 1. Executive Summary

Between 21 November 2025 and 16 January 2026, we held an eight-week consultation on proposed transport and highway changes to enable the pedestrianisation of a section of Oxford Street between Orchard Street and Great Portland Street. We called this section 'Oxford Street West'. This followed a previous consultation on the principle of pedestrianising Oxford Street and establishing a Mayoral Development Corporation for the area, which was held from February to May 2025. There were more than 6,000 responses to this previous consultation, and it showed widespread support for pedestrianising Oxford Street.

Oxford Street is one of the country's most important economic areas, generating around one per cent of the country's economic output. Nonetheless it faces a number of issues which threaten its long-term success and London's reputation as one of the world's leading cities. We consider that removing traffic from Oxford Street and transforming it into an exciting, high-quality destination would revitalise the street and the wider area, attract more visitors, encourage new and exciting shops and venues, and provide an iconic destination in the heart of London. Doing so would complement existing transport improvements such as the delivery of the Elizabeth Line, which is now the single busiest railway service in the UK. Our plans received extensive support from the business community, with household names like Ikea, Selfridges, John Lewis backing pedestrianisation.

We published a range of information to explain our proposals, including:

- How we proposed to amend the bus services that serve the area, including what routes the buses would take and where bus stops would be located,
- How taxis and private hire vehicle services would be affected by the pedestrianisation of Oxford Street West,
- Information about how people who currently cycle on Oxford Street West, or in the surrounding area, would be affected by the proposals,
- Changes to the road itself, including how we would allow traffic to flow north-south through the area to navigate a pedestrianised Oxford Street West,
- Information about how businesses on Oxford Street West would continue to make or take deliveries,
- The impacts that our proposals would have on traffic flows, journey times and the environment, and
- What impacts our proposals would have on people with 'protected characteristics'. We published an Equality Impact Assessment, together with a range of other background information, to help respondents to the consultation understand this aspect.

We received 2,716 responses in total, including 83 responses from stakeholders<sup>1</sup>. We identified some of the responses as being part of a campaign, as follows:

- 531 responses were part of a campaign organised by the London Cycling Campaign (LCC). These responses were supportive of the pedestrianisation of Oxford Street but called for Transport for London (TfL) and Westminster City Council to develop proposals for alternative cycle routes to Oxford Street. We refer to this as the 'LCC campaign' throughout this report.
- 224 responses expressed support for the use of new Routemaster zero emission buses on the network. We refer to this as the 'Bus vehicle type campaign' throughout this report.

There is more information about these campaign responses in section 3.4.

We asked respondents to tell us any views they had about our proposals or the impacts they would have, and we additionally asked if respondents had any comments about the changes we proposed to the bus services which currently use Oxford Street West. It should be noted that respondents were not asked for their views on general support or otherwise for the scheme because this question was addressed in a previous consultation, although some respondents chose to express these general comments.

The table below lists the top five most frequently raised issues we identified in respondents' written comments: this includes responses to both of the questions in our questionnaire as well as those we received by email or letter. We have excluded from the table the issues raised in the campaign responses we identified above. We did so in order that the table would be focussed solely on the issues raised by respondents who were not part of either campaign. Nevertheless, we have considered and responded to the issues raised in both campaigns in the same way as every other issue raised by respondents. This approach is consistent with the manner in which we routinely process 'campaign'-type responses to TfL consultations. There is more information about these campaign responses in section 3.4.

Appendix A provides a complete list of the almost 200 issues we identified in respondents' written comments, together with our response to each of them. Within individual responses, a variety of both general and specific comments were raised

<b>Top five most frequently raised issues</b>	<b>Our response</b>
Support/agree with proposals (general comment)	We noted this general support

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<sup>1</sup> This includes two responses that were received after our consultation had closed. We have noted the responses but have not been able to include them in our analysis. Further details are in section 3.3.

<p>Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment)</p>	<p>As part of our consultation, we shared detailed information on how we would expect traffic flows and journey times to change under our proposals. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts</a>.</p> <p>This assessment does show that some streets would experience an increase in vehicle use, however, it shows this change is manageable and does not cause any longstanding resilience concerns with the road network performance.</p> <p>During and following delivery of the changes, we would continue to monitor traffic and congestion levels in the area and work with Westminster City Council to minimise the impact of the changes and keep traffic moving smoothly. General traffic is not permitted to use Oxford Street currently, which means those vehicles displaced to other routes are buses, taxis and cycles.</p>
<p>Oppose/disagree with proposals (general comment)</p>	<p>Oxford Street is not currently living up to its potential and visitor numbers have not recovered on Oxford Street since the pandemic, as they have on Bond Street or Regent Street. This is due to a number of factors including the rise of online shopping and the nature of the current retail offer on Oxford Street. We consider that removing traffic from Oxford Street and transforming it into an exciting, high-quality destination would revitalise the street and the wider area, attract more visitors, encourage new and exciting shops and venues, and provide an iconic destination in the heart of London.</p> <p>Oxford Street and its surrounds is one of the country's most important economic areas, generating around one per cent of the country's economic output. Home to a wide range of businesses, it is also the United Kingdom's leading retail and tourist destination. Oxford Street district is not only a critical driver of London's success, but it also drives growth throughout the UK. Nonetheless it faces a number of issues which threaten its long-term success and London's reputation as one of the world's leading cities. Investment is required to</p>

	<p>transform Oxford Street and ensure that it can continue to provide the best environment for people and businesses. This includes addressing significant issues including poor road safety, poor air quality and pedestrian crowding, which in turn lead to reduced retail spending.</p> <p>We consider that the value for money case of this scheme is strong due to the wide range of benefits that the plans would deliver, including attracting more visitors and delivering a new high-quality urban realm in the heart of London.</p>
<p>Concern about reduced/loss of access for older people/those less able to walk longer distances</p>	<p>We acknowledge that our plans would make a number of changes that would affect people who are older, disabled, pregnant or have other characteristics (permanent or temporary). We have considered the likely impact of the changes upon these groups of people and shared this information as part of the public consultation. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>.</p> <p>Removing buses and taxis from Oxford Street would mean that people would need to travel longer distances (around 100m to 200m) to access bus stops and taxi ranks. As older people and those less able to walk have higher rates of bus and taxi use, we accept that this group may be more affected by the changes - as would people carrying heavy bags or luggage. This means that some people may have longer and more difficult journeys to get to Oxford Street.</p> <p>On the other hand, our proposals create significantly more space for people walking and wheeling and ease the current crowding on footways. Therefore, once on Oxford Street, older people, disabled people and women (including pregnant women) would find it easier to use Oxford Street as a result of having more pedestrian space, a level pavement surface and more seating and resting places. Where bus stops would be relocated, we have sought to ensure they would be located close to Oxford Street and would work closely with Westminster City Council to improve routes from the new bus stops to Oxford Street.</p>
<p>Concern about reduced/loss of access for people with disabilities</p>	

	<p>We would also work to improve wayfinding and signage and ensure that new bus stops are fully accessible, with features such as good lighting, CCTV and accessible customer information. In recent years, we have improved accessibility to the Oxford Street area through the provision of step-free access at Bond Street and Tottenham Court Road stations, with the Elizabeth line now carrying over 500 million passenger journeys per year. Overall, removing traffic from Oxford Street provides the opportunity to deliver an exciting new space in the centre of London which is attractive, inclusive and supports the ongoing growth of the city.</p>
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## 1.1 Next Steps

In February 2025 the Mayor of London held an eight-week public consultation on proposals to establish a Mayoral Development Corporation for Oxford Street, and on the principle of pedestrianising the street. In July 2025, following an analysis of the responses to that consultation, the Mayor instructed TfL to develop detailed transport and highway proposals that would enable the section of Oxford Street between Orchard Street and Great Portland Street (a section we've called 'Oxford Street West') to be pedestrianised, subject to a further consultation. We did as the Mayor asked, and held an eight-week consultation on our proposals from 21 November 2025 to 16 January 2026.

Following the conclusion of our consultation, we have analysed and considered the responses we received, and we have prepared this Consultation Report. Our report explains what the outcomes of the consultation were, and it provides our response to each of the issues raised by respondents. Having considered all of the issues raised by respondents, we remain satisfied that the proposals consulted on are workable and would, subject to a decision from the Mayor, be an appropriate means of implementing the pedestrianisation of Oxford Street West, subject to ongoing monitoring of the effects of our proposals on traffic, including local bus services. We are satisfied that pedestrianising Oxford Street West in the way we have proposed would be consistent with our Network Management Duty under the Traffic Management Act 2004<sup>2</sup>.

This report, together with underlying information obtained through the modelling of air quality, noise and traffic impacts, an updated Equality Impact Assessment and

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<sup>2</sup> This requires highway authorities to secure the expeditious movement of traffic on the roads for which we are responsible as highway and/or traffic authority, and on the authority's road network; and on the road networks for which another authority is the traffic authority.

our Business Case, has been provided to the Mayor so that he can now decide on the next steps.

## 2. About the respondents

### 2.1 Number of respondents

The table below shows the number of responses we received from members of the public and stakeholders, and the number of responses we identified as being part of a campaign.

Respondents	Total	%
Public responses	1,878	69
Stakeholder responses	83	3
LCC campaign responses	531	20
Bus vehicle type campaign responses	224	8
Total	2,716	-

### 2.2 Methods of responding

We made a variety of methods available to respondents to submit a response to the consultation. The table below lists how many responses we received through each of these methods. All of the 'Bus vehicle type campaign' responses were submitted to us through our website, and all of the 'LCC campaign' responses were submitted to us by email.

Methods of responding	Total	%
Website (including 'Bus vehicle type campaign' responses)	1,721	63
Email (including 'LCC campaign' responses)	988	36
Paper response form (completed at a drop-in event)	5	<1
Letter	2	<1
Total	2,716	-

As part of our detailed analysis, we noted the number of respondents that took part in the consultation in more than one way. This includes respondents who used a single method but did so more than once. The table below shows the number of multiple responses that we received, and the different methods used. Where a single respondent raised the same issue across multiple responses this was 'counted' as a single issue only, to avoid duplication.

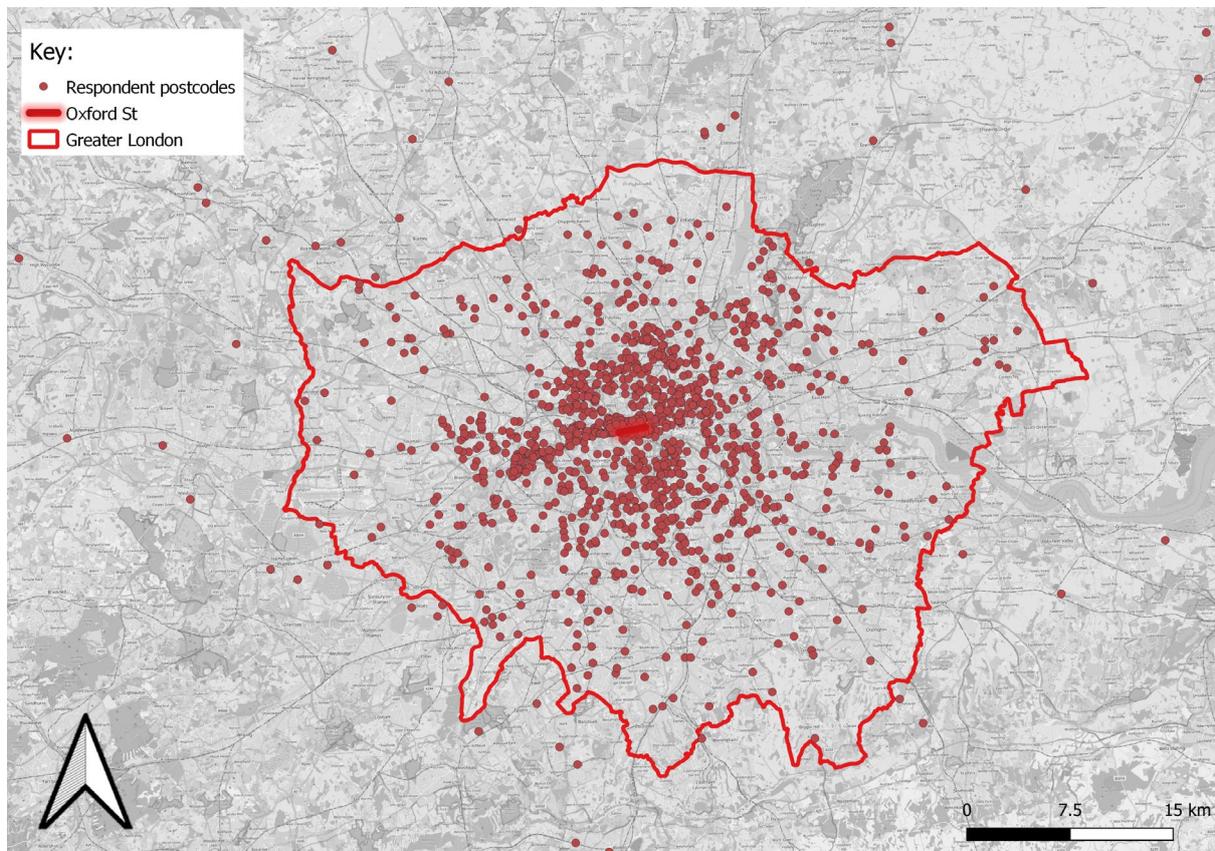
Multiple responses: method of responding	Count
Email(s) and survey	30
More than one email	11
<b>Total</b>	<b>41</b>

## 2.3 Visits to our consultation website

Our consultation materials were provided on our website [haveyoursay.tfl.gov/oxford-street-transport-highways](https://haveyoursay.tfl.gov/oxford-street-transport-highways). During the consultation period from 21 November to 16 January 2026, there were over 34,000 visits to our website.

## 2.4 Postcodes analysis

We asked respondents to give us their home postcode. The map below shows the location of all those respondents who provided us with a valid postcode.



### 3. Summary of all consultation responses

#### 3.1 Summary of responses to Question 1

Our consultation questionnaire included two 'open' questions. The first of these was as follows:

We developed proposals that would be necessary to support the pedestrianisation of the section of Oxford Street between its junctions with Orchard Street and Great Portland Street. We've referred to this area as 'Oxford Street West'. Please tell us any thoughts you have about our proposals in the space below.

If you believe that the proposals would have an impact on you or others, please explain why in the space below. You can also comment on any other matter related to the proposals, and we have listed some potential topics you might like to consider:

- How our proposals would change your experiences of using Oxford Street West
- Any impacts our proposals might have; for example on the accessibility of Oxford Street West, or on roads surrounding Oxford Street West, or on the ability of businesses here to make or take deliveries
- Any suggestions you might have on improvements or changes we could make to our proposals

Where a person submitted their response to us by email or letter, we have recorded their comments as a response to this question. We received 2,396 responses to this question in total (with the two campaigns included). Of these responses:

- 1,863 responses were not part of a campaign
- 2 responses were identified as being part of the 'Bus Vehicle Type' campaign
- 531 responses were identified as being part of the 'LCC campaign'

In total in response to question one, including the two campaigns we identified, there were over 14,000 individual comments that were 'coded' to almost 200 separate codes (both positive and negative), as shown in Appendix A. We also respond to each issue raised (both positive and negative) in Appendix A.

Across a total of 1,863 public and stakeholder responses, almost 200 separate issues (or 'codes') that were either positive or negative were raised. Each response to our consultation may have contained a variety of individual comments, some of which were of a general nature, while others were more specific.

While respondents were not asked explicitly for their views on general support or otherwise for pedestrianisation, some respondents chose to provide general comments. Excluding the issues we identified in each of the two 'campaign' groups of responses, in summary we found:

- The most frequently raised comment was general support/agreement with the proposals, which was mentioned by 647 respondents (out of 1,863)<sup>3</sup>.
- This was followed by general opposition/disagreement with the proposals (472 comments)
- There were then more specific suggestions or concerns about traffic congestion (439 comments), reduced/loss of access for people with disabilities (308 comments) and reduced/loss of access for older people (304 comments). The top ten most frequently counted comments are detailed below.

Q1 We developed proposals that would be necessary to support the pedestrianisation of the section of Oxford Street between its junctions with Orchard Street and Great Portland Street. We've referred to this area as 'Oxford Street West'. Please tell us any thoughts you have about our proposals in the space below	Public and stakeholder responses (excluding campaigns)	
	Number of comments made	% of total responses
Support/agree with proposals (general comment)	647	34.7%
Oppose/disagree with proposals (general comment)	472	25.3%
Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment)	439	23.6%
Concern about reduced/loss of access for people with disabilities	308	16.5%
Concern about reduced/loss of access for older people/those less able to walk longer distances	304	16.3%
Oppose/disagree with proposed bus route changes/buses should continue to run along and through Oxford Street West (general comment)	277	14.9%
Support/agree with pedestrianisation to make more space for pedestrians/Oxford Street West is currently overcrowded/pavements too narrow	201	10.8%
Concern proposals will have a negative impact on residents around Oxford Street (e.g. reduce accessibility, safety, travelling experience)	199	10.7%
Concern proposed changes will negatively impact businesses/shops on Oxford Street/in the area/local economy (general comment)	195	10.5%
Oppose/disagree/concern with restricting taxis/PHVs from accessing Oxford Street West/should allow them to use it	180	9.7%
<b>Total number of respondents who provided a comment in response to Q1 (excluding campaign respondents)</b>	<b>1863</b>	

We rejected one response to our consultation because it contained offensive language and therefore breached our threatening or abusive communications policy. No other responses to the consultation were rejected.

<sup>3</sup> In 2025, the Mayor consulted on his proposal to designate a Mayoral Development Area (MDA), and establish a Mayoral Development Corporation (MDC), to drive the regeneration of Oxford Street. The consultation also asked for the public's views on the principle of pedestrianising Oxford Street. In relation to the Mayor's proposal to designate an MDA for Oxford Street, 69 per cent of submitted responses were supportive. In relation to the principle of pedestrianising Oxford Street, 66 per cent of submitted responses were supportive.

## 3.2 Summary of responses to Question 2

The second question in our questionnaire was as follows:

We've proposed a series of changes to bus services which use the section of Oxford Street between Orchard Street and Great Portland Street. We'd like to know how the proposed changes to bus routes 7, 94, 98, 139 and 390, N7, 94, N98, N113, N137, 139, N207 and 390 would affect passengers. If you have any thoughts please explain these in the space below. If your comments relate to a specific bus route (or several bus routes) please let us know what routes these are in your comments.

We received 1,254 responses to this question in total (with the two campaigns included). Of these responses:

- 1,030 responses were not part of a campaign
- 224 responses were identified as being part of the 'Bus Vehicle Type' campaign
- 0 responses were identified as being part of the 'LCC campaign'

In total in response to question two, including the two campaigns we identified, there were almost 4,000 individual comments that were 'coded' to almost 200 separate codes (both positive and negative) as shown in Appendix A. We also respond to each issue raised (both positive and negative) in Appendix A.

Across a total of 1,030 public and stakeholder responses, almost 200 separate issues (or 'codes') that were either positive or negative were raised. Each response to our consultation may have contained a variety of individual comments, some of which were of a general nature, while others were more specific.

While respondents were not asked explicitly for their views on general support or otherwise for pedestrianisation, some respondents chose to provide general comments. Excluding the issues we identified in each of the two 'campaign' groups of responses, in summary we found:

- The most frequently raised comment was Support/agree with proposed bus route changes/not allowing buses on Oxford Street West (general comment), which was mentioned by 187 respondents (out of 1,030).
- This was followed by concern about journey time increasing due to bus route/stop change/bus journeys taking longer (156 comments)
- There were then comments about changes to bus route 94 (123 comments), a concern the proposals would increase vehicle use/traffic congestion around Oxford Street (122 comments) and concerns about reduced/loss of access for older people (113 comments). The top ten most frequently counted comments are detailed below.

Q2 We've proposed a series of changes to bus services which use the section of Oxford Street between Orchard Street and Great Portland Street. We'd like to know how the proposed changes to bus routes 7, 94, 98, 139 and 390, N7, 94, N98, N113, N137, 139, N207 and 390 would affect passengers	Public and stakeholder responses (excluding campaigns)	
	Number of comments made	% of total responses
Support/agree with proposed bus route changes/not allowing buses on Oxford Street West (general comment)	187	18.2%
Concern about journey time increasing due to bus route/stop change/bus journeys taking longer	156	15.1%
Oppose/disagree/concern with proposed change for bus route 94 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	123	11.9%
Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment)	122	11.8%
Concern about reduced/loss of access for older people/those less able to walk longer distances	113	11%
Oppose/disagree with proposed bus route changes/buses should continue to run along and through Oxford Street West (general comment)	107	10.4%
Concern about reduced/loss of access for people with disabilities	104	10.1%
Proposed bus route changes will have minimal disruption/limited impacts/impacts and proposals for change are reasonable	94	9.1%
Proposed changes will have no impact on me as I don't use the buses/routes in the area/use other modes of travel in the area	87	8.4%
Concern about having to walk further due to bus route/stop changes (general comment)	84	8.2%
<b>Total number of respondents who provided a comment in response to Q2 (excluding campaign respondents)</b>	<b>1030</b>	

### 3.3 Stakeholder responses

We received responses from the following groups of stakeholders. All stakeholder replies have been read and analysed in the same way as every other response to the consultation.

A summary of each of these responses is included in Appendix C.

We received responses from London Fire Brigade and the owner of 95 Wigmore Street after our consultation had closed, and so it was not possible for us to include these responses in our analysis. The contents of the responses have been noted however, and we have included a summary of each in Appendix C.

Heart of London BID	Business Improvement Districts & businesses
Baker St Quarter Partnership	
Berwick St Traders Society	
Welbeck Health Partners	
Ikea	
John Lewis	
Nimax Theatres	
Belgravia Forum	
Business LDN	
Park House	

Shaftesbury Capital	
Central District Alliance	
Harley Street BID	
Bauer Media Outdoor	
NWEC	
Selfridges	
Society of London Theatres	
Royal Mail	
UPS	
Fitzrovia West Business Neighbourhood Forum	
Uber	
Federation of Small Businesses	
M&S	
London Heritage Quarter	
Metropolitan Police	Emergency Services
London Fire Brigade	
Investment Property Management	Landowners
SCP Estate	
Grosvenor	
The Crown Estate	
Farton Holdings	
Howard de Walden Estates	
M&G	
Berkeley Estate Asset Management	
120 Wigmore St Ltd	
Duke St Property	
Great Portland Estates	
Reef & Partners	
Owner of 95 Wigmore Street	
London Borough of Camden	
Westminster City Council	
Hinde Street Methodist Church	Miscellaneous
Better Oxford Street	
Islington Swifts Group	
Historic England	
Westminster Tree Trust	
London Sight Loss Council	
Guide Dogs	
National Federation for the Blind UK	
Conservative Group, City of Westminster	Political representatives
GLA Conservative Group	
West End Conservative Action Team	

Westminster Lib Dems	
GLA Labour Group	
GLA Lib Dem Group	
Caroline Russell AM	
Cllr Linda Chung	
Water Gardens Residents Association	Residents Association
Portland Village Association	
West End Community Network	
Westminster Amenities Society Forum	
Marylebone Association	
The Soho Society	
Residents Society of Mayfair & St James	
Charlotte St Association	
Linden Gardens Residents Association	
GMB Union	
Future Transport London	Transport groups
Brewery Logistics Group	
Addison Lee & Com Cab	
London Living Streets	
Wheels for Wellbeing	
London Cycling Campaign	
Brent Cycling Campaign	
London TravelWatch	
United Cabbies Group	
AICES	
Road Haulage Association	
LTDA	
Clapham Transport Users Group	
Chartered Institute of Logistics & Transport	
Logistics UK	

### 3.4 Campaigns

We classified some of the responses to our consultation as being part of a campaign, as follows:

- 531 responses were part of a campaign organised by the London Cycling Campaign. These responses were supportive of the pedestrianisation of Oxford Street but called for TfL and Westminster City Council to develop proposals for alternative cycle routes to Oxford Street. We refer to this as the ‘LCC campaign’ throughout this report
- 224 responses expressed support for the use of new Routemaster zero emission buses on the network. We refer to this as the ‘Bus vehicle type campaign’ throughout this report.

We identified a response as being part of a campaign if it met at least one of the following criteria:

- The text of the response was identical to others we had received
- The text of the response was identical to others we had received, and it included some additional personalisation
- The response was submitted to us via an external website associated with the originator of the campaign, or through a temporary email address, thus making clear that the response was a part of that campaign

This approach is consistent with the manner in which we routinely process 'campaign'-type responses to TfL consultations. All of the issues raised by respondents to the consultation, including those we identified in both campaigns, are listed and responded to in Appendix A.

#### 3.4.1 LCC campaign

We identified 531 responses as being part of a campaign organised by the London Cycling Campaign. We did so because these responses were submitted to us via an external website associated with the organisers of the campaign and contained text that was identical to other submissions from the same campaign.

The campaign was supportive of the proposed pedestrianisation of Oxford Street West but called for TfL and Westminster City Council to develop proposals for alternative, parallel routes for cyclists. Some responses included additional text and this has been analysed and considered in the same way as every other response to the consultation.

#### 3.4.2 Bus vehicle type campaign

We identified 224 responses as being part of a campaign which expressed support for the use of New Routemaster zero emission buses on our services. We classified this as the 'Bus vehicle type response' campaign.

## **4. About the consultation**

### **4.1 Purpose**

The objectives of the consultation were to:

- Give stakeholders and the public easily understandable information about the proposals and allow them to respond,
- Understand the public view on the changes proposed,
- Understand any issues that might affect the proposals of which we were not previously aware,
- Understand concerns and objections,
- Allow respondents to make suggestions.

### **4.2 Consultation history**

The Greater London Authority (GLA) held a previous consultation related to the pedestrianisation of Oxford Street. This ran from 28 February to 2 May 2025 and sought comments on two matters:

- The proposed designation of a Mayoral Development Area for the Oxford Street district,
- The principle of pedestrianising Oxford Street.

The consultation was hosted on TfL's 'Have your Say' website at [Haveyoursay.tfl.gov.uk/oxford-street](https://haveyoursay.tfl.gov.uk/oxford-street). A consultation report was published by the GLA in June 2025 and is available through TfL's website.

Prior to this, TfL and Westminster City Council held two consultations on proposals to pedestrianise Oxford Street. These ran from 24 April to 18 June 2017 and 6 November to 3 January 2018. The details of both consultations are available from TfL on request from [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk).

### **4.3 Who we consulted**

The consultation was open to anyone who had a view about the proposals. Our consultation publicity was intended to reach people living in, working in or travelling through on the Oxford Street West area itself, and we also sent emails to a very large number of stakeholders. The tools we used to publicise the consultation are described in section 4.7.

## 4.4 Dates and duration

Our consultation ran from 21 November 2025 to 16 January 2026. This timeframe included the Christmas and New Year period, and for that reason we extended the consultation to run for eight weeks.

## 4.5 What we asked

Our consultation questionnaire included two open questions, as follows:

1, We developed proposals that would be necessary to support the pedestrianisation of the section of Oxford Street between its junctions with Orchard Street and Great Portland Street. We've referred to this area as 'Oxford Street West'.

Please tell us any thoughts you have about our proposals in the space below.

If you believe that the proposals would have an impact on you or others, please explain why in the space below. You can also comment on any other matter related to the proposals, and we have listed some potential topics you might like to consider:

- How our proposals would change your experiences of using Oxford Street West
- Any impacts our proposals might have; for example on the accessibility of Oxford Street West, or on roads surrounding Oxford Street West, or on the ability of businesses here to make or take deliveries
- Any suggestions you might have on improvements or changes we could make to our proposals

2, We've proposed a series of changes to bus services which use the section of Oxford Street between Orchard Street and Great Portland Street. We'd like to know how the proposed changes to bus routes 7, 94, 98, 139 and 390, N7, 94, N98, N113, N137, 139, N207 and 390 would affect passengers. If you have any thoughts please explain these in the space below. If your comments relate to a specific bus route (or several bus routes) **please let us know what routes these are** in your comments.

We also asked respondents for their postcode.

Respondents who used our consultation website to submit a response were additionally asked to provide demographic information about themselves upon registering. These questions were voluntary. We have included a series of charts in Appendix D to show what information we received.

## 4.6 Methods of responding

We made several channels available through which people could respond to the consultation.

- It was possible for respondents to complete a consultation questionnaire by visiting our website [haveyoursay.tfl.gov.uk/oxford-street-transport-highways](https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways).

- Comments could also be submitted by email to [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) or in writing to FREEPOST TFL Have your say (Oxford Street).
- Respondents could complete an Easy Read Version of the consultation survey. This survey was also available to download from our webpage as a fillable PDF for completion and return by email or our Freepost service.
- We provided a telephone call back service (Tel: 020 3054 6037) for respondents to get in touch with any questions and as a further method of response.
- The 'Questions' tool on our consultation website was available during the consultation to enable people to submit queries and obtain further information to help them respond.

## 4.7 Consultation materials and publicity

This section describes what information we published on our website to explain our proposals, how we publicised our consultation and how we made it possible for people with questions about our proposals to discuss them with us.

### *Consultation webpage*

Our consultation webpage [Haveyoursay.tfl.gov.uk/oxford-street-transport-highways](https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways) provided a large range of information to describe our proposals, as follows:

- Information about our consultation, including what section of Oxford Street our proposals applied to. We also confirmed that the focus of our consultation was on proposed transport and highway changes to Oxford Street West, and that it did not revisit the proposals covered in the previous Oxford Street consultation, which was held by the GLA from 28 February to 2 May 2025.
- Information about the case for pedestrianising Oxford Street West, including a short video in which people who use the area explained their views. We also provided information to explain what highways changes we proposed to Oxford Street West and some roads in the surrounding area.
- How we proposed to amend the bus services that serve the area, including what routes the buses would take and where bus stops would be located.
- How taxis and private hire vehicle services would be affected by the pedestrianisation of Oxford Street West.
- Information about how people who currently cycle on Oxford Street West, or in the surrounding area, would be affected by the proposals.
- Information about how businesses on Oxford Street West would continue to make or take deliveries.
- The impacts that our proposals would have on traffic flows, journey times, the environment and on the accessibility of Oxford Street West.

We also published a range of information to support or further explain our proposals. This included:

- a range of maps to illustrate our proposals,
- supporting factsheets and technical reports to explain our traffic and environmental modelling in greater detail, and

- Our Equalities Impact Assessment and a ‘Healthy Streets Check<sup>4</sup>’.

Finally, we also published an easy read, British Sign Language video and audio version of our proposals.

### **Emails to the public and other stakeholders**

We sent several emails to invite people and other stakeholders to respond to our consultation. These were:

- An email sent at the beginning of our consultation to passengers using routes 7, 22, 73, 94, 98, 139, 390, N7, N15, N22, N73 N98, N113, N137, N207 and Bond Street, Oxford Circus, Marble Arch, Tottenham Court Road tube stations. This was sent to almost 272,000 people in total.
- An email sent at the beginning of our consultation to a large range of stakeholders who we considered would have an interest in our proposals. We also sent this email to those people who had responded to the GLA’s previous consultation on proposals to pedestrianise Oxford Street. On 9 January 2026 we sent a further email to the same recipients, as a reminder that our consultation would close a week later, on 16 January 2026. The emails were sent to 1,682 recipients in total and a list of the organisations we sent it to is included in Appendix B.

Each of our emails provided information about our consultation and a link at which recipients could find out more or respond. Copies of each email are included in Appendix B.

### **Media activity**

We issued a press release at the beginning of our consultation, and this generated a variety of articles in the press.

A copy of our press release is included in Appendix B.

### **Bus stop posters**

We produced a poster which advertised our consultation and included a QR code and other information about how to respond to the consultation. This poster was placed at seven bus stops along Oxford Street West and the immediate surrounding area.

A copy of our bus stop poster is included in Appendix B.

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<sup>4</sup> This is a document which assesses the extent to which proposals for changes to a street accord with TfL’s Healthy Streets approach. For further information see [Healthy Streets - Transport for London \(tfl.gov.uk\)](https://www.tfl.gov.uk/healthy-streets)

## **Letter to local properties**

We sent a letter to around 6,000 residential and business properties in an area within a 250m radius of Oxford Street West. The letter explained how the recipient could find out more about our proposals and respond, and it confirmed the closing date of our consultation.

A copy of our letter and the area within which it was distributed is included in Appendix B.

## **Face-to-face activity**

We distributed A5-sized postcards to pedestrians and bus passengers on Oxford Street West and surrounding area. The postcards explained how the recipient could find out more about our proposals and respond, and confirmed the closing date of our consultation.

There were eight sessions in total; four of these took place on Saturdays during the consultation period, and the remainder took place during the week. In each session, we distributed at least 500 postcards, and in some cases they left additional postcards in venues in the Oxford Street West area which had agreed to display them. The dates these sessions took place were:

- Saturday 22 November
- Monday 24 November
- Saturday 29 November
- Friday 5 December
- Saturday 13 December
- Monday 15 December
- Monday 5 January
- Friday 9 January
- Saturday 10 January
- Tuesday 13 January

A copy of the postcard that were distributed is included in Appendix B.

## **Social media**

At the start of the consultation, we issued posts on Facebook and X to promote our consultation and the opportunity to take part. Each of our posts included a link to our consultation web page [Haveyoursay.tfl.gov.uk/oxford-street-transport-highways](https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways) and confirmed the closing date for comments. These posts were seen by around 58,500 people.

An example of one of our posts is included in Appendix B.

### **‘Drop-in’ sessions and enabling potential respondents to ask questions**

We arranged a series of drop-in sessions to give people who might have questions about our proposals the opportunity to speak to TfL staff who had been involved in developing them. These sessions were held at venues in the vicinity of Oxford Street West, on dates throughout our consultation period. The dates of the drop-in sessions were as follows:

- 5 December 2025, 12:00 – 16:00, David Wolf Kaye room, Wigmore Hall, 36 Wigmore Street W1U 2BP
- 13 December 2025, 13:00 - 17:00, Princes St room, Salvation Army Regent Hall, 275 Oxford Street W1C 2DJ
- 9 January 2026, 12:00 – 16:00, David Wolf Kaye room, Wigmore Hall, 36 Wigmore Street W1U 2BP
- 10 January 2026, 13:00 – 17:00, Princes St room, Salvation Army Regent Hall, 275 Oxford Street W1C 2DJ

We estimate that between 150 – 200 people visited the four drop-in sessions. Visitors asked a large range of questions, including to clarify a variety of aspects of our proposals or questions about what impacts they might have. In each case, we provided information to assist visitors to respond to the consultation and ensured that they were aware how they could do so.

We also made available additional channels through which people who had questions about our proposals could contact us. These were:

- Our telephone call back service 020 3054 6037. Respondents who wished to discuss a question could leave a message with their telephone number so that we could call them back
- Our email address [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- The ‘Questions’ tool on our website: this allowed people to submit a question to us electronically
- Our Freepost address FREEPOST TFL HAVE YOUR SAY

We promoted these channels on our website, within the letter we distributed to local properties, on the postcard that was distributed to pedestrians and bus passengers on Oxford Street West and on the poster we placed at bus stops along Oxford Street West.

### **Meetings with stakeholders**

We held 34 meetings with stakeholder groups both before the consultation took place and during the consultation period. These are described in the tables below, together with the date of each meeting and the topics discussed.

<b>Date of engagement</b>	<b>Attendees</b>	<b>Summary of discussion</b>
24 June 2025	Taxi and Private Hire / Deputy Mayor for Transport	Outcome of Greater London Authority (GLA) consultation next steps
1 July 2025	New West End Company ((NVEC) Oxford Street businesses	GLA Workshop: Look, feel and maintenance of the public realm
2 July 2025	NVEC Oxford Street businesses	GLA Workshop: Security and safety
3 July 2025	Federation of Small Businesses (FSB)	Outcome of consultation next steps
9 July 2025	Portman Estate	Outcome of consultation next steps
9 July 2025	NVEC Oxford Street businesses	GLA Workshop: Deliveries and Access
10 July 2025	Independent Disability Advisory Group (IDAG)	TfL presentation to IDAG on next steps for scheme
14 July 2025	Society of London Theatres (SOLT)	Briefing on approach to developing scheme for consultation
16 July 2025	NVEC invited businesses	GLA Workshop: Events and commercial activations
16 July 2025	Harley St Business Improvement District (BID)	Briefing on approach to developing scheme for consultation
21 July 2025	Business Working Group Officers	Briefing on approach to developing scheme for consultation
24 July 2025	Westminster Amenity Societies Forum (WASF)	Briefing on approach to developing scheme for consultation
24 July 2025	TfL Business Advisory Group	Briefing on approach to developing scheme for consultation
24 July 2025	London Travel Watch	Briefing on approach to developing scheme for consultation
11 August 2025	Marble Arch BID	Briefing on development of scheme for consultation
12 August 2025	Metropolitan Police Service (MPS) meeting (AM)	Update on our approach to developing scheme for consultation

<b>Date of engagement</b>	<b>Attendees</b>	<b>Summary of discussion</b>
12 August 2025	Westminster Amenity Societies Forum (WASF) meeting (PM)	Briefing on development of scheme for consultation to multiple key West End residents forums
4 September 2025	Baker Street Quarter	Briefing on development of scheme for consultation
15 September 2025	Accessibility Workshop	Workshop with accessibility stakeholders on emerging development of design to take to consultation in November
17 September 2025	Freight Decarbonisation Forum 'LoCity'	Briefing on approach to developing scheme for consultation
22 September 2025	London Ambulance Service	Access / Hostile Vehicle Mitigation briefing
24 September 2025	TfL Taxi & Private Hire (TPH) Licensing and Regulatory Forum	Briefing on approach to developing scheme for consultation
24 September 2025	TPH Technology Forum	Briefing on approach to developing scheme for consultation
1 October 2025	London Fire Brigade (LFB)	LFB initial introduction and briefing
21-Oct-25	Stephen Timms MP / Price Waterhouse Coopers	Briefing on approach to developing scheme for consultation
21-Oct-25	Central London Quality Freight Partnership	Briefing on approach to developing scheme for consultation
27-Oct-25	MPS Further briefing	Hostile vehicle mitigation requirements
29-Oct-25	TfL Youth Panel	Briefing on approach to developing scheme for consultation
05-Nov-25	Selfridges	Briefing on approach to developing scheme for consultation
10-Nov-25	NWEC briefing	Briefing on approach to developing scheme for consultation
11-Nov-25	Taxi Ranks Committee briefing	Briefing on approach to developing scheme for consultation in high level ranks approach

<b>Date of engagement</b>	<b>Attendees</b>	<b>Summary of discussion</b>
13-Nov-25	Westminster Council Officers	Briefing on approach to developing scheme for consultation
18-Nov-25	Camden Council Officers	Briefing on approach to developing scheme for consultation
19-Nov-25	Duke St Properties	Briefing on approach to developing scheme for consultation

The following 15 meetings took place during the consultation period itself, in addition to the planned consultation events. At each meeting the proposed scheme was discussed, with questions answered and attendees informed and encouraged to provide their feedback through the TfL consultation portal.

<b>Date of meeting</b>	<b>Attendees</b>	<b>Summary of discussion</b>
21-Nov-25	NWEC members briefing	Run through of scheme developed for consultation
03-Dec-25	London Cycling Campaign	Run through of scheme developed for consultation
04-Dec-25	TfL Business Working Group	Run through of scheme developed for consultation
11-Dec-25	Young Westminster Workshop	Run through of scheme developed for consultation including workshop on how the scheme may affect young people
11-Dec-25	Women's Safety Group	Run through of scheme developed for consultation with a focus on addressing questions relevant to the group
12-Dec-25	London Ambulance Service	HVM and access
15-Dec-25	John Lewis	Run through of scheme developed for consultation in Holles Street
15-Dec-25	Good Night Out	Run through of scheme developed for consultation
18-Dec-25	West End Street Traders Association (WESTA)	Run through of scheme developed for consultation in the context of street trader kiosks
05-Jan-26	London Living Streets (Road Safety Groups)	Run through of scheme developed for consultation
08-Jan-26	Wheels for Wellbeing	Run through of scheme developed for consultation

08-Jan-26	Westminster Council	Briefing on scheme, to all WCC officers to provide formal feedback
08-Jan-26	Westminster residents (Coffee Connections)	Run through of scheme developed for consultation
12-Jan-26	Residents meeting arranged by Cllr Patrick Lilley	Run through of scheme developed for consultation
15-Jan-26	Harley Street BID	Run through of scheme developed for consultation

## 4.8 Equalities Assessment

To support and inform our consultation, we published an Equalities Impact Assessment (EqIA) on our consultation website [Haveyoursay.tfl.gov.uk/oxford-street-transport-highways](http://Haveyoursay.tfl.gov.uk/oxford-street-transport-highways). We used the findings of the EqIA to inform our approach to planning and delivering our consultation. We took the following steps to ensure a wide range of people could respond:

- We discussed our proposals with a wide range of stakeholders in advance of our consultation and carried out further engagement during the consultation itself. These meetings were intended to give these organisations notice that our consultation would be taking place and to further spread awareness of the opportunity to take part in it.
- We included a large number of organisations representing disabled people in the list of stakeholders we invited to take part in our consultation. These included, but were not limited to, Action on Disability, Age UK and Blind UK. We asked all the stakeholders we contacted to promote our consultation to their own network of contacts, to supplement the steps we had taken. A complete list of the stakeholder organisations we sent emails to is provided in Appendix B.
- Our consultation materials were written in an easy to understand and legible way, and we provided channels (including a telephone call back service) for people who had questions about our proposals to contact us.
- We published easy read, British Sign Language-video and audio versions of our consultation materials, for people who might need these formats
- Our website included an auto-translate function so that people who did not have English as a first language could understand our proposals and respond

We have updated our EqIA to reflect our learnings from the consultation and it has been provided to the Mayor of London, together with this consultation report, to enable him to decide how to move forward.

## 4.9 Analysis of consultation responses

All free text responses, letters, and emails were grouped into themes using a code frame to allow meaningful analysis. A code frame is a list of the issues identified in respondents' written comments. These are then grouped thematically, and a count provided against each issue.

For each of the two questions, initial responses were used to develop a code frame based on emerging themes. These were verified before full coding began. Where new themes emerged, these were verified and confirmed before continuing. A minimum of 10 per cent quality assurance checks and validation were completed on the coding for each question.

Each of the two consultation questions was analysed and coded separately. For each question, free text responses were analysed and coded using the relevant code frame.

We have considered and responded to every issue raised in the consultation as set out in Appendix A, which follows this chapter. We explain our Next Steps in section 1.1 of this report.

## Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised

This section provides a list of the issues we identified (we call this a ‘code frame’) in responses to question one and two. We have provided separate code frames for each question.

### Code frame – question one

We developed proposals that would be necessary to support the pedestrianisation of the section of Oxford Street between its junctions with Orchard Street and Great Portland Street. We’ve referred to this area as ‘Oxford Street West’. Please tell us any thoughts you have about our proposals in the space below.

If you believe that the proposals would have an impact on you or others, please explain why in the space below. You can also comment on any other matter related to the proposals, and we have listed some potential topics you might like to consider:

- How our proposals would change your experiences of using Oxford Street West
- Any impacts our proposals might have; for example on the accessibility of Oxford Street West, or on roads surrounding Oxford Street West, or on the ability of businesses here to make or take deliveries
- Any suggestions you might have on improvements or changes we could make to our proposals

		Member of the public	Stakeholder	LCC Campaign	Routemaster Campaign	Total
		Count	Count	Count	Count	Count
	<b>Proposals - general comments</b>					
1	Support/agree with proposals (general comment)	615	32	530	0	1177
2	Oppose/disagree with proposals (general comment)	458	14	0	2	474
3	Comment acknowledging the decline of Oxford Street due to closure of shops/venues/facilities/ more online shopping	46	1	0	0	47

4	Oppose/disagree with proposed changes as they would be a waste of money/time/resources/should spend money on other priorities (general comment)	83	2	0	0	85
<b>General impacts</b>						
10	Proposals will have a positive impact on workers around Oxford Street (e.g. improve accessibility, safety, travelling experience)	24	1	5	0	30
11	Concern proposals will have a negative impact on workers around Oxford Street (e.g. reduce accessibility, safety, travelling experience)	54	9	14	2	79
12	Proposals will have a positive impact on residents around Oxford Street (e.g. improve accessibility, safety, travelling experience)	19	1	3	0	23
13	Concern proposals will have a negative impact on residents around Oxford Street (e.g. reduce accessibility, safety, travelling experience)	176	23	0	0	199
14	Proposals will have a positive impact on tourists/tourism/visitor experience on Oxford Street (e.g. improve accessibility, safety, travelling experience)	136	6	8	0	150
15	Concern proposals will have a negative impact on tourists/tourism/visitor experience on Oxford Street (e.g. reduce accessibility, safety, travelling experience)	69	5	2	2	78
16	Proposals will increase footfall/number of visitors to the area/make people more likely to visit the area	117	4	41	0	162
17	Concern proposals will reduce footfall/number of visitors/stop people visiting the area	155	5	15	0	175
<b>Pedestrianisation of Oxford Street</b>						
30	Support/agree with pedestrianisation to make more space for pedestrians/Oxford Street West is currently overcrowded/pavements too narrow	198	3	41	0	242
31	Suggest extending pedestrianised area/pedestrianising more of Oxford Street/pedestrianising other areas nearby	126	9	5	0	140
32	Suggest Oxford Street is accessible only to buses and pedestrians	15	0	0	0	15

33	Suggest only partial pedestrianisation of Oxford St West/pedestrianisation only applying to certain days/times	19	2	1	0	22
34	Other comment/suggestion about pedestrianising Oxford Street	11	11	1	0	23
	<b>Transport and highway changes</b>					
50	Support/agree with still allowing vehicles to cross Oxford Street	4	2	0	0	6
51	Suggest not allowing vehicles to cross Oxford Street	12	2	0	0	14
52	Concern about loss/lack of east-west travel options	71	12	528	0	611
53	Concern about more pedestrians on streets around Oxford Street/overcrowding issues	31	9	0	0	40
54	Support/agree with more pedestrian crossing points on/around Oxford Street	19	3	0	0	22
55	Oppose/disagree with more pedestrian crossing points on/around Oxford Street	3	1	0	0	4
56	Suggest improving train/Tube/other public transport options (accessibility, step-free access, cost etc)	65	11	1	1	78
	<b>Accessibility</b>					
70	Support/agree with proposed changes as will have a positive impact on accessibility/make Oxford Street more accessible/will not reduce accessibility	63	2	2	0	67
71	Concern about reduced/loss of access and connectivity to Oxford Street (general comment)	100	10	4	0	114
72	Concern the proposed changes will have a negative impact on regular bus users/those who rely on buses/generally make travel by bus more difficult (general comment)	160	12	0	0	172

73	Concern about reduced/loss of access for older people/those less able to walk longer distances	280	24	6	2	312
74	Concern about reduced/loss of access for people with disabilities	277	31	8	2	318
75	Concern about reduced/loss of access/greater difficulty for encumbered people (e.g. those travelling with shopping bags, push chairs, luggage)	107	9	4	0	120
76	Support/agree with allowing emergency vehicles access to Oxford Street	11	3	2	0	16
77	Other comment/suggestion about accessibility on/around Oxford Street	14	8	0	0	22
78	Concern about safety of emergency vehicles accessing Oxford Street West/pedestrianisation slowing down emergency response time	38	13	1	0	52
<b>Traffic and congestion</b>						
90	Support proposals as they will reduce car/vehicle use/traffic congestion on/around Oxford Street (general comment)	39	1	21	0	61
91	Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment)	403	36	528	0	967
92	Concern that streets/roads are not big enough for additional buses/are too narrow	49	11	0	0	60
93	Other comment/suggestion about traffic/congestion	13	7	0	0	20
94	Suggest more enforcement of existing restrictions to traffic/suggest other restrictions to traffic/vehicle access	15	3	1	0	19
<b>Cycling/scooters on Oxford Street</b>						
110	Support/agree with not allowing cycling on Oxford Street West	109	11	6	2	128

111	Suggest cycling should be allowed on Oxford Street West/need cycle route/lanes/concern about negative impact on cyclists if now allowed to use Oxford Street West	86	2	530	2	620
112	Support/agree with not allowing scooters on Oxford Street West	31	4	2	0	37
113	Suggest scooters should be allowed on Oxford Street West	0	0	1	0	1
114	Suggest cycle parking needed on/around Oxford Street West	22	7	12	0	41
115	Suggest cycle route/lanes/infrastructure should be created on roads/streets parallel/near to Oxford Street West	106	10	529	0	645
116	Concern about cyclists continuing to use Oxford Street even if not allowed/concern about how will be enforced	94	8	530	0	632
117	Other comment/suggestion about cycling on/around Oxford Street West	13	9	5	0	27
118	Concern about lack of clear plans for alternate cycling routes through/around Oxford Street/more information needed about plans for cycling infrastructure in the area	69	11	530	0	610
<b>Taxis/PHVs on Oxford Street</b>						
130	Support/agree with restricting taxis/PHVs from accessing Oxford Street West	30	2	0	2	34
131	Oppose/disagree/concern with restricting taxis/PHVs from accessing Oxford Street West/should allow them to use it	170	10	1	0	181
132	Support/agree with proposals for new locations of taxi ranks	3	7	0	0	10
133	Oppose/disagree/concern with proposals for new locations of taxi ranks	9	3	0	0	12
134	Suggest where taxi rank/s should be located	5	3	0	0	8

135	Other comment/suggestion about taxis/PHVs/taxi ranks on/around Oxford Street West	4	13	0	0	17
136	Suggest reducing the number of taxis operating in the area/suggest other restrictions on taxis	4	0	0	0	4
	<b>Businesses</b>					
150	Support/agree with proposed changes as they will benefit businesses/shops on Oxford Street/in the area/local economy (general comment)	63	7	15	0	85
151	Concern proposed changes will negatively impact businesses/shops on Oxford Street/in the area/local economy (general comment)	177	18	1	0	196
152	Support/agree with business deliveries/servicing vehicles entering the area between midnight and 7am	35	4	0	2	41
153	Concern about negative impact on deliveries to businesses/make them more difficult	101	26	1	0	128
154	Other comment/suggestion about business deliveries on Oxford Street	11	17	0	0	28
155	Suggest Oxford Street should have a mix of shops/facilities/businesses to cater for all	16	0	0	0	16
156	Suggest ensuring buildings/units on Oxford Street are being used appropriately for the area/not being used for criminal activity (e.g. money laundering)	14	0	0	0	14
157	Suggest protecting the culture/character of the area when considering what buildings/units/businesses operate on Oxford Street	10	2	0	0	12
158	Suggest improving/attracting more places to eat/drink on/around Oxford Street (e.g. cafes, restaurants)	31	3	1	0	35
159	Suggest reducing/removing candy shops on/around Oxford Street	41	0	0	0	41
160	Suggest reducing/removing souvenir/tourist shops on/around Oxford Street	28	0	0	0	28

161	Suggest reducing/removing vape shops on/around Oxford Street	8	0	0	0	8
162	Suggest improving/attracting other types of shops/businesses on/around Oxford Street	19	1	1	0	21
163	Suggest reducing/removing other types of shops/businesses on/around Oxford Street	11	1	0	0	12
164	Other comment/suggestion about businesses on/around Oxford Street	11	7	0	0	18
165	Suggest other period/timings for allowing business deliveries/servicing vehicles on Oxford Street	11	7	0	0	18
166	Suggest providing rate relief/lower rents/more support to businesses operating on Oxford Street	11	4	0	0	15
	<b>Improvements to Public Realm</b>					
180	Suggest improving/creating more seating/rest areas on/around Oxford Street	50	8	2	0	60
181	Suggest improving/providing areas for arts/entertainment (e.g. sculptures, art installations, busking, street entertainment)	12	4	0	0	16
182	Suggest adding public toilets on/around Oxford Street	13	4	0	0	17
183	Concern about litter on Oxford Street/suggest adding more bins	14	4	0	0	18
184	Suggest improving lighting on/around Oxford Street	6	4	0	0	10
185	Suggest improving/creating more green spaces on/around Oxford Street	50	13	4	2	69
186	Suggest alternative ways to travel on Oxford Street (e.g. tram, travelator)	26	2	0	0	28

187	Other comment/suggestion about improving Oxford Street	26	16	0	0	42
188	Concern about increased number of homeless people/begging on Oxford Street/suggest addressing those issues	37	1	1	0	39
	<b>Health and safety</b>					
200	Support/agree with proposed changes as will improve safety on/around Oxford Street (general comment)	79	0	2	0	81
201	Concern proposed changes will reduce safety on/around Oxford Street (general comment)	35	1	0	0	36
202	Support/agree with proposed changes as will reduce crime/antisocial behaviour on/around Oxford Street	14	1	0	0	15
203	Concern proposed changes as will increase crime/antisocial behaviour on/around Oxford Street	136	12	0	0	148
204	Support/agree with proposed changes as will improve road safety/reduce the likelihood of traffic incidents/collisions on/around Oxford Street	30	6	1	0	37
205	Concern proposed changes will reduce road safety/increase the likelihood of traffic incidents/collisions on/around Oxford Street	60	14	529	0	603
206	Suggest better policing/enforcement to reduce crime/antisocial behaviour on/around Oxford Street	58	12	3	0	73
207	Other comment/suggestion about health and safety on/around Oxford Street	6	6	2	0	14
	<b>Environment</b>					
220	Support/agree with proposed changes as will reduce environmental impact/improve air quality on/around Oxford Street	62	9	10	0	81
221	Concern proposed changes will increase environmental impact/reduce air quality on/around Oxford Street	130	14	528	0	672

222	Support/agree with proposed changes as will reduce noise on/around Oxford Street	26	3	2	0	31
223	Concern proposed changes as will increase noise on/around Oxford Street	80	16	0	0	96
224	Other comment/suggestion about the environment/pollution on/around Oxford Street	13	9	1	0	23
<b>Bus route changes - general support</b>						
300	Support/agree with proposed bus route changes/not allowing buses on Oxford Street West (general comment)	27	5	5	0	37
301	Support/agree with proposed change for bus route 7	0	0	0	0	0
302	Support/agree with proposed change for bus route 94 (runs during the day)	0	0	0	0	0
303	Support/agree with proposed change for bus route 98	0	0	0	0	0
304	Support/agree with proposed change for bus route 139 (runs during the day)	2	0	0	0	2
305	Support/agree with proposed change for bus route 390 (runs during the day)	1	0	0	0	1
306	Support/agree with proposed change for bus route N7	0	0	0	0	0
307	Support/agree with proposed change for bus route 94 (runs during the night)	0	0	0	0	0
308	Support/agree with proposed change for bus route N98	0	0	0	0	0
309	Support/agree with proposed change for bus route N113	0	0	0	0	0

310	Support/agree with proposed change for bus route N137	0	0	0	0	0
311	Support/agree with proposed change for bus route 139 (runs during the night)	0	0	0	0	0
312	Support/agree with proposed change for bus route N207	0	0	0	0	0
313	Support/agree with proposed change for bus route 390 (runs during the night)	0	0	0	0	0
	<b>Bus route changes - general oppose</b>					
330	Oppose/disagree with proposed bus route changes/buses should continue to run along and through Oxford Street West (general comment)	269	8	1	2	280
331	Oppose/disagree/concern with proposed change for bus route 7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	20	4	0	2	26
332	Oppose/disagree/concern with proposed change for bus route 94 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	67	6	0	2	75
333	Oppose/disagree/concern with proposed change for bus route 98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	11	5	0	0	16
334	Oppose/disagree/concern with proposed change for bus route 139 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	7	1	0	0	8
335	Oppose/disagree/concern with proposed change for bus route 390 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	16	4	0	0	20
336	Oppose/disagree/concern with proposed change for bus route N7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	0	0	0	0	0
337	Oppose/disagree/concern with proposed change for bus route 94 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	3	1	0	0	4
338	Oppose/disagree/concern with proposed change for bus route N98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	1	1	0	0	2

339	Oppose/disagree/concern with proposed change for bus route N113 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	1	0	0	0	1
340	Oppose/disagree/concern with proposed change for bus route N137 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	0	1	0	0	1
341	Oppose/disagree/concern with proposed change for bus route 139 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	0	0	0	0	0
342	Oppose/disagree/concern with proposed change for bus route N207 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	1	0	0	0	1
343	Oppose/disagree/concern with proposed change for bus route 390 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	0	1	0	0	1
	<b>Bus stop changes</b>					
360	Support/agree with proposed bus stop changes (general comment)	2	1	1	0	4
361	Support/agree with specific proposed bus stop changes	1	5	0	0	6
362	Oppose/disagree with proposed bus stop changes (general comment)	2	0	0	0	2
363	Oppose/disagree with specific proposed bus stop changes	5	9	0	0	14
364	Concern about space/capacity/overcrowding at proposed bus stops	7	6	0	0	13
365	Concern about safety at proposed locations of bus stops	1	3	0	0	4
366	Suggest changes to proposed locations of bus stops	3	2	0	0	5
367	Suggest adding more bus stops around Oxford Street	3	4	0	0	7

368	Other comment/suggestion about bus stops around Oxford Street West	2	12	0	0	14
	<b>Bus routes/stops/services - other comments</b>					
380	Concern about other bus routes being affected/other bus routes not considered/factored into proposals	17	9	0	0	26
381	Concerns about connectivity of proposed routes/how they connect with other existing bus routes	25	2	0	0	27
382	Concern about how proposed changes affect bus connections/timings/reliability	7	9	0	0	16
383	Suggest other routing for buses than those proposed	28	5	0	0	33
384	Suggest adding more bus routes/increasing connectivity of buses more generally	4	2	0	0	6
385	Suggest reducing the number of buses/bus services	6	0	0	0	6
386	Suggest improving bus services/frequency	6	5	1	0	12
387	Suggest reducing bus fares/making cheaper	2	0	0	2	4
388	Suggest improving quality/condition of buses/suggest upgrading to electric/newer models	8	1	0	2	11
389	Concern about driving of bus drivers/suggest more training	0	0	0	0	0
390	Suggest mobile transport apps are updated with bus changes/real-time information is available about changes to help bus users plan journeys	0	2	0	0	2
391	Consider temporary measures during transition period with proposed changes to help bus users travel/change behaviour	1	1	0	0	2

392	Need clear signage about changes to bus routes/stops/pedestrianisation	17	4	1	0	22
393	Out of Scope - Suggestion about vehicle type e.g. tram-style/double decker electric/new routemasters/zero-emission buses/vehicle accessibility	0	0	0	2	2
394	Other comment/suggestion about bus services on/around Oxford Street/London	9	7	0	0	16
395	Suggest more priority measures for buses on streets/roads where they are rerouted (e.g. bus lanes, signal priority etc)	5	3	0	0	8
	<b>Night buses</b>					
410	Concern about impact on night bus users/need to ensure there are reliable alternatives for them	5	4	0	0	9
411	Suggest allowing night buses to continue using Oxford Street/less pedestrians at night when night buses operate	1	0	0	0	1
412	Concern about safety at proposed locations of night bus stops	3	2	0	0	5
413	Other comment/suggestion about night bus services on/around Oxford Street	0	0	0	0	0
	<b>Impact of proposed bus route/stop changes</b>					
430	Proposed bus route changes will have no impact on me (general comment)	0	0	0	0	0
431	Proposed changes will have no impact on me as I don't use the buses/routes in the area/use other modes of travel in the area	1	0	0	0	1
432	Proposed bus route changes will have minimal disruption/limited impacts/impacts and proposals for change are reasonable	3	1	0	0	4
433	Concern proposed bus route changes will cause major disruption/cause chaos/will have a negative impact (general comment)	36	1	0	2	39

434	Support/agree with proposed bus route/stop changes as will encourage more use of active travel/public transport/sustainable travel modes	2	0	0	0	2
435	Concern proposed bus route/stop changes will reduce the number of people travelling via bus/will push people to use other modes of transport	3	1	1	0	5
436	Concern about journey time increasing due to bus route/stop change/bus journeys taking longer	62	13	0	2	77
437	Concern about having to walk further due to bus route/stop changes (general comment)	38	13	0	0	51
438	Concern about walking further/for longer in poor weather conditions/lack of shelter	16	4	0	0	20
439	Reference to previous changes to bus routes	24	3	0	0	27
440	Concern about other negative impact on other specific streets/roads/areas by proposed changes	20	9	0	1	30
441	Other comment about impact of bus route/stop changes on/around Oxford Street West	5	7	0	0	12
442	Concern about the negative impact on Marylebone Lane (e.g. increased traffic, overcrowding of people, disturbance, safety)	36	8	0	0	44
	<b>Impact on Wigmore Street</b>					
460	Concern that proposed changes will negatively impact Wigmore Street (general comment)	14	4	0	0	18
461	Concern proposals will increase vehicle use/traffic congestion on Wigmore Street	89	9	0	0	98
462	Concern that Wigmore Road is not big enough for additional buses/is too narrow	39	7	0	0	46
463	Concern about more pedestrians on Wigmore Street/overcrowding issues	5	2	0	0	7

464	Concern about other specified impact on Wigmore Street	17	6	0	0	23
	<b>Comments about the consultation</b>					
500	Positive comment about consultation/consultation material	2	0	0	0	2
501	Questions were limited/should have provided the option to support/oppose the proposals	0	0	0	0	0
502	Need further information/clarity about proposals/consultation information	98	33	0	0	131
503	Layout/design of the consultation material/survey was poor quality/could have been improved	0	0	0	0	0
504	Layout/design of the maps for the consultation were poor quality/could have been improved	3	1	0	0	4
505	Comment/criticism of consultation information/forecasts believed to be inaccurate	50	16	0	0	66
506	Queries about who has been engaged with about proposals/suggest further consultation/engagement needed	35	35	2	0	72
507	Comment about the accessibility of the consultation material/survey	19	0	1	0	20
508	Concern consultation responses will have no/little impact on TfL decisions/just a tickbox exercise	52	4	0	0	56
509	Other comments about consultation/consultation material	12	2	0	0	14
	<b>Other comments</b>					
700	Criticism/negative comment about TfL/the Mayor/Government	153	7	7	0	167

701	Unclear comment/unsure what referring to	3	0	0	0	3
702	Comment/comparison to other country/city	106	2	32	0	140
703	Other reference to people with protected characteristics (e.g. age, disability, gender, ethnicity, religion)	62	17	21	2	102
704	Don't know/unsure/no opinion/unable to comment	0	0	0	0	0
705	See previous response/comments	2	0	0	0	2
706	Reference to previous consultation/s	43	25	2	0	70
750	Out of scope comment/unrelated to proposals and not captured elsewhere	46	28	1	0	75
800	Other (does not fit into codeframe)	0	0	0	0	0

### Code frame – question two

We've proposed a series of changes to bus services which use the section of Oxford Street between Orchard Street and Great Portland Street. We'd like to know how the proposed changes to bus routes 7, 94, 98, 139 and 390, N7, 94, N98, N113, N137, 139, N207 and 390 would affect passengers. If you have any thoughts please explain these in the space below. If your comments relate to a specific bus route (or several bus routes) please let us know what routes these are in your comments.

		Member of the public	Stakeholder	LCC Campaign	Routemaster Campaign	Total
		Count	Count	Count	Count	Count
	<b>Proposals - general comments</b>					

1	Support/agree with proposals (general comment)	23	0	0	0	23
2	Oppose/disagree with proposals (general comment)	24	0	0	0	24
3	Comment acknowledging the decline of Oxford Street due to closure of shops/venues/facilities/ more online shopping	0	0	0	0	0
4	Oppose/disagree with proposed changes as they would be a waste of money/time/resources/should spend money on other priorities (general comment)	5	0	0	0	5
	<b>General impacts</b>					
10	Proposals will have a positive impact on workers around Oxford Street (e.g. improve accessibility, safety, travelling experience)	2	0	0	0	2
11	Concern proposals will have a negative impact on workers around Oxford Street (e.g. reduce accessibility, safety, travelling experience)	39	3	0	0	42
12	Proposals will have a positive impact on residents around Oxford Street (e.g. improve accessibility, safety, travelling experience)	0	0	0	0	0
13	Concern proposals will have a negative impact on residents around Oxford Street (e.g. reduce accessibility, safety, travelling experience)	46	1	0	0	47
14	Proposals will have a positive impact on tourists/tourism/visitor experience on Oxford Street (e.g. improve accessibility, safety, travelling experience)	3	0	0	0	3
15	Concern proposals will have a negative impact on tourists/tourism/visitor experience on Oxford Street (e.g. reduce accessibility, safety, travelling experience)	18	1	0	0	19
16	Proposals will increase footfall/number of visitors to the area/make people more likely to visit the area	8	0	0	0	8
17	Concern proposals will reduce footfall/number of visitors/stop people visiting the area	69	0	0	0	69
	<b>Pedestrianisation of Oxford Street</b>					

30	Support/agree with pedestrianisation to make more space for pedestrians/Oxford Street West is currently overcrowded/pavements too narrow	9	0	0	0	9
31	Suggest extending pedestrianised area/pedestrianising more of Oxford Street/pedestrianising other areas nearby	5	0	0	0	5
32	Suggest Oxford Street is accessible only to buses and pedestrians	4	0	0	0	4
33	Suggest only partial pedestrianisation of Oxford St West/pedestrianisation only applying to certain days/times	3	0	0	0	3
34	Other comment/suggestion about pedestrianising Oxford Street	3	0	0	0	3
<b>Transport and highway changes</b>						
50	Support/agree with still allowing vehicles to cross Oxford Street	1	0	0	0	1
51	Suggest not allowing vehicles to cross Oxford Street	1	0	0	0	1
52	Concern about loss/lack of east-west travel options	30	1	0	0	31
53	Concern about more pedestrians on streets around Oxford Street/overcrowding issues	1	0	0	0	1
54	Support/agree with more pedestrian crossing points on/around Oxford Street	0	0	0	0	0
55	Oppose/disagree with more pedestrian crossing points on/around Oxford Street	0	0	0	0	0
56	Suggest improving train/Tube/other public transport options (accessibility, step-free access, cost etc)	37	0	0	0	37
<b>Accessibility</b>						

70	Support/agree with proposed changes as will have a positive impact on accessibility/make Oxford Street more accessible/will not reduce accessibility	6	0	0	0	6
71	Concern about reduced/loss of access and connectivity to Oxford Street (general comment)	45	1	0	0	46
72	Concern the proposed changes will have a negative impact on regular bus users/those who rely on buses/generally make travel by bus more difficult (general comment)	50	2	0	0	52
73	Concern about reduced/loss of access for older people/those less able to walk longer distances	111	2	0	0	113
74	Concern about reduced/loss of access for people with disabilities	102	2	0	0	104
75	Concern about reduced/loss of access/greater difficulty for encumbered people (e.g. those travelling with shopping bags, push chairs, luggage)	35	0	0	0	35
76	Support/agree with allowing emergency vehicles access to Oxford Street	2	0	0	0	2
77	Other comment/suggestion about accessibility on/around Oxford Street	3	0	0	0	3
78	Concern about safety of emergency vehicles accessing Oxford Street West/pedestrianisation slowing down emergency response time	2	0	0	0	2
	<b>Traffic and congestion</b>					
90	Support proposals as they will reduce car/vehicle use/traffic congestion on/around Oxford Street (general comment)	14	0	0	0	14
91	Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment)	120	2	0	0	122
92	Concern that streets/roads are not big enough for additional buses/are too narrow	39	1	0	0	40
93	Other comment/suggestion about traffic/congestion	1	0	0	0	1

94	Suggest more enforcement of existing restrictions to traffic/suggest other restrictions to traffic/vehicle access	7	0	0	0	7
<b>Cycling/scooters on Oxford Street</b>						
110	Support/agree with not allowing cycling on Oxford Street West	7	0	0	0	7
111	Suggest cycling should be allowed on Oxford Street West/need cycle route/lanes/concern about negative impact on cyclists if now allowed to use Oxford Street West	3	0	0	0	3
112	Support/agree with not allowing scooters on Oxford Street West	0	0	0	0	0
113	Suggest scooters should be allowed on Oxford Street West	0	0	0	0	0
114	Suggest cycle parking needed on/around Oxford Street West	1	0	0	0	1
115	Suggest cycle route/lanes/infrastructure should be created on roads/streets parallel/near to Oxford Street West	3	0	0	0	3
116	Concern about cyclists continuing to use Oxford Street even if not allowed/concern about how will be enforced	5	0	0	0	5
117	Other comment/suggestion about cycling on/around Oxford Street West	5	0	0	0	5
118	Concern about lack of clear plans for alternate cycling routes through/around Oxford Street/more information needed about plans for cycling infrastructure in the area	4	0	0	0	4
<b>Taxis/PHVs on Oxford Street</b>						
130	Support/agree with restricting taxis/PHVs from accessing Oxford Street West	3	0	0	0	3
131	Oppose/disagree/concern with restricting taxis/PHVs from accessing Oxford Street West/should allow them to use it	19	0	0	0	19

132	Support/agree with proposals for new locations of taxi ranks	0	0	0	0	0
133	Oppose/disagree/concern with proposals for new locations of taxi ranks	0	0	0	0	0
134	Suggest where taxi rank/s should be located	1	0	0	0	1
135	Other comment/suggestion about taxis/PHVs/taxi ranks on/around Oxford Street West	1	0	0	0	1
136	Suggest reducing the number of taxis operating in the area/suggest other restrictions on taxis	3	0	0	0	3
	<b>Businesses</b>					
150	Support/agree with proposed changes as they will benefit businesses/shops on Oxford Street/in the area/local economy (general comment)	7	0	0	0	7
151	Concern proposed changes will negatively impact businesses/shops on Oxford Street/in the area/local economy (general comment)	20	0	0	0	20
152	Support/agree with business deliveries/servicing vehicles entering the area between midnight and 7am	0	0	0	0	0
153	Concern about negative impact on deliveries to businesses/make them more difficult	2	0	0	0	2
154	Other comment/suggestion about business deliveries on Oxford Street	1	0	0	0	1
155	Suggest Oxford Street should have a mix of shops/facilities/businesses to cater for all	0	0	0	0	0
156	Suggest ensuring buildings/units on Oxford Street are being used appropriately for the area/not being used for criminal activity (e.g. money laundering)	0	0	0	0	0
157	Suggest protecting the culture/character of the area when considering what buildings/units/businesses operate on Oxford Street	0	0	0	0	0

158	Suggest improving/attracting more places to eat/drink on/around Oxford Street (e.g. cafes, restaurants)	1	0	0	0	1
159	Suggest reducing/removing candy shops on/around Oxford Street	1	0	0	0	1
160	Suggest reducing/removing souvenir/tourist shops on/around Oxford Street	1	0	0	0	1
161	Suggest reducing/removing vape shops on/around Oxford Street	0	0	0	0	0
162	Suggest improving/attracting other types of shops/businesses on/around Oxford Street	1	0	0	0	1
163	Suggest reducing/removing other types of shops/businesses on/around Oxford Street	1	0	0	0	1
164	Other comment/suggestion about businesses on/around Oxford Street	1	0	0	0	1
165	Suggest other period/timings for allowing business deliveries/servicing vehicles on Oxford Street	0	0	0	0	0
166	Suggest providing rate relief/lower rents/more support to businesses operating on Oxford Street	2	0	0	0	2
	<b>Improvements to Public Realm</b>					
180	Suggest improving/creating more seating/rest areas on/around Oxford Street	2	0	0	0	2
181	Suggest improving/providing areas for arts/entertainment (e.g. sculptures, art installations, busking, street entertainment)	0	0	0	0	0
182	Suggest adding public toilets on/around Oxford Street	1	0	0	0	1
183	Concern about litter on Oxford Street/suggest adding more bins	2	0	0	0	2

184	Suggest improving lighting on/around Oxford Street	0	0	0	0	0
185	Suggest improving/creating more green spaces on/around Oxford Street	0	0	0	0	0
186	Suggest alternative ways to travel on Oxford Street (e.g. tram, travelator)	10	0	0	0	10
187	Other comment/suggestion about improving Oxford Street	1	0	0	0	1
188	Concern about increased number of homeless people/begging on Oxford Street/suggest addressing those issues	3	0	0	0	3
	<b>Health and safety</b>					
200	Support/agree with proposed changes as will improve safety on/around Oxford Street (general comment)	3	0	0	0	3
201	Concern proposed changes will reduce safety on/around Oxford Street (general comment)	1	0	0	0	1
202	Support/agree with proposed changes as will reduce crime/antisocial behaviour on/around Oxford Street	0	0	0	0	0
203	Concern proposed changes as will increase crime/antisocial behaviour on/around Oxford Street	10	1	0	0	11
204	Support/agree with proposed changes as will improve road safety/reduce the likelihood of traffic incidents/collisions on/around Oxford Street	8	0	0	0	8
205	Concern proposed changes will reduce road safety/increase the likelihood of traffic incidents/collisions on/around Oxford Street	21	1	0	0	22
206	Suggest better policing/enforcement to reduce crime/antisocial behaviour on/around Oxford Street	5	1	0	0	6
207	Other comment/suggestion about health and safety on/around Oxford Street	0	0	0	0	0

	<b>Environment</b>					
220	Support/agree with proposed changes as will reduce environmental impact/improve air quality on/around Oxford Street	5	0	0	0	5
221	Concern proposed changes will increase environmental impact/reduce air quality on/around Oxford Street	28	0	0	0	28
222	Support/agree with proposed changes as will reduce noise on/around Oxford Street	0	0	0	0	0
223	Concern proposed changes as will increase noise on/around Oxford Street	14	0	0	0	14
224	Other comment/suggestion about the environment/pollution on/around Oxford Street	2	0	0	0	2
	<b>Bus route changes - general support</b>					
300	Support/agree with proposed bus route changes/not allowing buses on Oxford Street West (general comment)	187	0	0	1	188
301	Support/agree with proposed change for bus route 7	10	0	0	0	10
302	Support/agree with proposed change for bus route 94 (runs during the day)	12	0	0	0	12
303	Support/agree with proposed change for bus route 98	11	0	0	0	11
304	Support/agree with proposed change for bus route 139 (runs during the day)	17	0	0	0	17
305	Support/agree with proposed change for bus route 390 (runs during the day)	15	0	0	0	15
306	Support/agree with proposed change for bus route N7	5	0	0	0	5

307	Support/agree with proposed change for bus route 94 (runs during the night)	3	0	0	0	3
308	Support/agree with proposed change for bus route N98	6	0	0	0	6
309	Support/agree with proposed change for bus route N113	5	0	0	0	5
310	Support/agree with proposed change for bus route N137	2	0	0	0	2
311	Support/agree with proposed change for bus route 139 (runs during the night)	3	0	0	0	3
312	Support/agree with proposed change for bus route N207	4	0	0	0	4
313	Support/agree with proposed change for bus route 390 (runs during the night)	3	0	0	0	3
<b>Bus route changes - general oppose</b>						
330	Oppose/disagree with proposed bus route changes/buses should continue to run along and through Oxford Street West (general comment)	106	1	0	0	107
331	Oppose/disagree/concern with proposed change for bus route 7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	55	0	0	0	55
332	Oppose/disagree/concern with proposed change for bus route 94 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	123	0	0	0	123
333	Oppose/disagree/concern with proposed change for bus route 98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	68	0	0	0	68
334	Oppose/disagree/concern with proposed change for bus route 139 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	62	0	0	0	62
335	Oppose/disagree/concern with proposed change for bus route 390 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	61	0	0	0	61

336	Oppose/disagree/concern with proposed change for bus route N7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	20	0	0	0	20
337	Oppose/disagree/concern with proposed change for bus route 94 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	19	0	0	0	19
338	Oppose/disagree/concern with proposed change for bus route N98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	15	0	0	0	15
339	Oppose/disagree/concern with proposed change for bus route N113 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	16	0	0	0	16
340	Oppose/disagree/concern with proposed change for bus route N137 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	10	0	0	0	10
341	Oppose/disagree/concern with proposed change for bus route 139 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	12	0	0	0	12
342	Oppose/disagree/concern with proposed change for bus route N207 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	10	0	0	0	10
343	Oppose/disagree/concern with proposed change for bus route 390 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	11	0	0	0	11
	<b>Bus stop changes</b>					
360	Support/agree with proposed bus stop changes (general comment)	12	0	0	0	12
361	Support/agree with specific proposed bus stop changes	13	0	0	0	13
362	Oppose/disagree with proposed bus stop changes (general comment)	5	0	0	0	5
363	Oppose/disagree with specific proposed bus stop changes	30	0	0	0	30
364	Concern about space/capacity/overcrowding at proposed bus stops	15	1	0	0	16

365	Concern about safety at proposed locations of bus stops	4	0	0	0	4
366	Suggest changes to proposed locations of bus stops	11	0	0	0	11
367	Suggest adding more bus stops around Oxford Street	6	0	0	0	6
368	Other comment/suggestion about bus stops around Oxford Street West	7	0	0	0	7
	<b>Bus routes/stops/services - other comments</b>					
380	Concern about other bus routes being affected/other bus routes not considered/factored into proposals	27	1	0	0	28
381	Concerns about connectivity of proposed routes/how they connect with other existing bus routes	46	2	0	0	48
382	Concern about how proposed changes affect bus connections/timings/reliability	50	2	0	0	52
383	Suggest other routing for buses than those proposed	47	0	0	0	47
384	Suggest adding more bus routes/increasing connectivity of buses more generally	7	0	0	0	7
385	Suggest reducing the number of buses/bus services	8	0	0	0	8
386	Suggest improving bus services/frequency	22	2	0	0	24
387	Suggest reducing bus fares/making cheaper	1	0	0	0	1
388	Suggest improving quality/condition of buses/suggest upgrading to electric/newer models	6	0	0	0	6

389	Concern about driving of bus drivers/suggest more training	2	0	0	0	2
390	Suggest mobile transport apps are updated with bus changes/real-time information is available about changes to help bus users plan journeys	7	1	0	0	8
391	Consider temporary measures during transition period with proposed changes to help bus users travel/change behaviour	4	1	0	0	5
392	Need clear signage about changes to bus routes/stops/pedestrianisation	20	1	0	0	21
393	Out of Scope - Suggestion about vehicle type e.g. tram-style/double decker electric/new routemasters/zero-emission buses/vehicle accessibility	0	0	0	224	224
394	Other comment/suggestion about bus services on/around Oxford Street/London	14	1	0	0	15
395	Suggest more priority measures for buses on streets/roads where they are rerouted (e.g. bus lanes, signal priority etc)	21	1	0	0	22
	<b>Night buses</b>					
410	Concern about impact on night bus users/need to ensure there are reliable alternatives for them	18	1	0	0	19
411	Suggest allowing night buses to continue using Oxford Street/less pedestrians at night when night buses operate	5	0	0	0	5
412	Concern about safety at proposed locations of night bus stops	8	1	0	0	9
413	Other comment/suggestion about night bus services on/around Oxford Street	3	0	0	0	3
	<b>Impact of proposed bus route/stop changes</b>					
430	Proposed bus route changes will have no impact on me (general comment)	59	0	0	0	59

431	Proposed changes will have no impact on me as I don't use the buses/routes in the area/use other modes of travel in the area	87	0	0	0	87
432	Proposed bus route changes will have minimal disruption/limited impacts/impacts and proposals for change are reasonable	94	0	0	0	94
433	Concern proposed bus route changes will cause major disruption/cause chaos/will have a negative impact (general comment)	69	0	0	0	69
434	Support/agree with proposed bus route/stop changes as will encourage more use of active travel/public transport/sustainable travel modes	16	0	0	0	16
435	Concern proposed bus route/stop changes will reduce the number of people travelling via bus/will push people to use other modes of transport	36	1	0	0	37
436	Concern about journey time increasing due to bus route/stop change/bus journeys taking longer	153	3	0	0	156
437	Concern about having to walk further due to bus route/stop changes (general comment)	83	1	0	0	84
438	Concern about walking further/for longer in poor weather conditions/lack of shelter	10	0	0	0	10
439	Reference to previous changes to bus routes	34	1	0	0	35
440	Concern about other negative impact on other specific streets/roads/areas by proposed changes	23	2	0	0	25
441	Other comment about impact of bus route/stop changes on/around Oxford Street West	7	1	0	0	8
442	Concern about the negative impact on Marylebone Lane (e.g. increased traffic, overcrowding of people, disturbance, safety)	7	1	0	0	8
	<b>Impact on Wigmore Street</b>					
460	Concern that proposed changes will negatively impact Wigmore Street (general comment)	4	0	0	0	4

461	Concern proposals will increase vehicle use/traffic congestion on Wigmore Street	32	2	0	0	34
462	Concern that Wigmore Road is not big enough for additional buses/is too narrow	15	2	0	0	17
463	Concern about more pedestrians on Wigmore Street/overcrowding issues	6	0	0	0	6
464	Concern about other specified impact on Wigmore Street	1	0	0	0	1
	<b>Comments about the consultation</b>					
500	Positive comment about consultation/consultation material	3	0	0	0	3
501	Questions were limited/should have provided the option to support/oppose the proposals	1	0	0	0	1
502	Need further information/clarity about proposals/consultation information	23	0	0	0	23
503	Layout/design of the consultation material/survey was poor quality/could have been improved	0	0	0	0	0
504	Layout/design of the maps for the consultation were poor quality/could have been improved	4	0	0	0	4
505	Comment/criticism of consultation information/forecasts believed to be inaccurate	12	1	0	0	13
506	Queries about who has been engaged with about proposals/suggest further consultation/engagement needed	5	0	0	0	5
507	Comment about the accessibility of the consultation material/survey	1	0	0	0	1
508	Concern consultation responses will have no/little impact on TfL decisions/just a tickbox exercise	8	0	0	0	8

509	Other comments about consultation/consultation material	1	0	0	0	1
	<b>Other comments</b>					
700	Criticism/negative comment about TfL/the Mayor/Government	57	1	0	0	58
701	Unclear comment/unsure what referring to	11	0	0	0	11
702	Comment/comparison to other country/city	5	0	0	66	71
703	Other reference to people with protected characteristics (e.g. age, disability, gender, ethnicity, religion)	15	0	0	68	83
704	Don't know/unsure/no opinion/unable to comment	38	1	0	0	39
705	See previous response/comments	46	0	0	0	46
706	Reference to previous consultation/s	11	0	0	0	11
750	Out of scope comment/unrelated to proposals and not captured elsewhere	10	0	0	0	10
800	Other (does not fit into codeframe)	0	0	0	0	0

<b>Proposals - general comments</b>	
Support/agree with proposals (general comment)	We noted this general support
Oppose/disagree with proposals (general comment)	<p>Oxford Street is not currently living up to its potential and visitor numbers have not recovered on Oxford Street since the pandemic, as they have on Bond Street or Regent Street. This is due to a number of factors including the rise of online shopping and the nature of the current retail offer on Oxford Street. We consider that removing traffic from Oxford Street and transforming it into an exciting, high-quality destination would revitalise the street and the wider area, encourage new and exciting shops and venues, and provide an iconic destination in the heart of London. Oxford Street and its surrounds is one of the country's most important economic areas, generating around one per cent of the country's economic output. Home to a wide range of businesses, it is also the United Kingdom's leading retail and tourist destination. Oxford Street district is not only a critical driver of London's success, but it also drives growth throughout the UK. Nonetheless it faces a number of issues which threaten its long-term success and London's reputation as one of the world's leading cities. Investment is required to transform Oxford Street and ensure that it can continue to provide the best environment for people and businesses. This includes addressing significant issues including poor road safety, poor air quality and pedestrian crowding, which in turn lead to reduced retail spending.</p> <p>We consider that the value for money case of this scheme is strong due to the wide range of benefits that the plans would deliver, including the delivery of a new iconic traffic-free space in the centre of London which will attract more visitors and support the ongoing economic growth of the city.</p>
Comment acknowledging the decline of Oxford Street due to closure of shops/venues/facilities/ more online shopping	
Oppose/disagree with proposed changes as they would be a waste of money/time/resources/should spend money on other priorities (general comment)	
<b>General impacts</b>	
Proposals will have a positive impact on workers around Oxford Street (e.g. improve accessibility, safety, travelling experience)	We noted these comments

<p>Concern proposals will have a negative impact on workers around Oxford Street (e.g. reduce accessibility, safety, travelling experience)</p>	<p>Our plans involve relocating bus stops to roads surrounding Oxford Street, so some workers arriving by bus would have to walk further to reach Oxford Street or locations south of Oxford Street. Conversely, workers arriving by bus may be nearer to destinations north of Oxford Street. Most local bus routes would operate similar journey times, seeing an overall change of a minute or less in both the AM and / or PM peak. Detailed information on how the plans are expected to impact buses and general traffic is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>.</p> <p>Overall, we are confident that removing traffic from Oxford Street and delivering a new high-quality urban realm would make Oxford Street and the surrounding area a more pleasant place to work. We would also work closely with Westminster City Council to ensure that safety on the roads surrounding Oxford Street is prioritised and lighting is improved to enhance visibility and safety for night-time workers. Removing traffic from Oxford Street and improving the urban realm would also improve safety for workers and provide new opportunities for them to enjoy breaks and after-work activity on the street.</p>
<p>Proposals will have a positive impact on residents around Oxford Street (e.g. improve accessibility, safety, travelling experience)</p>	<p>Our plans would play a vital part in the regeneration of Oxford Street to create a cleaner, safer, and more accessible public space where people can shop, dine, and gather in comfort and safety. Our plans would enable the delivery of a new, high quality, traffic free space in the heart of London. We consider that local residents would also benefit from these improvements, but we also acknowledge that some do not share this view and have concerns about the impacts of the scheme.</p>

<p>Concern proposals will have a negative impact on residents around Oxford Street (e.g. reduce accessibility, safety, travelling experience)</p>	<p>Some local residents highlighted a number of concerns with the plans including expected changes to traffic flows in the area, air quality and noise changes, impacts on accessibility and changes to bus services in the area. We have listened carefully to local residents and considered responses from both individual residents and resident groups.</p> <p>Overall, we are confident that our plans would make Oxford Street and the surrounding area more attractive and thriving for residents as well as for visitors and businesses. An improved Oxford Street would itself be a benefit for local residents who shop and spend time on Oxford Street. We have worked to ensure that the changes would not restrict access to residential properties or reduce parking provision in the local area. We have also shared detailed information as part of our consultation on the expected impacts of the changes in the area surrounding Oxford Street, including assessments of likely traffic, air quality and noise changes.</p> <p>We would work to ensure that safety continues to be prioritised in the local area and work with Westminster City Council, the Metropolitan Police and the British Transport Police to enforce and police the area effectively.</p> <p>We are committed to monitoring the impacts of any changes on the local area and would work with residents and other groups to mitigate any adverse impacts. Finally, during construction works we would work to ensure that disruption to residents is minimised.</p>
<p>Proposals will have a positive impact on tourists/tourism/visitor experience on Oxford Street (e.g. improve accessibility, safety, travelling experience)</p>	<p>We noted these comments</p>
<p>Concern proposals will have a negative impact on tourists/tourism/visitor experience on Oxford Street (e.g. reduce accessibility, safety, travelling experience)</p>	<p>Some respondents commented that removing traffic from Oxford Street will result in fewer visitors and/or will deter visitors from spending time in the area, due to concerns around bus stop locations, taxi access and perceptions of safety and crime.</p> <p>We do not agree that this would be the case, and evidence from other pedestrianised spaces around the world w also suggest this wouldn't be the case. We feel that the plans would enable the delivery of a new, high quality, traffic free space in the heart</p>

	<p>of London. This would attract more people to Oxford Street and the wider area by reducing pedestrian crowding and improving the urban realm. A traffic-free day on Oxford Street in September 2025 resulted in a c. 45% increase in visitor numbers while studies on pedestrianisation schemes elsewhere consistently show increases in visitor numbers as a result of traffic removal.</p> <p>Overall, our plans would improve the visitor experience by providing a less crowded environment with less noise and improved air quality while an improved urban realm would encourage people to spend time in the area and explore more of the Oxford Street area. Reducing pedestrian crowding would also help reduce the risk of low level theft, such as pick-pocketing, and we would work to deliver improved lighting and seating to further enhance the overall experience.</p>
Proposals will increase footfall/number of visitors to the area/make people more likely to visit the area	We noted these comments.
Concern proposals will reduce footfall/number of visitors/stop people visiting the area	Our plans would enable the delivery of a new, high quality, traffic free space in the heart of London. We consider that this would attract more people to Oxford Street and the wider area by reducing pedestrian crowding and improving air quality and noise levels on the street. In turn, this would encourage people to spend time in Oxford Street and the surrounding area and thereby contribute to economic growth in the area. When traffic was removed from Oxford Street for one day in September 2025, footfall increased by around 45%. Moreover, pedestrianisation schemes have been shown to increase visitor numbers in New York and various European cities.
<b>Pedestrianisation of Oxford Street</b>	
Support/agree with pedestrianisation to make more space for pedestrians/Oxford Street West is currently overcrowded/pavements too narrow	We noted these comments.

<p>Suggest extending pedestrianised area/pedestrianising more of Oxford Street/pedestrianising other areas nearby</p>	<p>The Mayor of London has outlined his aspirations to transform the full length of Oxford Street between Marble Arch and Tottenham Court Road although there are not any detailed proposals for the additional sections of Oxford Street or for other nearby areas. Any further proposed changes would be subject to public consultation.</p>
<p>Suggest Oxford Street is accessible only to buses and pedestrians</p>	<p>We have considered whether buses should be permitted to travel along Oxford Street (either at all times or at specific times of day). After careful consideration, we do not feel it would be appropriate to permit buses to travel along Oxford Street. Permitting buses to use Oxford Street would mean retaining a roadway along the street and would mean that we would not be able to address the significant pedestrian crowding and comfort issues on the street.</p>
<p>Suggest only partial pedestrianisation of Oxford St West/pedestrianisation only applying to certain days/times</p>	<p>We have carefully considered the extent of the proposed pedestrianised areas and have kept some north-south movements open to minimise the impact on the surrounding areas. We also considered various options around opening up sections or all of Oxford Street to traffic overnight or during quieter periods. These options would require us to maintain a fully operational carriageway with additional signalised junctions and as such, would significantly reduce the level of pedestrian benefits and urban realm improvements that we would be able to deliver. Only applying pedestrianisation to certain times of day would also mean that bus routes would potentially operate on different routes at different times of day, which could be very confusing for bus passengers and other visitors to the area.</p>
<p>Other comment/suggestion about pedestrianising Oxford Street</p>	<p>Some respondents provided suggestions around specific design issues at pedestrian crossings, such as ensuring pedestrians were provided with sufficient time to cross at junctions or requested that zebra crossings are used on Oxford Street in place of signalised crossings. We carefully test the operation of all signalised pedestrian crossings to make sure that people are given sufficient time to cross and would install a range of measures such as pedestrian countdown and tactile cones at these crossings to make them safe and accessible. Given the significant number of people who would cross roads such as Duke Street and Vere Street when moving east-west along Oxford Street, we do not consider zebra crossings to be appropriate at these locations. The lack of a clear signal marking when it is safe to cross would be likely to introduce significant safety issues and would also hamper the movement of north-south traffic.</p>

Some other respondents suggested that a 'single trial day' (referring to the This is Oxford Street Event on 21 September 2025) is not sufficient to assess the impact of a pedestrianised Oxford Street. The This is Oxford Street event was not a trial for any transport or highway changes associated with the removal of traffic and instead sought to showcase the significant potential of a new traffic-free public space in the heart of London. The traffic and transport changes made to support the event on 21 September 2025 were temporary arrangements only and different to those proposed in the public consultation. To assess the likely impact of the removal of traffic from Oxford Street, we undertook extensive traffic, air quality and noise modelling, which is available at <https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways>.

We received some comments about Oxford Street East (the section of the road between Great Portland Street and Tottenham Court Road), including suggestions that this section should be pedestrianised as a next stage of work, or that pedestrianisation of the entirety of Oxford Street should be undertaken simultaneously. The Mayor of London has outlined his aspirations to improve the entire length of Oxford Street and we will work closely with the Oxford Street Development Corporation to support these plans and the wider regeneration of the area. Any future proposals for changes to Oxford Street East will remain subject to public consultation and the relevant approvals.

Some respondents suggested that our plans fail to comply with the Equality Act 2010. We do not accept this to be the case and have carefully considered the impact of the changes upon people with protected characteristics. Further information on the impacts of the changes upon accessibility and our Equality Impact Assessment is available at <https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways>

We also received comments suggesting that traffic should be removed prior to the delivery of any public realm enhancements and that the operation of Oxford Street at night should be considered as part of the delivery of works. We noted these comments and will work to ensure that works are delivered so as to minimise disruption to people living, working and visiting the area.

**Transport and highway changes**

Support/agree with still allowing vehicles to cross Oxford Street	We consider that permitting vehicles to cross Oxford Street in a north/south-bound direction at several locations is important to support traffic movement, deliveries, access and other activities in the local area. Prohibiting any north/south crossings of Oxford Street between Orchard Street and Great Portland Street would have a significant impact on local traffic, taxis and servicing arrangements. However, our plans would also significantly improve pedestrian safety at these crossing points by providing improved crossing facilities and ensuring that the crossing areas are made as pedestrian-friendly as possible. We will continue to monitor traffic patterns closely and, depending on how these evolve over time, could consider further changes to the permitted north-south routes.
Suggest not allowing vehicles to cross Oxford Street	
Concern about loss/lack of east-west travel options *(by bus)	Our plans involve making a number of changes to the bus network in the local area. While some bus routes would no longer travel east-west through the Oxford Street district, three routes would continue to serve this corridor using Wigmore Street and Henrietta Place. We acknowledge that this means that some bus passengers, most notably those using routes 7 and 94, would need to change buses either side of the pedestrianised section of Oxford Street in order to continue their east-west journey.
Concern about more pedestrians on streets around Oxford Street/overcrowding issues	Our plans would remove traffic and create additional space for pedestrians. With buses and taxis removed, Oxford Street would be wide enough to comfortably accommodate both the existing level of pedestrian footfall and any increases in footfall that we could reasonably expect.
Support/agree with more pedestrian crossing points on/around Oxford Street	We noted these comments and will ensure that any pedestrian crossing points on Oxford Street are safe, fully signalised and include the necessary safety features, such as tactile paving and tactile cones. As part of the Mayor's commitment to Vision Zero, we will also continue to work with Westminster City Council to continue to deliver pedestrian safety improvements in the area.

<p>Oppose/disagree with more pedestrian crossing points on/around Oxford Street</p>	<p>Our plans would mean that pedestrians are able to cross large sections of Oxford Street without any designated crossing points because crossing the street in a north/south direction would not involve any potential conflict with traffic travelling east/west along the street. Where we have proposed that north/south traffic is permitted to cross Oxford Street, as at Duke Street for example, we would be obliged to provide safe crossing points for pedestrians.</p>
<p>Suggest improving train/Tube/other public transport options (accessibility, step-free access, cost etc)</p>	<p>Some respondents provided a range of suggestions for other improvements TfL could consider, either alongside the pedestrianisation plans or instead of them. These ranged from general comments about investing more in buses and/or tube to more targeted comments focussing on specific stations or other infrastructure to upgrade, such as delivering step-free access at Oxford Circus underground station. While these suggestions fall outside the scope of this consultation, TfL has an ambitious programme of planned upgrades to ensure we continue to improve the transport network in London. Our latest business plan is available at <a href="https://tfl.gov.uk/info-for/media/press-releases/2026/january/tfl-sets-out-ambitious-programme-for-the-future-of-london-s-transport-network-as-it-publishes-draft-business-plan">https://tfl.gov.uk/info-for/media/press-releases/2026/january/tfl-sets-out-ambitious-programme-for-the-future-of-london-s-transport-network-as-it-publishes-draft-business-plan</a>. This plan details how we will further upgrade bus and tube services, deliver more cycle improvements and address congestion to drive growth and support the continued success of London.</p>
<p><b>Accessibility</b></p>	
<p>Support/agree with proposed changes as will have a positive impact on accessibility/make Oxford Street more accessible/will not reduce accessibility</p>	<p>Our plans would deliver a number of benefits to disabled people, including a significant reduction in pedestrian crowding and enabling disabled people to cross Oxford Street more easily when travelling north-south. Where bus stops would be relocated, we have sought to ensure they would be located close to Oxford Street and would work closely with Westminster City Council to improve routes from the new bus stops to Oxford Street. We will also work with the Oxford Street Development Corporation to ensure that urban realm works improve way-finding, seating and lighting.</p>

<p>Concern about reduced/loss of access and connectivity to Oxford Street (general comment)</p>	<p>Our plans include relocating bus stops away from Oxford Street and onto nearby roads, at a distance of between 100m and 200m from Oxford Street. Taxis would also be removed from Oxford Street, meaning that taxis would need to pick up and drop off on side roads or on nearby taxi ranks. We acknowledge that this means that some people would need to walk or wheel greater distances in order to access Oxford Street from bus stops or taxi drop-off locations. For people wishing to access Oxford Street West directly by bus, the changes we propose would mean that they would have to walk a short additional distance to and from their bus. The stops would be approximately 100m to 200m from Oxford Street, depending on the final detailed designs. We appreciate that additional distances can be challenging for people with mobility impairments or other disabilities, or for people carrying shopping or luggage.</p> <p>Our plans would also deliver a number of benefits with regards to accessibility and connectivity, including a significant reduction in pedestrian crowding and enabling people to cross Oxford Street more easily. The removal of traffic and increase in space to walk would create a more relaxing environment for everyone visiting Oxford Street. We have worked to ensure that new bus stops would be located close to Oxford Street and are committed to working with Westminster City Council to improve wayfinding and walking routes from any new bus stops to Oxford Street. We will also work to ensure that seating, lighting and other urban realm features are improved to ensure that Oxford Street is a more pleasant and inclusive environment for all. In recent years, we have improved accessibility to the Oxford Street area through the provision of step-free access at Bond Street and Tottenham Court Road stations. New seating and rest areas would however form part of the planned urban realm improvements to Oxford Street West. We would also work with Westminster City Council to improve the condition of footways in the surrounding area: this would help those with accessibility requirements to get to and from Oxford Street West and surrounding bus stops, taxi pick up/drop off locations and tube stations.</p>
<p>Concern the proposed changes will have a negative impact on regular bus users/those who rely on buses/generally make travel by bus more difficult (general comment)</p>	<p>Our plans involve making a number of changes to the bus network in the local area. As some bus routes would no longer travel east-west through the Oxford Street district, we acknowledge that this means that some bus passengers, most notably those using routes 7 and 94, would need to change buses either side of the pedestrianised section of Oxford Street in order to continue their east-west journey and this would introduce additional time into their journeys. We have also shared detailed information on how we expect journey times through the area to be affected</p>

	<p>as a result of these changes. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/</a></p> <p>We have worked to minimise this impact by continuing to operate three high-frequency routes through the area and will continue to keep this arrangement under review to ensure we are providing bus services which accommodate demand in the area. The Hopper Fare also means that those people who do need to change buses will not face any additional cost as a result.</p>
<p>Concern about reduced/loss of access for older people/those less able to walk longer distances</p>	<p>We acknowledge that our plans would make a number of changes that could affect people with mobility issues which could include people who are older, disabled, pregnant or have other characteristics (permanent or temporary). We have considered the likely impact of the changes upon these groups of people and shared this information as part of the public consultation. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/</a>.</p>
<p>Concern about reduced/loss of access for people with disabilities</p>	<p>Removing buses and taxis from Oxford Street would mean that people would need to travel longer distances (around 100m to 200m) to access bus stops and taxi ranks. As older people and those less able to walk have higher rates of bus and taxi use, we accept that this group may be more affected by the changes - as would people carrying heavy bags or luggage. This means that some people may have longer and more difficult journeys to get to Oxford Street.</p>
<p>Concern about reduced/loss of access/greater difficulty for encumbered people (e.g. those travelling with shopping bags, push chairs, luggage)</p>	<p>On the other hand, our proposals create significantly more space for people walking and wheeling and would ease pedestrian crowding. Therefore, under our proposals once on Oxford Street, older people, disabled people and women (including pregnant women) would find it easier to use Oxford Street as a result of having more pedestrian space, a level pavement surface and more seating and resting places. Where bus stops would be relocated, we have sought to ensure they would be located close to Oxford Street and would work closely with Westminster City Council to improve routes from the new bus stops to Oxford Street. We would also work to improve way-finding and signage and ensure that new bus stops are fully accessible, with features such as good lighting, CCTV and accessible customer information.</p> <p>In recent years, we have improved accessibility to the Oxford Street area through the provision of step-free access at Bond Street and Tottenham Court Road stations.</p>

Support/agree with allowing emergency vehicles access to Oxford Street	We noted this general support.
Other comment/suggestion about accessibility on/around Oxford Street	<p>We received a range of other comments related to accessibility on and around Oxford Street, including suggestions about the provision of disabled parking bays, blue badge and white badge parking, mobility aid hire and the quality of paving in the area.</p> <p>Our plans include options for drop off/pick up points for taxis and other vehicles and we would work to minimise walking distances for bus and taxi passengers. Our plans retain the overall number of disabled parking bays in the area and we would work with Westminster City Council to explore options for improving the provision of blue/white parking bays. We will also work with the Oxford Street Development Corporation and other stakeholders to explore options for mobility aid hire and will ensure that paving on Oxford Street is maintained to a high standard.</p> <p>More broadly, we considered the impact of pedestrianising Oxford Street on disabled people and those with other protected characteristics within an Equality Impact Assessment which was published as part of the public consultation and is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a></p>
Concern about safety of emergency vehicles accessing Oxford Street West/pedestrianisation slowing down emergency response time	<p>We agree with the importance of ensuring emergency services are able to access Oxford Street to deal with a wide range of situations. As a result, we have developed our plans to ensure that emergency services would be able to access Oxford Street at all times. We have worked closely with the emergency services to understand their requirements and ensure that access to Oxford Street West would be maintained for the Metropolitan Police Service (MPS), London Fire Brigade (LFB) and London Ambulance Service (LAS).</p> <p>We have also worked closely with the MPS and other agencies to ensure that access to Oxford Street West overnight (from midnight to 07:00) would be for the emergency services and freight and servicing vehicles only. We would achieve this by placing bollards or other features on closed roads which will open and close to enable access only for the emergency services or for overnight servicing.</p>

<b>Traffic and congestion</b>	
Support proposals as they will reduce car/vehicle use/traffic congestion on/around Oxford Street (general comment)	We noted these comments.
Concern proposals will increase vehicle use/traffic congestion around Oxford Street (general comment)	<p>As part of our consultation, we shared detailed information on how we would expect traffic flows and journey times to change under our proposals. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts</a>.</p> <p>This assessment does show that some streets will experience an increase in vehicle use, however, it shows this change is manageable and does not cause any longstanding resilience concerns with the road network performance. During and following delivery of the changes, we would continue to monitor traffic and congestion levels in the area and work with Westminster City Council to minimise the impact of the changes and keep traffic moving smoothly. General traffic is not permitted to use Oxford Street currently, which means those vehicles displaced to other routes are buses, taxis and cycles.</p>
Concern that streets/roads are not big enough for additional buses/are too narrow	<p>When developing our plans, we carefully considered the width of all roads and ensured that buses would be able to operate on their new routes. These new routes were also built into our detailed traffic models, the results of which were shared as part of the consultation and are available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/traffic-impacts</a>.</p> <p>TfL keeps the London bus network under constant review and we would closely monitor the impact of any new bus routes upon considerations such as road safety, operational performance and customer feedback. Should further changes be required to improve the bus network, we will work closely with Westminster City Council and other key stakeholders to develop these plans.</p>

Other comment/suggestion about traffic/congestion	<p>Some respondents suggested that traffic should be retained on Oxford Street West in one direction only, either eastbound or westbound. We consider that this approach would not enable us to deliver the full benefits in terms of pedestrian safety and reducing overcrowding, since a carriageway would need to be retained along Oxford Street. Additionally, this arrangement would result in buses running on very different routes through the area depending on their direction, which could confuse people who want to travel by bus.</p> <p>We received some comments which suggested that parking should be removed in the area to provide more space for road users. Our plans have sought to retain parking in the Oxford Street area, particularly for residents and disabled drivers for whom parking is especially important. We do not consider that the current parking arrangements in the area play a significant role in restricting traffic movement. Where parking arrangements would be changed as part of our plans, to provide room for bus stops for example, we would work with Westminster City Council to ensure that sufficient replacement parking is provided in nearby locations.</p> <p>Some respondents commented that TfL should commit to the ongoing monitoring of traffic flows and consider making appropriate changes to traffic routes, signage or other restrictions in response to emerging issues. We are pleased to confirm this commitment. TfL monitors traffic flows and other performance data as part of its usual operations and will work with Westminster City Council and other stakeholders to consider appropriate changes should the need arise if our plans are implemented.</p>
Suggest more enforcement of existing restrictions to traffic/suggest other restrictions to traffic/vehicle access	TfL became the highway authority for Oxford Street in September 2025 and has been enforcing restrictions on Oxford Street since that time. Following the removal of traffic from Oxford Street, TfL would continue to enforce all traffic restrictions on Oxford Street in accordance with the relevant Traffic Regulation Orders.
<b>Cycling/scooters on Oxford Street</b>	
Support/agree with not allowing cycling on Oxford Street West	Permitting cyclists to use Oxford Street would introduce safety risks, largely as a result of the risk of conflict with the high numbers of pedestrians in this location,

<p>Suggest cycling should be allowed on Oxford Street West/need cycle route/lanes/concern about negative impact on cyclists if now allowed to use Oxford Street West</p>	<p>making it less attractive for all. The Oxford Street plans seek to create an environment that is safe, comfortable and convivial for pedestrians to encourage more visitors and for people to spend longer visiting. Oxford Street already experiences extremely high pedestrian flows, exceeding recommended thresholds where shared use between cyclists and pedestrians may be deemed appropriate. Nonetheless, promoting cycling in London remains a key priority for the Mayor of London and TfL. For that reason, we will continue to work with Westminster City Council to develop high quality cycle routes in the wider Oxford Street area.</p>
<p>Support/agree with not allowing scooters on Oxford Street West</p>	<p>We recognise that non-powered scooters can be an efficient and popular mode of travel in central London. However, permitting scooters to use Oxford Street at all times would be challenging, particularly given the high number of pedestrians using the area. This would create safety concerns due to the potential conflict with pedestrians, making the area less attractive for all. For this reason, our plans would not permit non-powered scooters to use Oxford Street West. Regarding electric scooters, these remain illegal on UK roads and pavements (except when used as part of an approved rental scheme and in approved areas). As such, electric scooters would not be permitted on Oxford Street as part of our plans.</p>
<p>Suggest scooters should be allowed on Oxford Street West</p>	
<p>Suggest cycle parking needed on/around Oxford Street West</p>	<p>We acknowledge the need for sufficient high-quality cycle parking in the Oxford Street West area and agree that prohibiting cyclists from using Oxford Street may increase the demand for cycle parking at key locations. As a result, we will work closely with Westminster City Council to support the provision of new and improved cycled parking facilities in the area surrounding Oxford Street.</p>

<p>Suggest cycle route/lanes/infrastructure should be created on roads/streets parallel/near to Oxford Street West</p>	<p>Some respondents suggested that alternative cycle routes that run parallel or close to Oxford Street could be used for cycling, noting that Cycleway 27 is a key east-west route for cyclists to the north of Oxford Street while Cycleway 55 connects cyclists using Park Lane into Mayfair at Stanhope Gate and Brook Gate. These routes are indeed important east-west links through the area and we will work with Westminster City Council to develop plans for further cycling improvements in the Oxford Street area.</p> <p>We received some comments suggesting that segregated cycle lanes should be delivered on nearby roads, notably Wigmore Street. Whilst we have included a contraflow cycle lane on Holles Street in our plans to support cyclists travelling north-south, it is not feasible to provide protected cycle lanes on Wigmore Street as well as some of the other north / south routes crossing Oxford Street due to the carriageway width and/or the volume of kerbside activity that currently takes place. Our plans also include the installation of Advance Stop Lines (ASLs) at the side road junctions crossing Oxford Street to enable cyclists to get in front of motor vehicles when the traffic lights are red. We are also proposing to install cycle parking at key locations on Oxford Street. We will continue to work with Westminster City Council to develop high-quality cycle routes to facilitate connectivity to cyclists wishing to pass through the area, and also those cycling to and from Oxford Street.</p>
<p>Concern about cyclists continuing to use Oxford Street even if not allowed/concern about how will be enforced</p>	<p>It is important to note that most cyclists are considerate and law-abiding road users. We expect that the provision of alternative cycling routes (delivered through close working with Westminster City Council), coupled with the high number of pedestrians on Oxford Street, would play a significant role in deterring cyclists from using Oxford Street as they would be unable to move safely or quickly along Oxford Street. Our own enforcement teams would work with the Metropolitan Police to provide on-street enforcement and we would also explore the 'geo-fencing' of electric cycles to further deter cyclists from using Oxford Street. TfL's Cycle Safety Action Plan describes a range of actions to improve safety. It additionally describes our ongoing work to tackle anti-social or illegal road user behaviour, including amongst some cyclists.</p>

Other comment/suggestion about cycling on/around Oxford Street West	We received a number of queries and suggestions regarding the provision of additional cycle routes in the area. We are committed to working with Westminster City Council and the other London Boroughs to expand London's cycleways network. We also received comments highlighting the need for additional cycle parking and we will work with the Oxford Street Development Corporation to ensure that cycle parking and other cycling measures, including ensuring that e-bikes and e-scooters are properly managed, are incorporated into the urban design and long-term operational plans.
Concern about lack of clear plans for alternate cycling routes through/around Oxford Street/more information needed about plans for cycling infrastructure in the area	Although Oxford Street is not a designated cycleway, cyclists are currently permitted on Oxford Street and we acknowledge that it is a popular route for cyclists, with several thousand daily trips. Whilst we consider that permitting cycling on Oxford Street would not be appropriate or safe if traffic is removed, we agree that improved cycling provision on alternative routes would significantly improve conditions for cyclists. For this reason, we will work closely with Westminster City Council to support the development of improved cycle routes through the area.
<b>Taxis/PHVs on Oxford Street</b>	
Support/agree with restricting taxis/PHVs from accessing Oxford Street West	We noted this general support.
Oppose/disagree/concern with restricting taxis/PHVs from accessing Oxford Street West/should allow them to use it	We have considered whether taxis and/or private hire vehicles should be permitted to travel along Oxford Street (either at all times or at specific times of day). After careful consideration, we do not feel it would be appropriate to permit taxis to travel along Oxford Street. Permitting taxis to use Oxford Street would mean retaining a roadway along the street and would mean that we would not be able to address the significant pedestrian crowding and safety issues on the street.
Support/agree with proposals for new locations of taxi ranks	We noted this general support.

<p>Oppose/disagree/concern with proposals for new locations of taxi ranks</p>	<p>Our plans include the removal of two existing taxi ranks, one outside Selfridges on Oxford Street and another on Margaret Street. However, we recognise the importance of taxi ranks in supporting customers and are working with Westminster City Council to deliver additional ranking space nearby in the roads surrounding Oxford Street, such as Duke Street, Orchard Street, Holles Street and John Princes Street. We are working to minimise the distance between new ranks and Oxford Street, with the distance from the furthest rank to Oxford Street West expected to be around 70 metres.</p>
<p>Suggest where taxi rank/s should be located</p>	<p>Respondents made a variety of suggestions for locations for new ranks, including Davis Street and Great Castle Street.</p> <p>There is a significant amount of kerbside activity in the roads around Oxford Street West but we have worked with the taxi trade to identify potential new or extended locations for ranks. Unfortunately, there is insufficient space on Davis Street outside Bond Street station to accommodate a taxi rank. A taxi rank has been proposed on John Princes Street rather than Great Castle Street, as this was considered a convenient location with good sight lines for both pedestrians and taxis themselves.</p>
<p>Other comment/suggestion about taxis/PHVs/taxi ranks on/around Oxford Street West</p>	<p>Some respondents commented that taxi ranks should be located as close as possible to Oxford Street while others suggested that existing cul-de-sacs such as Old Cavendish Street and the southern end of Marylebone Lane should be converted to taxi ranks / drop-off locations. As part of our plans, we have sought to locate taxi ranks as close as practicable to Oxford Street. We will work with Westminster City Council to continue to review the provision of taxi ranks in the area and ensure these are sufficient and located in safe, accessible places. We will also work with the Oxford Street Development Corporation to ensure that way-finding to taxi ranks is improved and that visitors to Oxford Street are able to locate taxi ranks easily. Our plans do not include providing taxi ranks on Marylebone Lane or Old Cavendish Street and we do not consider these locations to be appropriate for taxi ranks although taxis are permitted to drop off passengers in such locations subject to local kerbside restrictions.</p> <p>We also received comments suggesting that taxi ranks and bus stands be relocated to alternative locations in order to improve the views towards buildings from Oxford Street. As with all our plans, we seek to locate taxi ranks and other critical transport</p>

	<p>infrastructure, such as bus stands, in locations which ensure safety, improve passenger experience and support the operation of the public transport network. We would also seek to minimise impacts on local residents and businesses where feasible.</p>
<p>Suggest reducing the number of taxis operating in the area/suggest other restrictions on taxis</p>	<p>We received some comments suggesting that parking on nearby streets should be removed in favour of taxi ranks, particularly on roads crossing Oxford Street. We have sought to balance the provision of taxi ranks in the area with the needs of residents, disabled drivers and servicing vehicles, all of whom need access to kerbside space. Our plans would increase the amount of taxi ranking available, all of which would be close to Oxford Street. We would also work with the Oxford Street Development Corporation to ensure that these taxi ranks are easy to locate with way-finding measures.</p>
<p><b>Businesses</b></p>	
<p>Support/agree with proposed changes as they will benefit businesses/shops on Oxford Street/in the area/local economy (general comment)</p>	<p>We have noted these comments.</p>

<p>Concern proposed changes will negatively impact businesses/shops on Oxford Street/in the area/local economy (general comment)</p>	<p>Some respondents disagreed with the proposed changes due to potential negative impacts on businesses and the local economy.</p> <p>There is a clear economic case to pedestrianise Oxford Street to help boost the West End's economy. GLA Economics estimate the mid-range of potential impacts of pedestrianisation will increase GVA by nearly £82m per year while supporting a further 781 jobs. The analysis also states that pedestrianisation could raise £30-£40m in VAT receipts and £10- £20m in business rates per year depending on the scenario and outcomes.</p> <p>By removing vehicles from Oxford Street, pedestrianisation would improve the public realm, providing a more attractive, safer environment for local residents and visitors with space to dwell and relax. It would also provide space to host events which would help increase footfall and growth in the area. It is anticipated that the pedestrianisation and subsequent public realm improvements would also offer significant commercialisation opportunities, further enhancing visitor numbers and revenue generation opportunities.</p> <p>Case studies of pedestrianisation elsewhere have shown an increase in footfall and an increase in trade. In Strøget, in the heart of Copenhagen, following pedestrianisation, footfall increased by 35 per cent. Similarly, in Times Square in New York City, pedestrianisation improved economic performance by 22 per cent between 2007 and 2011.</p>
<p>Support/agree with business deliveries/servicing vehicles entering the area between midnight and 7am</p>	<p>We have noted these comments.</p>

<p>Concern about negative impact on deliveries to businesses/make them more difficult</p>	<p>Delivery and servicing activity on Oxford Street is currently permitted from 9pm to 7am only. Our plans would shorten this window, with vehicle access for deliveries and servicing enabled within the pedestrianised areas between midnight and 7am only. Based on the feedback we have received, we consider that this is a sufficient window for business to continue to operate effectively whilst minimising conflict between delivery vehicles and pedestrians. We would, however, continue to monitor the effectiveness of this arrangement and work with businesses and other stakeholders to review and amend the delivery/servicing hours window as necessary.</p> <p>We will also work with businesses affected by any changes to identify additional measures required and support business efforts to consolidate and/or re-time deliveries.</p>
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<p>Other comment/suggestion about business deliveries on Oxford Street</p>	<p>Some respondents suggested that business deliveries or servicing should be undertaken on foot only and/or use sustainable modes of transport, with other comments suggesting alternative delivery times and/or freight consolidation practices.</p> <p>Whilst we encourage deliveries and servicing activity to employ sustainable practices as far as possible, we do not consider it practical for all deliveries to be undertaken on foot and accept that some vehicular access will be required. For this reason, our plans permit vehicles into some sections of Oxford Street between midnight and 7am. We would work with businesses and suppliers to keep these timings under review and consider changes where appropriate. We will also continue to promote a wide range of sustainable delivery practices and will work with the Oxford Street Development Corporation to develop freight consolidation measures in the area. Further information and support on improving delivery activity is available at <a href="https://tfl.gov.uk/info-for/deliveries-in-london/delivering-efficiently/deliveries-toolkits?intcmp=53241">https://tfl.gov.uk/info-for/deliveries-in-london/delivering-efficiently/deliveries-toolkits?intcmp=53241</a></p> <p>We also received comments suggesting that highway works should be avoided during peak trading periods. We noted these comments and are committed to working with local businesses to minimise the impact of our plans on businesses, residents and visitors to the Oxford Street West area.</p> <p>We noted comments regarding the feasibility of making deliveries during the proposed servicing hours, in the context of the London Lorry Control Scheme (LLCS). The LLCS does not prohibit overnight deliveries in itself, but merely regulates the routes that HGVs of 18t in weight may use to travel in London. Hauliers that do need to make a delivery using roads restricted by the LLCS may seek a permit from London Councils, who administer the LLCS. Further information about the LLCS is available on London Councils website. While the LLCS more generally is outside the scope of this consultation, we will work closely with London Councils and the freight industry to consider any issues arising from the scheme's operation with the proposed servicing hours for Oxford Street.</p>
<p>Suggest Oxford Street should have a mix of shops/facilities/businesses to cater for all</p>	<p>Our consultation focused upon a set of proposed changes to the highways and public transport network aimed at supporting the ambition to remove traffic from Oxford</p>

Suggest ensuring buildings/units on Oxford Street are being used appropriately for the area/not being used for criminal activity (e.g. money laundering)	Street. As such, comments about town planning considerations, the current / future retail offer or building uses fall outside of the scope of this particular consultation. Nonetheless, we note the importance of providing a high-quality mix of shops and other services to attract people to Oxford Street and ensure it will be an attractive place to visit and spend time in. We will therefore work closely with the Oxford Street Development Corporation to support the ongoing regeneration of the Oxford Street district.
Suggest protecting the culture/character of the area when considering what buildings/units/businesses operate on Oxford Street	
Suggest improving/attracting more places to eat/drink on/around Oxford Street (e.g. cafes, restaurants)	
Suggest reducing/removing candy shops on/around Oxford Street	
Suggest reducing/removing souvenir/tourist shops on/around Oxford Street	
Suggest reducing/removing vape shops on/around Oxford Street	
Suggest improving/attracting other types of shops/businesses on/around Oxford Street	
Suggest reducing/removing other types of shops/businesses on/around Oxford Street	
Other comment/suggestion about businesses on/around Oxford Street	
Suggest other period/timings for allowing business deliveries/servicing vehicles on Oxford Street	Some respondents suggested alternative times for permitted deliveries and servicing on Oxford Street, such as extending the window to 10am in the morning or retaining the timed restrictions in their current format. At present, loading and servicing is permitted between 9pm and 7am, whilst our changes would shorten this window to between 12am and 7am. We have considered alternative timed arrangements and are of the view that our changes would provide sufficient time for loading and servicing to take place. We are committed to monitoring the arrangements to ensure that business are able to continue to thrive on and around Oxford Street, so would keep the access timings under review and consider changes where appropriate.

Suggest providing rate relief/lower rents/more support to businesses operating on Oxford Street	These issues are outside the scope of this consultation and have been noted.
<b>Improvements to Public Realm</b>	
Suggest improving/creating more seating/rest areas on/around Oxford Street	This consultation focussed upon a set of highway and transport changes to support the Mayor of London's plans to remove traffic from Oxford Street. As such, comments about improvements to the urban realm fall outside the scope of this consultation. However, the provision of a high quality urban realm on Oxford Street is critically important. We have therefore noted these comments and will use them to help inform our work with the Oxford Street Development Corporation to design and deliver an iconic public realm for Oxford Street.
Suggest improving/providing areas for arts/entertainment (e.g. sculptures, art installations, busking, street entertainment)	
Suggest adding public toilets on/around Oxford Street	
Concern about litter on Oxford Street/suggest adding more bins	
Suggest improving lighting on/around Oxford Street	
Suggest improving/creating more green spaces on/around Oxford Street	
Suggest alternative ways to travel on Oxford Street (e.g. tram, travelator)	When considering options to support the Mayor of London's aspirations for Oxford Street, we looked at a wide range of ideas. Tram services have been considered for Oxford Street previously but, given the significant challenges around compatibility with improving conditions for pedestrians and finding a local depot for maintenance, we do not consider that providing a tram service along Oxford Street is feasible. We have also previously considered the introduction of moving walkways (or 'travelators') but feel that the combination of high installation and maintenance costs, safety risks and challenges around inclusivity would make these impractical, especially in an outdoor environment.

<p>Other comment/suggestion about improving Oxford Street</p>	<p>Some respondents suggested a range of complementary measures which could improve Oxford Street. These included the provision of shelter from the elements, ensuring seating is fully accessible and weather-resistant, raising the carriageway to provide a single level surface on Oxford Street to help people move around the street and using advertising billboards to promote way-finding through the area. Other comments suggested that the amount of advertising on Oxford Street should be reduced, or that street-food vending and busking should be prohibited from Oxford Street.</p> <p>While our consultation focussed upon highway and public transport changes, we recognise that it is critical to provide a well-designed, maintained and managed public realm to ensure the long-term success of Oxford Street. We will therefore use these comments to help inform our work with the Oxford Street Development Corporation to design and deliver an iconic public realm for Oxford Street. We will also work alongside the Oxford Street Development Corporation and Westminster City Council to ensure that street activity such as busking or food-vending is well managed.</p>
<p>Concern about increased number of homeless people/begging on Oxford Street/suggest addressing those issues</p>	<p>Rough sleeping is a widespread issue across London and is often the consequence of complex societal factors. We work with a wide range of organisations to help tackle rough sleeping and associated activities. Further information on TfL's response to rough sleeping is available at <a href="https://tfl.gov.uk/travel-information/safety/our-response-to-rough-sleeping">https://tfl.gov.uk/travel-information/safety/our-response-to-rough-sleeping</a>. We also encourage people to engage with local support services such as Streetlink - <a href="https://thestreetlink.org.uk/">https://thestreetlink.org.uk/</a></p> <p>With regards to Oxford Street specifically, we recognise that rough sleeping is an issue and are working with Westminster City Council and other outreach services to help address this issue and support people who are homeless or sleeping rough.</p>
<p><b>Health and safety</b></p>	
<p>Support/agree with proposed changes as will improve safety on/around Oxford Street (general comment)</p>	<p>We noted these comments.</p>

<p>Concern proposed changes will reduce safety on/around Oxford Street (general comment)</p>	<p>Our plans would play a vital part in the regeneration of Oxford Street to create a cleaner, safer, and more accessible public space where people can shop, dine, and gather in comfort and safety. Our plans would provide more space for people and help create a safe and more pleasant overall experience. High levels of pedestrian overcrowding on Oxford Street and in the wider area continue to have a negative impact on the visitor experience. Not only does it discourage visitors from coming into the area, but it also reduces the amount of time people are willing to stay in the area.</p> <p>Our plans would reduce conflict between vehicles and pedestrians, making walking on Oxford Street West a safer and more relaxing experience. Currently, people are being hurt in collisions on Oxford Street: from May 2022 until April 2025 there were 79 collisions along Oxford Street West and its junctions. These collisions resulted in 24 serious injuries and 54 per cent of those who were injured were pedestrians. Given the significantly lower footfall on the streets surrounding Oxford Street, we do not anticipate that the changes would lead to an increase in road-safety related issues across the wider Oxford Street district. Nonetheless, if the proposed changes are implemented, we will closely monitor the impacts of the changes on all aspects of safety. We would work with Westminster City Council and other stakeholders to address any safety issues which may arise.</p>
<p>Support/agree with proposed changes as will reduce crime/antisocial behaviour on/around Oxford Street</p>	<p>We noted these comments.</p>

<p>Concern proposed changes as will increase crime/antisocial behaviour on/around Oxford Street</p>	<p>Some respondents raised concerns that removal of traffic from Oxford Street will lead to additional crime and anti-social behaviour on Oxford Street. We do not accept this to be the case, with studies on the impacts of traffic removal and improved walkability demonstrating a generally positive effect upon crime and safety. Additional space for pedestrians would reduce crowding, make some types of theft less likely, and evidence suggests crime is not generally displaced onto surrounding streets.</p> <p>Nonetheless, we know that to ensure we can deliver the proposed improvements in safety we would need to deliver a high-quality urban realm with improved lighting and clear sight-lines. We will also continue to work closely with the Metropolitan Police, British Transport Police and other stakeholders to provide a visible on-street enforcement presence to deter crime and other anti-social behaviour, particularly at night-time.</p>
<p>Support/agree with proposed changes as will improve road safety/reduce the likelihood of traffic incidents/collisions on/around Oxford Street</p>	<p>We noted these comments.</p>
<p>Concern proposed changes will reduce road safety/increase the likelihood of traffic incidents/collisions on/around Oxford Street</p>	<p>We consider that our plans would reduce conflict between vehicles and pedestrians, making walking on Oxford Street West a safer and more relaxing experience. Currently, people are being hurt in collisions: from May 2022 until April 2025 there were 79 collisions along Oxford Street West and its junctions. These collisions resulted in 24 serious injuries and 54 per cent of those who were injured were pedestrians. Given the significantly lower footfall on the streets surrounding Oxford Street, we do not anticipate that the changes would lead to an increase in road-safety related issues across the wider Oxford Street district. Nonetheless, we will closely monitor the impacts of any changes upon all aspects of safety and are committed to working with Westminster City Council and other stakeholders to address any safety issues which may arise.</p>

<p>Suggest better policing/enforcement to reduce crime/antisocial behaviour on/around Oxford Street</p>	<p>Some respondents highlighted the need to address criminal and other anti-social behaviour on Oxford Street as a matter of urgency and instances of theft and other crime on Oxford Street are well documented. We are confident that the removal of traffic from Oxford Street West would contribute to lower overall levels of crime on Oxford Street, with improved natural surveillance and lower levels of pedestrian crowding helping to deter pick-pocketing and other low-level offences. However, we acknowledge that policing and enforcement is critically important to public safety and are working closely with the Metropolitan Police and British Transport Police to ensure that Oxford Street is effectively policed. We will also improve CCTV coverage on Oxford Street and work with the Oxford Street Development Corporation to design and deliver a high-quality urban realm that will deter crime and anti-social behaviour.</p>
<p>Other comment/suggestion about health and safety on/around Oxford Street</p>	<p>Some respondents provided comments about road safety outside of the scope of our plans, such as on George Street and Maddox Street. While we do not currently have plans for these locations, we are committed to improving road safety across London and will work with Westminster City Council (which is the highway authority for these streets) and support any safety improvements they may develop at these locations.</p> <p>Some respondents commented that the location of new bus stops and stands may conflict with building entry / evacuation locations. We have reviewed the proposed location of the stops and stands and do not consider that the location of bus stop infrastructure or the presence of waiting bus passengers would impede the flow of pedestrians or, critically, the evacuation of buildings in response to a fire or other incident. However, we will engage with those properties adjacent or near to new bus stops and stands to ensure that we minimise the impact of any changes upon those properties and will consider any appropriate amendments to designs and locations.</p> <p>We received some comments suggesting that the impact of the changes on walking routes to schools was not considered during the development of the plans. We do not accept this to be the case and the impact of the changes upon young people is considered within our Equality Impact Assessment, which is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. We are confident that our proposals will have a minimal impact on walking routes to schools, with some schools being closer to bus stops under our plans than they are currently.</p>

<b>Environment</b>	
Support/agree with proposed changes as will reduce environmental impact/improve air quality on/around Oxford Street	We noted these comments.
Concern proposed changes will increase environmental impact/reduce air quality on/around Oxford Street	<p>As part of the public consultation, we shared detailed information on how we would expect air quality to change as a result of our plans and this information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. We assessed Nitrogen Dioxide (NO<sub>2</sub>), Particulate Matter (PM<sub>2.5</sub> and PM<sub>10</sub>) at 85 selected sensitive locations such as homes, schools, hospitals and local community buildings and spaces within the study area. In summary we found that if we implemented our proposals:</p> <ul style="list-style-type: none"> <li>• 6 locations are predicted to benefit from improved NO<sub>2</sub> levels, 4 of which are within the scheme area</li> <li>• 24 locations are expected to see a fractional decrease in NO<sub>2</sub>, of 0.1 µg/m<sup>3</sup></li> <li>• 43 locations are expected to see a fractional increase in NO<sub>2</sub> of 0.1 µg/m<sup>3</sup></li> <li>• PM<sub>10</sub> and PM<sub>2.5</sub> levels fall below the limit values of 40 µg/m<sup>3</sup> and 20 µg/m<sup>3</sup> respectively</li> </ul> <p>If our plans are implemented, we would continue to monitor the real-world impact of the changes and are committed to working with local residents, businesses, Westminster City Council and other stakeholders to deliver any further air quality mitigations as appropriate. We have also committed to running zero-emission buses only on any bus routes diverted from Oxford Street and we will continue to support the taxi trade in transitioning to the use of zero-emission vehicles.</p>
Support/agree with proposed changes as will reduce noise on/around Oxford Street	We noted these comments.

<p>Concern proposed changes as will increase noise on/around Oxford Street</p>	<p>As part of the public consultation, we shared detailed information on how we would expect noise levels to change as a result of our plans. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. In summary we found that if we implemented our proposals high traffic noise levels are no longer predicted in many parts of central London, including Oxford Street, Bryanston Street, Wimpole Street, Great Castle Street, Vere Street, James Street, North Audley Street, South Audley Street and South Molton Street. However, some roads experience an increase in road traffic noise because of re-routed traffic. These are Margaret Street, Upper Brook Street, Marylebone Lane, Dunraven Street and Stratford Place.</p> <p>If our plans are implemented, we would continue to monitor the real-world impact of the changes upon noise levels and are committed to working with local residents, businesses, Westminster City Council and other stakeholders to investigate and deliver any mitigations as appropriate. We will also work with the freight industry to encourage the use of our Quieter Deliveries framework.</p>
<p>Other comment/suggestion about the environment/pollution on/around Oxford Street</p>	<p>Some respondents commented that no air or noise pollution modelling had been conducted. This is not the case. As part of the public consultation, we shared detailed information on how we would expect noise levels to change as a result of our plans. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. We are also committed to monitoring the impact of our proposals and will consider further changes or mitigations as appropriate.</p> <p>We received some comments relating to night-time deliveries and noise from loading and servicing activity. Deliveries on Oxford Street West are currently restricted to the hours of 9pm to 7am, with deliveries during the daytime provided on side and rear streets. Our plans would further restrict nighttime deliveries on Oxford St West to midnight to 7am, with deliveries to side and rear streets still available outside those hours. While we do not anticipate that this change would result in a significant increase in noise in the surrounding areas, we will continue to monitor noise levels and will work with businesses to promote quieter delivery practices. More information</p>

	<p>and support on delivery practices is available at <a href="https://tfl.gov.uk/info-for/deliveries-in-london/delivering-efficiently/deliveries-toolkits">https://tfl.gov.uk/info-for/deliveries-in-london/delivering-efficiently/deliveries-toolkits</a>. We will also work closely with the Oxford Street Development Corporation to support freight consolidation practices in the area, aiming to further reduce the impact of deliveries in the area, especially at night.</p> <p>Some respondents suggested that light pollution would increase, particularly as a result of vehicles running past residences at night. Our plans include enabling vehicles to access parts of Oxford Street between midnight at 7am, using specified servicing routes. This means that some servicing vehicles would use some residential roads to exit the Oxford Street area during this midnight to 7am window. Given that these residential roads are currently open to all traffic 24 hours a day and that the number of servicing vehicles on Oxford Street overnight is anticipated to be low, we do not anticipate any significant increase in light pollution. We would continue to keep the servicing and delivery arrangements under review and consider changes as appropriate.</p> <p>We received some comments relating to the enforcement of busking and use of amplification on Oxford Street. While this falls outside the scope of this consultation, we accept that such activity can cause nuisance when not managed carefully. On the other hand, well regulated street activity can also support the success of public spaces. It should be noted that anyone wishing to busk or use amplification on Oxford Street West must apply for a licence from Westminster City Council to do so and we will work collaboratively with Westminster City Council to ensure any licenses are suitable and enforced.</p>
<b>Bus route changes - general support</b>	
Support/agree with proposed bus route changes/not allowing buses on Oxford Street West (general comment)	We noted these comments
Support/agree with proposed change for bus route 7	

Support/agree with proposed change for bus route 94 (runs during the day)	
Support/agree with proposed change for bus route 98	
Support/agree with proposed change for bus route 139 (runs during the day)	
Support/agree with proposed change for bus route 390 (runs during the day)	
Support/agree with proposed change for bus route N7	
Support/agree with proposed change for bus route 94 (runs during the night)	
Support/agree with proposed change for bus route N98	
Support/agree with proposed change for bus route N113	
Support/agree with proposed change for bus route N137	
Support/agree with proposed change for bus route 139 (runs during the night)	
Support/agree with proposed change for bus route N207	
Support/agree with proposed change for bus route 390 (runs during the night)	
<b>Bus route changes - general oppose</b>	

<p>Oppose/disagree with proposed bus route changes/buses should continue to run along and through Oxford Street West (general comment)</p>	<p>Some respondents opposed the bus changes in general and suggested that buses should be retained along Oxford Street. We noted these comments and recognise the role buses play in moving people around London. Retaining buses on Oxford Street, however, would mean that we would be unable to address the significant pedestrian crowding problems and safety concerns on Oxford Street.</p>
<p>Oppose/disagree/concern with proposed change for bus route 7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>	<p>Some respondents commented that the changes to routes 7 and 94 will have a detrimental impact on their journeys. Our plans aim to provide a bus network that provides sufficient capacity and accessibility to and from Oxford Street while supporting the Mayor of London's ambitions to regenerate the Oxford Street area. To ensure good public transport access to the area, a wide range of options and combinations of route changes were considered.</p>
<p>Oppose/disagree/concern with proposed change for bus route N7 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>	<p>Detailed traffic modelling was undertaken to assess the impact of the proposed changes on bus journey times and general traffic journey times. Our plans involve three through routes operating along Wigmore Street and Henrietta Place, with routes 7 and 94 shortened. This option has been taken forward to ensure operational efficiency while minimising the impacts to our customers. We acknowledge that the early termination of routes 7 and 94 may increase overall journey times for some passengers whose planned stop would have been after the new termination point. Detailed information of how we would expect these changes to impact bus journey times was published as part of the consultation and is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a></p>
<p>Oppose/disagree/concern with proposed change for bus route 94 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>	

<p>Oppose/disagree/concern with proposed change for bus route 98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>	<p>Some respondents provided comments expressing opposition or concern with our plans to operate routes 98, 139 and 390 along Wigmore Street and Henrietta Place. When developing our plans, a wide range of options and combinations of route changes were considered. Our plans involve three through routes (98, 139, 390) operating on a new route via Wigmore Street and Henrietta Place. We consider that the operation of these three routes would enable traffic to be removed from Oxford Street while minimising customer impacts and avoiding significant extra operating costs.</p>
<p>Oppose/disagree/concern with proposed change for bus route 139 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>	<p>Where bus stops need to be relocated, we have sought to ensure they would be positioned close to Oxford Street and will also improve way-finding and signage and ensure that new bus stops are fully accessible, with features such as good lighting and accessible customer information. Detailed information of how we would expect these changes to impact bus journey times was published as part of the consultation and is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a></p>
<p>Oppose/disagree/concern with proposed change for bus route 390 (runs during the day) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>	
<p>Oppose/disagree/concern with proposed change for bus route 94 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>	
<p>Oppose/disagree/concern with proposed change for bus route N98 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>	<p>Some respondents expressed their opposition and/or concern with changes to bus routes, notably the N113, N137 and the 94 (which is a 24-hour bus route at present). When designing night bus routes, we look to align with the principle of using the same routes as associated day-time routes. This ensures that bus routes are kept as clear as possible for customers and avoids having different bus stops at different times of day for the same route. With some routes, such as the N113 and the N137, we have also considered the need to minimise nighttime impact on roads such as Wigmore Street. As with all our bus services, we will keep these arrangements under review and will consider changes as appropriate should issues arise.</p>
<p>Oppose/disagree/concern with proposed change for bus route N113 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)</p>	

Oppose/disagree/concern with proposed change for bus route N137 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	
Oppose/disagree/concern with proposed change for bus route 139 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	No comments received on this code
Oppose/disagree/concern with proposed change for bus route N207 (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	We noted these comments. Route N207 is characterised by high demand to and from Holborn and Oxford Street. Re-routing this bus route via Wigmore Street and Henrietta Place would enable us to continue to meet this level of demand. As with all of our bus services, we will keep this arrangement under review to ensure that the service continues to meet the changing needs of our customers.
Oppose/disagree/concern with proposed change for bus route 390 (runs during the night) (e.g. reduced accessibility, increased journey time, traffic/congestion etc)	Some respondents expressed their opposition and/or concern with changes to route 390 in specific relation to night-time running. In line with our guiding principle of designing services to be as simple as possible, the proposed changes to the nighttime operation of the 390 have been designed to follow the same routes as the daytime services where feasible.
<b>Bus stop changes</b>	
Support/agree with proposed bus stop changes (general comment)	We noted these comments
Support/agree with specific proposed bus stop changes	We noted these comments

<p>Oppose/disagree with proposed bus stop changes (general comment)</p>	<p>Our plans would mean that bus stops are relocated away from Oxford Street and onto surrounding roads, namely Wigmore Street and Henrietta Place. This means that bus stops would be located between 100m and 200m away from Oxford Street itself, in turn meaning that some bus users may find it more difficult or take longer to reach Oxford Street. We have sought to locate the proposed new bus stops as close as possible to Oxford Street and will work with Westminster City Council to continue to improve walking routes to and from the new bus stops. Any new bus stops in the proposed final scheme will be designed for passenger safety and accessibility, with features such as real-time customer information.</p>
<p>Oppose/disagree with specific proposed bus stop changes</p>	<p>Some respondents suggested that the new bus stops on Wigmore Street and Henrietta place should be located away from building entrances to ensure that waiting passengers do not disrupt pedestrian movements. When considering locations for bus stops a number of factors were taken into account, including distance from Oxford Street, footway width, pedestrian safety and distance between bus stops. We do not anticipate that the location of the bus stops would lead to the obstruction of building access but are committed to keeping this under review and would consider changes where appropriate should issues arise.</p> <p>We also received comments about how people can access specific locations on public transport following the changes to bus routes, for example asking how to travel to Charles II Street from Marble Arch following the changes to the route 94. In this case, passengers would need to change buses at Marble Arch and take bus route 23 to travel towards Charles II Street, alighting at Piccadilly and continuing on foot. We encourage customers to check their journey before they travel and provide detailed journey planning information at <a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a>,</p>

<p>Concern about space/capacity/overcrowding at proposed bus stops</p>	<p>Some respondents raised concerns about the potential for crowding at bus stops on Wigmore Street and Henrietta Place. We have considered this carefully in reference to existing boarding and alighting patterns and available footway widths. Based on these considerations, we do not anticipate that pedestrian crowding would be significant at these bus stops. However, we would continue to monitor the use of the bus stops at this location and consider changes where appropriate should issues arise.</p> <p>We also received comments suggesting a new bus stand location at 10-18 Great Portland Street. We have assessed this, but do not consider this a viable location due to the presence of existing bus stands on the other side of the road. Providing another stand at this location would result in there being insufficient carriageway width for through traffic.</p>
<p>Concern about safety at proposed locations of bus stops</p>	<p>Some respondents made comments regarding safety at proposed locations of bus stops. We have tested the locations of the proposed new bus stops, demonstrating that buses are able to access and egress these stops safely. All detailed designs will also be subject to a full Road Safety Audit process, and we will run full bus route tests prior to the implementation of any bus route changes. These bus route tests ensure all users and drivers can safely access, board and alight the buses and provide us with valuable feedback from bus drivers. We will also continue to monitor safety at these stops and make adjustments as required to ensure safety for all users.</p>

<p>Suggest changes to proposed locations of bus stops / stands</p>	<p>We received a number of suggestions for alternative locations for bus stops around Oxford Street West, including comments that fewer bus stops were required and that bus stops should not be located near to residential properties. When developing plans for bus stop locations, we consider a range of factors including visibility for drivers and passengers, accessibility, kerbside activity and distances between bus stops. We consider that our plans would ensure that bus stops would be safe and usable for all passengers and road users, while minimising the impact on local properties and parking / kerbside arrangements. We will keep locations under review and are committed to considering appropriate changes should issues arise.</p> <p>We also received comments suggesting that the number of bus stands in specific locations, such as on the western kerb of Holles Street, be reduced to provide pedestrian and/or other urban realm benefits. We have considered this carefully and have sought to retain only bus stands which are required for operational reasons. Nonetheless, we will keep the location of stands under review and will work with stakeholders to assess any alternative standing locations which may provide opportunities to deliver additional pedestrian benefits.</p>
<p>Suggest adding more bus stops around Oxford Street</p>	<p>Some respondents commented that more bus stops should be provided in the area, notably on Wigmore Street, or that a bus station should be built in the area to accommodate buses at either end of the pedestrianised section. When considering the number and location of bus stops, we take a number of factors into account, including distances between stops and the width of footway/carriageway to ensure enough space for pedestrians and, where possible, for vehicles to pass stopped buses. In our proposals we have provided a sufficient number of bus stops. We consider that providing more bus stops in the area would not improve passenger experience, could slow the progress of buses and other vehicles through the area and would result in the loss of other kerbside provision such as parking or loading bays. We have taken comments about new bus stations into account, but do not consider that additional bus stations are required in the Oxford Street area at this time. As with all elements of the bus network, we will keep the provision of stops, stands and stations in London under review and will consider changes as appropriate should issues arise.</p>

<p>Other comment/suggestion about bus stops around Oxford Street West</p>	<p>Some respondents provided comments suggesting that bus stops be indented to enable buses to 'pull-in' and reduce carriageway obstruction. When designing bus stops, we consider a range of factors including safety, visibility, accessibility and footway width and any bus stop indentations would need to take such matters into account. While the detailed design of any new bus stops is yet to be finalised, we will ensure that vehicles are able to pass stopped buses where possible.</p> <p>We also received comments about the design of bus stops and shelters, some suggesting specific providers. While the specific details of stop and shelter design would be finalised as part of the detailed design process, we intend that any new bus stops would all have shelters, seating and features such as real-time customer information, if feasible.</p>
<p><b>Bus routes/stops/services - other comments</b></p>	
<p>Concern about other bus routes being affected/other bus routes not considered/factored into proposals</p>	<p>Whilst this consultation focussed on the small number of bus routes which would be impacted most directly by the changes, we also considered the wider effects of the plans on the bus network and over 80 bus routes were factored into our models. We noted comments about making further changes to bus routes, though these are outside of the scope of this consultation.</p>
<p>Concerns about connectivity of proposed routes/how they connect with other existing bus routes</p>	<p>When developing our plans, we have sought to ensure that same-stop interchange would be available for most direct bus journeys. This means that the majority of customers would not need to move to another bus stop when changing buses. We work to ensure that passengers who need to change buses can do so with minimum disruption. We will continue to keep interchange arrangements under review and will work to improve them further where issues arise.</p>
<p>Concern about how proposed changes affect bus connections/timings/reliability</p>	<p>Our plans would mean that customers using bus no's 7 and 94 would need to change buses at either end of the pedestrianised section of Oxford Street in order to continue their journeys. We acknowledge that for these passengers this would mean having to change buses and introduce additional time into their journeys, though the bus hopper fare would mean that the overall cost of the journey would not increase. We have shared detailed information about how bus journey times would be affected through the areas, and this is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. We keep the bus network under continual review in order to optimise bus journey times and reliability and will continue to monitor how any</p>

	changes affect the performance of the bus network for our customers and will work to mitigate adverse impacts as far as we can.
Suggest other routing for buses than those proposed	When developing bus routes, we consider a wide range of options and considerations. These include safety, bus turning movements, minimising 'dead-running' (which is where a bus has to travel an extended route with no passenger benefit, or to turn around to undertake the reverse journey) and overall journey times. We are confident that the bus routes we have proposed are the most appropriate overall. However, we acknowledge that specific circumstances or changes in the area can affect this over time. As such, we will keep these bus routes under careful review and will consider alternative bus routings where appropriate.
Suggest adding more bus routes/increasing connectivity of buses more generally	We consider that the bus service changes we have proposed would provide sufficient capacity for passengers travelling through the Oxford Street district. However, we keep London's bus network under continual review, will closely monitor the impact of any changes upon our customers and will consider further changes to bus services as appropriate.
Suggest reducing the number of buses/bus services	
Suggest improving bus services/frequency	
Suggest reducing bus fares/making cheaper	This public consultation focussed upon a set of proposed changes to support the Mayor of London's ambitions to remove traffic from Oxford Street and create a high-quality, traffic-free destination in the heart of London. As such, comments about fares and price structures fall outside of the scope of this consultation. Nonetheless, we work hard to keep bus fares low and the Hopper Fare means that the vast majority of London bus journeys can be made for £1.75, with a daily cap of £5.25 for bus travel. As with all TfL services, we are committed to keeping these price structures under review to provide the best possible value for our customers.

<p>Suggest improving quality/condition of buses/suggest upgrading to electric/newer models</p>	<p>While the type and condition of London buses did not form part of this consultation, we are committed to ensuring London's buses are maintained in excellent condition and we hold bus operating companies to very high standards for that reason. We ensure that London buses are replaced regularly and upgraded to newer models, with London buses usually given a full refurbishment after seven years of operation prior to being replaced when they are no older than 14 years old. For the Oxford Street West scheme, we are committed to operating only zero-emission buses on those routes which would be diverted away from Oxford Street. More broadly, we are continuing to upgrade our bus fleet and are working towards operating a fully electric fleet as soon as possible.</p>
<p>Concern about driving of bus drivers/suggest more training</p>	<p>Some respondents provided comments about bus driver training and ensuring high standards of bus driver behaviour. We take the training and standards of bus drivers very seriously, and we enforce high standards through mandatory training, Independent Driving Standards Agency (DSA) assessments, and regular mystery traveller assessments. We discuss the outcomes of these with our bus operators and work together to continually improve bus driver behaviour. As part of our plans, we would ensure bus drivers are fully trained with regards to the proposed new bus routes, new stops and standing arrangements and are familiar with the areas they will pass through.</p> <p>We would encourage anyone who has experienced unsatisfactory bus driver behaviour to contact us at <a href="https://tfl.gov.uk/help-and-contact/contact-us-about-bus-staff">https://tfl.gov.uk/help-and-contact/contact-us-about-bus-staff</a> or call us on 0343 222 1234 to enable us to address these concerns as quickly as possible.</p>
<p>Suggest mobile transport apps are updated with bus changes/real-time information is available about changes to help bus users plan journeys</p>	<p>We would ensure that TfL's website and TfL Go are updated to reflect any changes to the highway and public transport network resulting from these proposals, both during works and after completion, to ensure that people are fully informed on how their journeys are likely to be affected. We would also communicate any temporary changes to bus routes or stops widely and make sure that people have advance notice of any changes. We would also work with other suppliers of transport information to ensure that we are communicating changes to as many customers as possible.</p>

<p>Consider temporary measures during transition period with proposed changes to help bus users travel/change behaviour</p>	<p>We would ensure that any changes to the road or transport network, temporary or permanent, are widely and clearly communicated. We are committed to minimising the impact of any changes both during and after their implementation and would support bus users and all other stakeholders to understand how their journeys would be affected.</p>
<p>Need clear signage about changes to bus routes/stops/pedestrianisation</p>	<p>We acknowledge that our plans would relocate bus routes and stops further away from Oxford Street West and agree that improved signage and customer information would be critical to the success of the scheme. We will communicate any changes we make to passengers, residents and stakeholders both during project delivery and for the final scheme layout. We will also work to ensure that the public realm design includes improved way finding and customer information to help people navigate the Oxford Street area.</p>
<p>Out of Scope - Suggestion about vehicle type e.g. tram-style/double decker electric/new routemasters/ vehicle accessibility</p>	<p>While the type of buses or other vehicles used in the area did not form part of the consultation, TfL is committed to the electrification of our bus fleet in London and we have also committed to using electric buses for the three east-west routes on Wigmore Street. More broadly, we are continuing to upgrade our bus fleet and plan to have a fully electric bus fleet as soon as possible. It is not possible to convert the New Routemaster bus to electric operation however.</p>

<p>Other comment/suggestion about bus services on/around Oxford Street/London</p>	<p>Some respondents suggested that some buses should continue to use Oxford Street, while others should use alternative routes. We considered this carefully and, while this approach could reduce the number of buses using Oxford Street, it would mean that we would be unable to address the significant pedestrian crowding and safety issues as we would need to retain an operational carriageway on Oxford Street at all times of day. Additionally, this approach would mean that buses would use two different routes through the area, which could be confusing for bus passengers and visitors to the area.</p> <p>We received some comments suggesting that a shuttle bus is operated along Oxford Street. As with options to retain buses on Oxford Street, this would limit our ability to address pedestrian safety and crowding concerns. However, we will work with the Oxford Street Development Corporation, local retailers and other stakeholders to explore shop-mobility or other similar schemes which may be applicable</p> <p>Some respondents outlined their expectations that TfL commit to monitoring the impact of the changes after implementation, publish transparent data and consider amendments if negative impacts are shown. We are pleased to confirm this commitment and we will work with Westminster City Council and wide range of stakeholders to monitor the impacts of any changes and consider further changes where appropriate.</p>
<p>Suggest more priority measures for buses on streets/roads where they are rerouted (e.g. bus lanes, signal priority etc)</p>	<p>As part of the public consultation, we shared detailed information on how we would expect bus journey times to be impacted by the changes. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. This information assumed that no further improvements for buses (such as bus lanes or signal priority for buses) were delivered. However, we would work closely with Westminster City Council to explore options for further bus priority measures and are also working to introduce new signalling technology across London to further improve the operation of London's road network.</p>
<p><b>Night buses</b></p>	

<p>Concern about impact on night bus users/need to ensure there are reliable alternatives for them</p>	<p>The changes to night bus routes would mean that four night-bus routes would terminate in the Marble Arch/Cumberland Gate area rather than continuing towards Oxford Circus, Piccadilly Circus or Trafalgar Square. This means that users of these buses would need to change buses at Marble Arch and, as a result, are likely to have longer overall journeys. As part of the public consultation, we provided information on how bus passengers could continue their journeys following the changes and this information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/widgets/136311/faqs">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/widgets/136311/faqs</a>. We will continue to keep our bus network under review and will monitor changes to bus usage as a result of any changes. We will also ensure that all interchange stops are well-lit and include features such as CCTV and real-time passenger information to support those passengers who need to change buses.</p>
<p>Suggest allowing night buses to continue using Oxford Street/less pedestrians at night when night buses operate</p>	<p>We considered permitting buses to use Oxford Street overnight or during quieter periods. These options would require us to maintain a full-width carriageway and have additional signalised junctions on Oxford Street and, as such, would significantly reduce the level of pedestrian benefits and urban realm improvements that we would be able to deliver. Permitting buses to use Oxford Street at night would also mean that bus routes would operate on different routes depending on the time of day, which could be very confusing for bus passengers and other visitors to the area and could also introduce additional safety risks.</p>
<p>Concern about safety at proposed locations of night bus stops</p>	<p>Some respondents commented that using the bus at night can feel less safe and that bus routes and stops should be made as safe as possible for customers travelling overnight. We agree and will ensure that all bus stops are well lit and include features such as CCTV and real-time passenger information. We will also work to ensure that bus stops are located in areas where natural surveillance is retained and that waiting passengers will be visible.</p>
<p><b>Impact of proposed bus route/stop changes</b></p>	
<p>Proposed bus route changes will have no impact on me (general comment)</p>	<p>We noted these comments.</p>

<p>Proposed changes will have no impact on me as I don't use the buses/routes in the area/use other modes of travel in the area</p>	<p>We acknowledge that the bus route changes would not affect everyone and, for those that are impacted, the effects would vary according to individual circumstances and travel choices. We have sought to develop plans that balance a wide range of interests, some of which conflict, and have carefully considered all of the comments we have received on the plans.</p>
<p>Proposed bus route changes will have minimal disruption/limited impacts/impacts and proposals for change are reasonable</p>	<p>We noted these comments.</p>
<p>Concern proposed bus route changes will cause major disruption/cause chaos/will have a negative impact (general comment)</p>	<p>As part of the public consultation, we shared detailed information on how we would expect bus journey times to be impacted by the proposed changes. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. Based on this information, we do not anticipate that the changes would cause significant disruption in the area. We will, however, keep the performance and operation of the bus network under review and monitor the impact of any changes and will consider further mitigations where appropriate.</p>
<p>Support/agree with proposed bus route/stop changes as will encourage more use of active travel/public transport/sustainable travel modes</p>	<p>We note these comments</p>
<p>Concern proposed bus route/stop changes will reduce the number of people travelling via bus/will push people to use other modes of transport</p>	<p>Bus usage patterns in London are affected by a wide range of factors, which naturally include journey times and pricing but also include factors outside of TfL's control or influence. We aim to operate a bus service which caters for these changes in usage patterns, continues to support Londoners in their daily lives and remains value for money. We accept that the proposed changes may cause some customers to change their travel patterns or use different forms of transport, we do not anticipate they would have a significant impact on overall bus usage or the usage of the London Underground or private vehicles. We will closely monitor the impact of any changes upon bus patronage and other modes of travel and will consider any mitigations as appropriate.</p>

<p>Concern about journey time increasing due to bus route/stop change/bus journeys taking longer</p>	<p>We acknowledge that the proposed changes to bus routes and bus stops would mean that some customers may experience longer journeys due to journey time impacts, walking distances, bus interchange or a combination of these factors. As part of the public consultation, we shared detailed information on how we expect journey times would be affected and what the changes mean for bus interchange. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. We have sought in the proposals to locate bus stops close to Oxford Street and would work with Westminster City Council to improve walking routes to and from these bus stops. All new bus stops will have shelters, good lighting, seating and features such as CCTV and real-time customer information to support customers who may need to change buses.</p>
<p>Concern about having to walk further due to bus route/stop changes (general comment)</p>	<p>We acknowledge that the relocation of bus stops would mean that people would need to walk further between the bus stops and Oxford Street, and that this additional distance may be particularly challenging for older people, people with mobility impairments or those with luggage.</p> <p>We have worked with an independent accessibility consultant to advise on access and mobility matters and develop an Equality Impact Assessment (EqIA), considering the issue of access for disabled people and those with limited mobility. The EqIA, which has been updated to reflect the consultation, can be found here: <a href="https://tfl.gov.uk/oxford-street-transport-highways">https://tfl.gov.uk/oxford-street-transport-highways</a>. To mitigate the impact of the changes, we would work to improve crossing points and walking routes to and from the new bus stops, improve seating and lighting provision in the area and improve signage and wayfinding.</p>
<p>Concern about walking further/for longer in poor weather conditions/lack of shelter</p>	<p>We acknowledge that the changes would mean that some people may need to walk or wheel additional distances, as bus stops would be located further from Oxford Street. We will work to provide a high-quality urban realm, incorporating natural shade, shelter, and places to rest. We will also ensure that if the proposals are implemented, the pedestrianised space is well maintained. and issues such as ponding are avoided.</p>

Reference to previous changes to bus routes	We received some comments which referred to historical bus route changes, and/or suggested reversing these changes. These comments are outside the scope of this consultation. TfL keeps London's bus network under continual review and regularly looks to amend the bus service in order to meet changing passenger demands. Every significant change to the bus network is subject to a consultation process and responses are carefully considered before any changes are made.
Concern about other negative impact on other specific streets/roads/areas by proposed changes	Some respondents made comments about general negative impacts on other roads, such as Goodge Street and Mortimer Street. In particular, comments expressed concerns that some streets may see increased pedestrian footfall from workers, shoppers and tourists. We noted these comments and will, if the proposals are implemented, work with Westminster City Council to ensure that walking routes on these streets are safe for pedestrians and maintained to a high standard.
Other comment about impact of bus route/stop changes on/around Oxford Street West	<p>Some respondents expressed concern that tourist coach drop-off points would be relocated to side streets as part of the changes and that these streets are not suitable for coaches to park on. It should be noted that tourist coaches are not currently permitted to access Oxford Street West between 7am and 7pm. Our changes do not include any amendments to coach drop-off locations and coach drop-off would continue to be managed primarily via dedicated coach bays on Park Lane.</p> <p>Other respondents suggested that buses should be diverted onto Brook Street instead of Wigmore Street. We have considered this and, while buses could feasibly operate on some sections of this route, this route would involve longer bus routes and increase average distances between any new bus stops and Oxford Street to around 300m, resulting in longer walking distances for passengers wishing to reach Oxford Street. As such, we are confident that the bus routes we consulted on remain the most appropriate overall.</p>

<p>Concern about the negative impact on Marylebone Lane (e.g. increased traffic, overcrowding of people, disturbance, safety)</p>	<p>Our changes mean that buses would travel northbound on Marylebone Lane between Henrietta Place and Wigmore Street. This would result in approximately twenty buses per hour using this section of Marylebone Lane per hour during the daytime. We have assessed this section of road to ensure that buses would be able to navigate the street safely and consider that the routes we consulted on remain the most appropriate overall. However, we noted that some respondents expressed concerns about buses using Marylebone Lane and suggested alternative routes (most notably the option of using Wimpole Street to carry north-bound buses). Relocating buses to Wimpole Street would mean that buses would need to pass through two additional sets of traffic signals when travelling westbound, leading to longer journey times. Nonetheless, we are committed to ensuring that we deliver bus routing and stopping arrangements that are safe and balance the various needs of bus users. As such, we will keep the bus network at this location under review and will carefully consider whether a further change may be required in the future.</p>
<p><b>Impact on Wigmore Street</b></p>	
<p>Concern that proposed changes will negatively impact Wigmore Street (general comment)</p>	<p>As part of our consultation, we shared detailed information on how the plans for Oxford Street would be expected to impact Wigmore Street in terms of traffic flow, air quality and noise levels. Wigmore Street was also considered as part of the Equalities Impact Assessment. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. While we do not anticipate that our changes would have an unacceptable impact on Wigmore Street, we are committed to continuing to monitor the impact of any changes and will work with local residents and businesses to consider any appropriate mitigations..</p>
<p>Concern proposals will increase vehicle use/traffic congestion on Wigmore Street</p>	<p>As part of our consultation, we shared detailed information on how we would expect traffic flows and journey times to change on Wigmore Street. This information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. This assessment does show that some streets will experience an increase in vehicle use, however, it shows this change is manageable and does not cause any longstanding resilience concerns with the road network performance. We will closely monitor the impact of any changes on Wigmore Street and the wider road network and are committed to working to minimise these impacts as far as we are able to.</p>

<p>Concern that Wigmore Street is not big enough for additional buses/is too narrow</p>	<p>We have carefully considered the impact of re-routing buses onto Wigmore Street and are confident that Wigmore Street is wide enough to accommodate buses alongside other general traffic and kerbside activity such as loading and servicing. We will closely monitor the impact of any changes upon safety, bus network operations and general traffic and work with Westminster City Council to mitigate any adverse impacts as far as possible.</p>
<p>Concern about more pedestrians on Wigmore Street/overcrowding issues</p>	<p>Some respondents raised concerns that relocating bus stops onto Wigmore Street would lead to pedestrian overcrowding on Wigmore Street, particularly where people may be waiting for buses or where they may have alighted a bus and be continuing with their journey.</p> <p>We have worked to locate the proposed new bus stops where there is sufficient space for people to wait for buses and continue to permit other pedestrians to pass comfortably and used bus boarding and alighting data to assess whether our changes are likely to introduce overcrowding issues. We do not anticipate that locating bus stops on Wigmore Street would lead to overcrowding issues but will continue to monitor this and will work with Westminster City Council to ensure that pedestrian crowding does not become an issue. We would also work with Westminster City Council to remove unnecessary street clutter and improve pedestrian footways and crossings to remove barriers to pedestrian movement through the area.</p>

<p>Concern about other specified impact on Wigmore Street</p>	<p>We received some comments which focussed specifically on the impact of the changes upon Wigmore Street, expressing concern about traffic, noise and air quality on Wigmore Street. As part of our consultation, we published detailed information on how we would expect the changes to impact Wigmore Street - this information is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a>. These comments also suggested that Wigmore Street is too narrow to accommodate buses. We do not accept this to be the case, we have used Wigmore Street previously for bus routes when diversions are in place, and are confident that buses can be accommodated on Wigmore Street.</p> <p>Other comments expressed concern about potential noise impacts on Wigmore Hall and concerts performed there. We published detailed noise impacts information as part of the public consultation, available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/noise">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways/news_feed/noise</a>. Based on this assessment, which shows minor noise increases on Wigmore Street near Wigmore Hall and minor decreases in noise at the junction of Wigmore Street and Wimpole Street, we do not anticipate any noticeable impact on concert-goers' experiences at Wigmore Hall as a result of the changes.</p> <p>Some comments raised concerns about the impact of diversions or alternative diversion routes should Wigmore Street be closed for utility works or other disruptive works. As with all roadworks or closures, it is the responsibility of the body undertaking the works to develop appropriate diversion routes in conjunction with relevant authorities and stakeholders. As such, the detail of any planned diversion works is largely dependent upon the nature of the works and the delivery approach adopted and requires approval from the relevant highway authority, which is Westminster City Council in the case of Wigmore Street. We remain committed to working with any works promoter or utility company to develop plans which minimise the impact of works on the surrounding area and the public transport network.</p> <p>We also received comments calling for more pedestrian crossings on Wigmore Street. While this is a matter for Westminster City Council, we understand that Wigmore Street already has signalised pedestrian crossings at all junctions. Should Westminster City Council wish to explore options to provide more pedestrian crossings, we will work closely with them to assess those plans.</p>
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<b>Comments about the consultation</b>	
Positive comment about consultation/consultation material	We noted these comments
Questions were limited/should have provided the option to support/oppose the proposals	A consultation held in early 2025 demonstrated very strong levels of support for pedestrianising Oxford Street, with almost 7 out of 10 respondents supporting the principle of pedestrianisation. This second consultation did not seek to revisit the underlying principle of pedestrianisation, but rather collect feedback and concerns around a specific set of proposals to help us develop these plans further and balance a range of stakeholder views. For this second consultation, we opted to use an open question format to ensure that respondents were able to provide their views in detail and, given the feedback we have received, we are confident that this has provided us with an in-depth understanding of stakeholder views.
Need further information/clarity about proposals/consultation information	<p>We provided a significant amount of information about the Oxford Street West plans, including detailed assessments of how we would expect the changes to affect buses, general traffic, air quality, noise and accessibility. We consider that the level of information we provided was appropriate to enable respondents to consider the likely impact of changes and provide informed responses, and this has been demonstrated by the quality of responses that we have received. We have also been clear about where more information relating to Oxford Street will be forthcoming, most notably with regards to the development of the urban realm designs.</p> <p>We accept that, in some cases, the information we provide can be harder to understand (particularly with regard to some technical elements) and for this reason we made sure that people were able to ask TfL staff more specific questions either through our "Questions" portal, via email, at one of the four drop-in sessions we held during the consultation period, or through our telephone call back service.</p>
Layout/design of the consultation material/survey was poor quality/could have been improved	Some respondents raised concerns that the maps provided did not show specific locations of bus stop flags or shelters. The maps we provide as part of public

<p>Layout/design of the maps for the consultation were poor quality/could have been improved</p>	<p>consultation are necessarily schematic but attempt to show locations of key infrastructure as accurately as possible. The final location of bus stop infrastructure is to some degree dependent upon specific site conditions, such as underground utilities or the location of trees which can influence sight lines on the approach to bus stops. We will engage with those properties adjacent or near to any new bus stops and stands to ensure that we minimise the impact upon those properties.</p> <p>We made sure that people were able to ask TfL staff more specific questions either through our "Questions" portal, via email, at one of the four drop-in sessions we held during the consultation period, or through our telephone call back service.</p>
<p>Comment/criticism of consultation information/forecasts believed to be inaccurate</p>	<p>We do not agree that our consultation materials were inaccurate or misleading and, as with all TfL consultations, have sought to provide a detailed description of our plans and their expected impacts in an objective and transparent way. We published a wide range of information to assist respondents, including supporting factsheets which covered a variety of topics and several maps which sought to explain the changes fully and explain impacts on traffic and journey times, noise, air quality and accessibility.</p>
<p>Queries about who has been engaged with about proposals/suggest further consultation/engagement needed</p>	<p>When developing our plans, we engage and consult with a wide range of stakeholders including residents, local businesses and service providers. We encourage views from everyone who may be affected by our plans to help us shape and improve our plans and also to help mitigate any adverse impacts. For the Oxford Street West plans, two public consultations have been held and we have engaged with a wide range of key stakeholders. If we progress with our plans, we will continue to engage with those impacted by the plans, monitor the impact of the changes we make and work to mitigate any adverse effects as far as practicable.</p> <p>This report also explains (in Chapter 4) how we promoted the consultation, including what engagement we undertook both before and during the consultation.</p>
<p>Comment about the accessibility of the consultation material/survey</p>	<p>When conducting consultations, we aim to make sure that the information is as accessible and easily-understood as possible. All information we provided was available in both easy-read and audio formats. We also provided a British Sign Language (BSL) video and a BSL conversation service. Our consultation information was available in a wide range of languages and people were able to respond to the consultation or ask questions in various ways, including by telephone,</p>

	<p>freepost or email. We made sure that people were able to ask TfL staff more specific questions either through our "Questions" portal, via email, at one of the four drop-in sessions we held during the consultation period, or through our telephone call back service.</p>
<p>Concern consultation responses will have no/little impact on TfL decisions/just a tick box exercise</p>	<p>TfL considers thoroughly all responses to consultations, as we hope that this report will demonstrate./</p>
<p>Other comments about consultation/consultation material</p>	<p>Some respondents expressed concern about having to register to respond to the consultation, with suggestions that our intention was to deter people from providing comments. This is not the case. We ask people to register prior to providing feedback because it encourages people to give more thoughtful responses, means we can stay in touch if there are significant changes and communicate information about other engagement opportunities, events and other initiatives. It also helps us make sure people follow our community guidelines, making it a safe, constructive environment for everyone using the Have Your Say portal. Further information on Have Your Say is available at <a href="https://haveyoursay.tfl.gov.uk/how-we-involve-you-faqs">https://haveyoursay.tfl.gov.uk/how-we-involve-you-faqs</a>.</p> <p>Some respondents suggested that holding a consultation between December and January is not appropriate since it straddles the holiday period, or that the consultation period should be extended. The consultation ran for a period of eight weeks, which we consider is sufficient time for people to consider the information we provided and provide thoughtful responses. Given the level of detailed responses we have received, we are confident that we provided a sufficient amount of time and information to enable people to provide considered feedback.</p> <p>We received some comments which suggested that priority should be given to the views of residents, or that feedback provided by residents should be weighted / treated separately from the views of others. We have considered all the responses and comments we have received but have not given a specific weighting or preference to those comments from respondents who identify as residents. While local residents will undoubtedly be affected by the proposed changes, Oxford Street and the surrounding area is also of critical importance to the many users of public transport, businesses and visitors, all of whose views matter.</p> <p>Some comments expressed concern that Equality Impact Assessment was not</p>

	<p>published. This is not the case. We published our Equality Impact Assessment as part of the public consultation. It is available at <a href="https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways">https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways</a> and has been updated to reflect the consultation.</p>
<p><b>Other comments</b></p>	
<p>Criticism/negative comment about TfL/the Mayor/Government</p>	<p>We noted these comments. Where Oxford Street or related matters were mentioned, we have captured the comments / issues and responded to them within this report.</p>
<p>Unclear comment/unsure what referring to</p>	<p>We noted these comments.</p>

<p>Comment/comparison to other country/city</p>	<p>In developing our plans, we looked at a number of successful pedestrianised areas in other major cities, such as Las Ramblas in Barcelona, Kartner Strasse in Vienna and Times Square in New York. Each of these pedestrianised spaces has developed differently over time and reflects a unique history and culture, and provide iconic destinations in the heart of the city that attract visitors and drive growth. We have sought to learn lessons from each of these examples, whilst noting that our plans for Oxford Street will naturally be different in nature due to the context in which they have been developed.</p>
<p>Other reference to people with protected characteristics (e.g. age, disability, gender, ethnicity, religion)</p>	<p>Some respondents commented that the changes will significantly improve Oxford Street West for children or young families, as the street would be safer, more spacious and pleasant to spend time in. Others, on the other hand, commented that the changes will worsen conditions for children and young families as they could find it more difficult to move along Oxford Street following the removal of East-West buses.</p> <p>Some respondents commented that the changes will improve Oxford Street for people with neuro-diverse conditions, such as autism, due to reduced pedestrian crowding. It was also suggested that street furniture should be developed with people with protected characteristics in mind. While street furniture is outside the scope of this consultation, we agree that it is critically important to design an urban realm which is fully inclusive and will ensure these comments are considered as the urban realm plans are developed.</p>

<p>Out of scope comment/unrelated to proposals and not captured elsewhere</p>	<p>Some respondents commented that the plans should include a range of other measures, such as introducing one-way systems on Baker Street or Portman Place, or upgrading Marble Arch. While these measures do not form part of our plans, we will continue to work with Westminster City Council, land owners, local stakeholders and the Oxford Street Development Corporation to explore further opportunities to deliver benefits in the wider area. We will also work with local developers to co-ordinate our works across the district to minimise disruption for residents, businesses and visitors.</p> <p>Some comments focussed upon the role of the Oxford Street Development Corporation and its interfaces with TfL and Westminster City Council. While these comments fall outside of the scope of the consultation, we are committed to working with the Oxford Street Development Corporation to support its plans for the Oxford Street region. Further information on the Oxford Street Development Corporation can be found at <a href="https://www.london.gov.uk/who-we-are/city-halls-partners/oxford-street-development-corporation-osdc">https://www.london.gov.uk/who-we-are/city-halls-partners/oxford-street-development-corporation-osdc</a>.</p> <p>Some comments suggested that Oxford Street West should be closed to all vehicles except buses and taxis, and that Private Hire Vehicles should be prohibited from using Oxford Street. This is already the case for much of the day, with Oxford Street currently restricted to buses, taxis and cyclists only between 7am and 7pm, with Private Hire Vehicles not permitted to use Oxford Street during this time. Our plans would remove all traffic from Oxford Street, permitting loading and servicing access only between midnight and 7am.</p> <p>Some respondents commented that electric buses and taxis are damaging for the environment, due in part to manufacturing processes. While the production of electric vehicles and batteries does indeed involve the creation of emissions, these are quickly offset through a lack of tailpipe emissions and improved energy efficiency when compared to fossil-fuel vehicles. TfL strongly supports the transition to electric vehicles (EVs) to achieve a zero-carbon network by 2050.</p> <p>We received several comments suggesting that the iconic nature of buses and taxis means that they should be retained on Oxford Street. While we agree that London buses and taxis are indeed iconic, we do not consider that removing buses and taxis</p>
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	<p>from one street in London will diminish this iconic status. Buses and taxis, as well as other iconic symbols of London such as telephone boxes, will remain highly visible across London and continue to add to the attractiveness of London as a place to visit. We consider that removing buses and taxis from Oxford Steet would enable us to create a safer and more pleasant environment for everyone on Oxford Street, whilst retaining the iconic nature of London's buses and taxis.</p> <p>Some comments suggested that on-board bus announcements should be updated to reflect the changes and ensure customers are provided with accurate and up-to-date information. We agree and would ensure that on-board announcements are updated and that customer information is provided to ensure that all who come to Oxford Street, live or work locally understand how the changes will affect them.</p> <p>We also received comments about motorcycle parking, with some comments suggesting that more should be provided and others less. Our plans do not include any changes to motorcycle provision in the area, but we will work with Westminster City Council to ensure that sufficient motorcycle parking is retained in the local area.</p>
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**Stakeholder name**

BARAC UK	London Ambulance Service - Transport Lead
17-24-30	London Ambulance Service NHS Trust
AA	London Assembly Lib Dems
Abellio	London Assembly Planning & Regeneration Committee
Abellio London Limited/ Abellio West London Limited	London Assembly
Access in London	London Association of Funeral Directors
AccessAble	London Chamber of Commerce and Industry (LCCI)
Action on Disability	London Councils
Action on Disability and Work UK	London Cycling Campaign
Action on Hearing Loss	London Cycling Campaign (Camden)
Action Space	London Cycling Campaign (Westminster)
Action Vision Zero	London Faiths Forum
Action Vision Zero/ London Living Streets	London Fire Brigade
Active Travel Academy	London First
Addison Lee	London Forum of Amenity & Civic Societies
AECOM	London General
AICES	London Gypsies & Travellers
Age UK	London Hire Ltd
Age UK London	London Living Streets
Age UK Westminster	London Luton Airport
Age UK Westminster	London National Park City

Ageing Better in Camden	London Older People's Strategy Group
ALDI	London Omnibus Traction Society
All Party Parliamentary Cycling Group	London Road Safety Council
Almacantar	London Suburban Taxi-drivers' Coalition
Andrew Boff AM	London Taxi PR
App Drivers and Couriers Union (ADCU)	London TravelWatch
Amazon	London Wetland Centre (South)
Arcadis	London Wildlife Trust
Argent	London Wildlife Trust
Arriva London	Loomis UK
Arts Council England	London Cab Drivers Club (LCDC)
Arup	LTDA
Asda	M&G
Asian People's Disability Alliance	Mayfair Neighbourhood Forum
ASLEF	Marble Arch London
Aspire	Marble Arch London BID
Association of British Drivers	Margaret Mullane MP
Association of Fleet Professionals LTD	Marks & Spencer
Association of Town Centre Management	Marriott Park Lane Hotel
Asthma & Lung UK	Marylebone Association
Attitude is Everything	Marylebone Association
Baker Street Quarter	Marylebone Forum
Baker Street Quarter Partnership	Meard & Dean Street Residents Association
Bedford Park Bicycle Club	Media team Westminster
Belsize Park Residents' Association	Mencap

Berkely Estate Asset Management	Members of Parliament - Cities of London and Westminster
Berners Allsop	Members of Parliament - Holborn and St Pancras
Berwick Street Traders Society	Meristem Design
Best Bike Training //Cycletastic	Metroline Travel Limited/ Metroline West Limited
BFI	Metropolitan Police - TMO
BlindAid	Metropolitan Police (TMO for Westminster)
Bloomsbury Association	Metropolitan Police Service
Brake Group	Mode Transport
Brewery Logistics Group	Motorcycle Action Group
Brewing, Food & Beverage Industry Suppliers Association	Motorcycle Industry Association (MCIA)
British Association of Removers	MPS
British Beer & Pub Association (BBPA)	MTR Crossrail
British Blind Sport	Mumderground
British Cycling	Mums for Lungs
British Fashion Council	Mumsnet
British Land	Musicians Union
British Motorcycle Federation	National Express
British Museum	National Federation of the Blind
British Transport Police	National Federation of the Blind of the UK
BT	National Federation of the Blind UK
Business Disability Forum	National Motorcyclists Council (NMC)
Business LDN	NCT
C40 Cities	NCT- Westminster

Camden Carers	Neighbourcare St John's Wood & Maida Vale
Camden Chinese Community Centre Chinese Housebound Project	Network Rail
Camden Council	New West End Company
Camden Cutting	New West End Company (BID)
Camden Cycling Campaign	NHS Property Services
Camden Cyclists	NLA
Camden Disability GroupAction	No Panic
Camden Disability GroupAction	Noble House London Ltd
Camden Learning Disabilities Service	Norges Bank Investment Management
Camden People First	Northwood Residents Association
Camden Safer Transport Team	NWEC
Camden Society Choices	OnCue Transport
Camden Town unlimited	One Place East
CamdenFamily Information Service	One Westminster
Campaign for Better Transport	Opinari Ltd
Campbell's	Ortegalink
Canal & River Trust	FACTS
Canal & River Trust London	PCOrentals
Carers First	PCS
Caroline Russell AM	Pedal Me
Carousel	philip kemp cycle training
Castlehaven Community Association	PIPER TRANSPORT SERVICES LTDE
Cemex	Planning Design
Central District Alliance BID	Pollen Estate
Central District Alliance (BID)	Portaramp UK Limited

Central London Freight Quality Partnership	Porter Black Ltd
Centre for accessible environments	Portland Village Association
Centre for Cities	Portman Estate
Centre for London	Publica
Centro Planning Consultancy	President National Federation of the Blind of the UK
Charlotte Street Association	Prince's Trust
Chauffeur and Executive Association	PrioritEyes Ltd
City of London Police	Publica Associates
City of London Police (TMO for City of London)	Publica Properties Establishment
Citymapper	Purpose Union
Claridges	
Clean Air London	RAC Motoring Foundation
Clean Cities Campaign	Race Equality Foundation
Clear Channel UK	Rail Delivery Group
Clivedale London	Railfuture Ltd
Cllr David Harvey, WCC	Ramblers
Cllr Paul Fisher, Westminster	Rathbone Hotel
Comms & press team Camden	Redevco UK
Commune Well	Residents Society of Mayfair & St James
Communities and Third Sector	Residents Society of Mayfair and St James's
Computer Cab	Rethinking Childhood
Confederation of British Industry (CBI)	Reynolds
Confederation of Passenger transport	RMT London Taxi

Co-op	RMT Taxi branch
Covent Garden Community Association	RMT Union
CPRE London	RNIB
CBRE	Road Danger Reduction Forum
Create Streets	Road Haulage Association
Cross River Partnership	Road Haulage Association LTD
CTC	Road Safety Markings Association
CWPA	Roadpeace
Cycle Confidence	Roma Support Group
Cycle Systems	Royal College of Nursing
Cycling UK	Royal Institute of Chartered Surveyors
cycling4all	Royal London Asset Management
Cyclists in the City	Royal London Society for Blind People
Cyclists Tourist Club (CTC)	Royal Mail
DABD (UK)	Royal Mail Parcel Force
Dawn Butler MP	Royal Town Planning Institute (RTPI)
DeafBlind UK	Sainsbury's Supermarkets
Department for Transport	Salvation Army
Derwent London	SBM Associates Limited
DHL	Scope
Disability Alliance	SCP Estate
Disability Horizons	Selfridges (two copies submitted)
Disability Rights UK	Sense
Disability Rights UK	Sensory Needs Forum
Disability Urbanism	Shaftesbury Capital
Disabled Go	Simkins LLP

Disabled Motoring	SITA UK
Disabled Persons Transport Advisory Committee	Skanska
Dogs for Good	Soho Business Alliance
DPDgroup UK	Soho Estates
DPD	Soho Live Studios
Driver & Vehicle Licensing Agency (DVLA)	Soho Neighbourhood Forum
Drivetech	Soho Society
Duke Street Property	Soho Society Tim Lord
Ealing Friends of the Earth	SOLT
EDF Energy	South Herts Plus Cycle Training
ELB Partners	Southwark Living Streets
Elfrida Rathbone Camden	Space Syntax
English National Opera	St Josephs Pastoral Centre
Epsom Coaches / Quality Line	Stagecoach
Estee Lauder Cosmetics Ltd	Stay Safe
ETOA – European tourism association	STMGROUPLTD
European Dysmelia Reference Information Centre	Sustainable Urban Freight Association
Euston Design	Sustrans
Euston Town Unlimited	Suzy Lamplugh
Evolution Cycle Training	Team Margot
Federation of Small Businesses	Technicolour Tyre Company
Federation of Small Businesses	Terrence Higgins Trust
Federation of Wholesale Distributors (FWD)	TfL's Valuing People
Fitzrovia Neighbourhood Association	Thames Water

Fitzrovia Partnership	The Association of Guide Dogs for the Blind
Fitzrovia West Business Neighbourhood Form	The Big Bus Company Ltd,
Fitzrovia West Neighbourhood Forum	The British Dyslexia Association
Footways	The ChangeGroup International Plc
Fowler Welch	The Crown Estate
Freedom for Drivers Foundation	The Door Store
Freight Transport Association	The Driver-Guides Association
Friends of the Earth	The Knightsbridge Residents Management Company Limited
Future Transport London	The Northbank London
Galop	The Photographers Gallery
GBM Drivers	The Prince Charles Cinema (Bubble Chamber Ltd)
Gendered Intelligence	The Ramblers
GeoPost UK	The Residents' Society of Mayfair & St. James's
GIRES	The Royal Association of Deaf People (RAD)
GLA Strategy Access Panel members	The Royal Parks
Global Action Plan UK	The Royal Parks
Good Night Out Campaign	This is Paddington
Go Jauntly	Thomas Pocklington Trust
Golden Tours (Transport) Ltd,	Thomas Pocklington Trust/ Loss Council
GMB Union / GMB Professional Drivers	TKMaxx
Great Ormond Street Hospital for Children NHS Foundation Trust	TNT
Great Portland Estate	Tony Gee and Partners

Greater London Authority - Officers	Top Shop
Greater London Authority - Transport Committee	Trailblazers, Muscular Dystrophy UK
Greater London Forum for Older People	Transport Associates Network (Ann Frye)
Green Alliance	Transport Focus
Greene King	Transport for All
Grosvenor Estate	Trekstock
Guide Dogs	Tulip Siddiq MP
Guide Dogs for the Blind Association	UK Hospitality
HA Boyse and Son	UK Noise Association
HACKNEY CYCLING CAMPAIGN	UK Power Networks
Halcyon Interiors	Uma Kumaran MP
Harrowby and District Residents Association	Unicycle Network
Hatton Garden BID	Unions Together
HCT plus	Unite
Health Poverty Action	Unite the Union
Healthwatch	United Cabbies Group (UCG)
Healthy Air Coalition	University College Hospital
Heart of London	UPS
Heart of London BID	Urban Movement
Heart of London Business Alliance	USDAW
Heathrow Community Engagement Board	Velocity Transport Planning
Hippodrome Casino	Victoria BID
Historic England	Voluntary Action Camden
Howard de Walden Estate	W9
HSJ	Walk London

Hyde Park & Paddington Forum	Warburton
Hyde Park estate association (HPEA)	Wells House Road residents association
IAM	WELPUT
In & Around Covent Garden	West End Community Trust
Inclusion London	West End Street Traders Association
Independent Disability Advisory Group	West Hampstead Amenity & Transport (WHAT)
Individual	West Hampstead Amenity And Transport
Institute for Sustainability	West Hampstead BID
Institute Of Couriers	Westminster Amenity Societies Forum
Institution of Civil Engineers	Westminster City Council
Intermediate Capital Group	Westminster Council Conservative Group
ITS Automotive	Westminster Cycling Campaign
JAMI (Jewish Association for Mental Health)	Westminster LGBT+ Forum
John Lewis Partnership	Westminster Property Association
Joint Mobility Unit	Westminster Public Realm Team
Joyriders	Westminster Safer Transport Team
K&C Cycling Campaign	Westminster Society
Kelly Group	Westminster Youth Council
Kenny Stuart LTD	Westminster Adult Social Care team
Kilburn Older Voices Exchange (KOVE)	Westminster Local offer
King's College Hospital NHS Foundation Trust	Wheels for Wellbeing
Knight Frank Promise	Whizz Kidz
Lambeth Council	Whizz-Kidz

Langham Estate	Winvisible (Women With Visible and Invisible Disabilities)
LAPD Consultants Ltd	Women's Budget Group
Lazari Investments Ltd	Women's Night Safety Steering Group
LB Redbridge	Women in Transport
LCCI	Yes Please Productions
LDN 4U Westminster	Young Westminster
Lendlease	Youth Panel
Leonard Cheshire	Marylebone Forum Chair
Liam Conlon MP	Fitzrovia West Neighbourhood Forum
Licensed Private Hire Car Association	
Licensed Taxi Drivers Association	
Licensed Taxi Drivers Association	
Living Streets	
Living Streets - Kings Cross (Camden)	
Logistics UK	
London Ambulance Service - NC London	
London Ambulance Service - NW London	
London Ambulance Service - SW London	



Friday 21 Nov 2025

## Mayor of London and TfL set out bold proposals to deliver pedestrianisation along Oxford Street



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PN-122

- **Eight-week consultation until 16 January 2026 allows those visiting, living and working in this iconic location to shape the future of Oxford Street**

- **Carefully modelled proposal would see all traffic banned from Oxford Street between Orchard Street and Great Portland Street to help revitalise the UK's most famous shopping street**
- **Updated bus routes with new fully accessible bus stops and overnight access for local business deliveries would make Oxford Street accessible and enjoyable for everyone**

The Mayor of London, Sadiq Khan, and Transport for London (TfL) have today (Friday 21 November) set out their detailed proposals for transport and highway changes to deliver the Mayor's bold ambitions around pedestrianising and revitalising the capital's most famous high street.

Earlier this year, more than 6,000 people responded to the Mayor's consultation on the idea of pedestrianising Oxford Street and proposals to establish a new Mayoral Development Corporation for the area. When asked specifically about the principle of pedestrianisation, around two thirds were supportive [1].

This first consultation showed there is widespread support for pedestrianising Oxford Street, which would help boost the West End economy [2] by creating a safer and more pleasant overall experience when shopping, dining or simply exploring the iconic area.

The new consultation - which runs for eight weeks from 21 November 2025 until 16 January 2026 - proposes that the section of Oxford Street between Orchard Street and Great Portland Street is closed to private motorised vehicles, buses, taxis and private hire vehicles, cycles, scooters and pedicabs. However, the proposed scheme has been specifically designed to ensure that emergency services would have access to the street at any time, and that servicing vehicles could access the traffic-free area from midnight to 07:00 to support local businesses and retailers.

Oxford Street is already off limits to general traffic between 07:00 and 19:00 Monday to Saturday, and the Mayor and TfL would expect traffic to continue to use alternative routes going forwards.

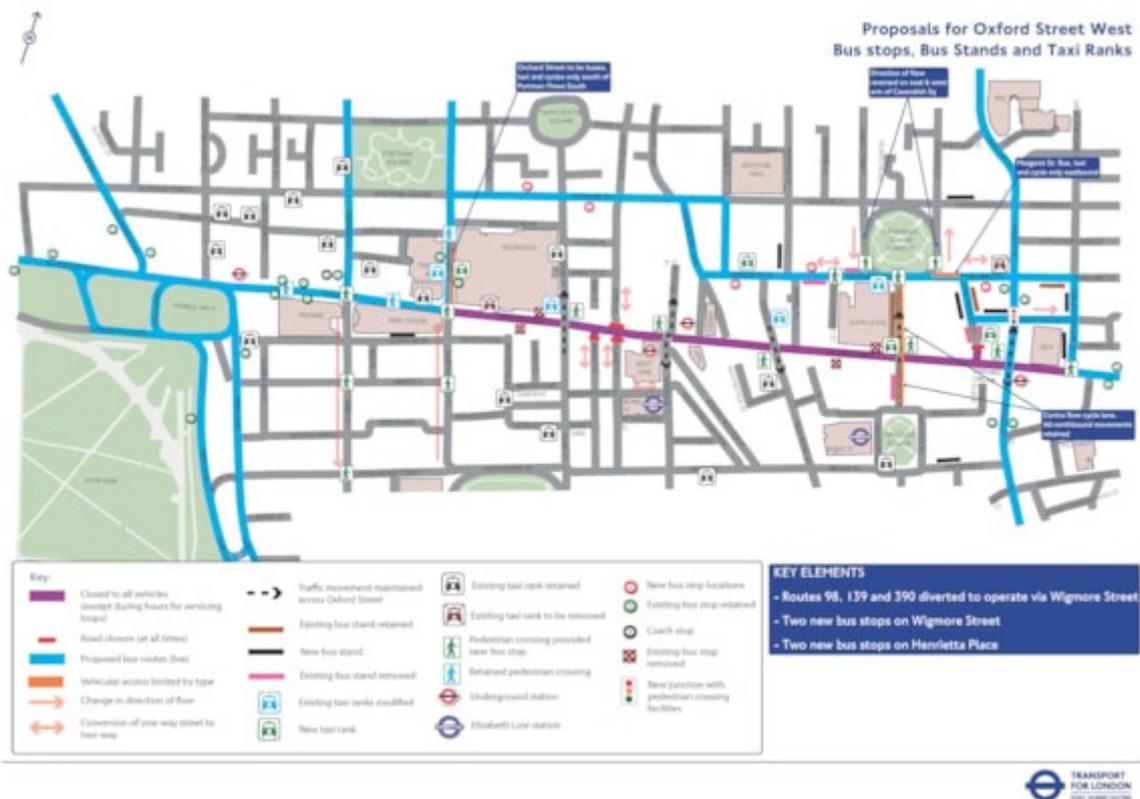
The proposals being consulted on would maintain several routes for traffic crossing the pedestrianised section [3]. New and wider pedestrian crossings would ensure public safety at these junctions. There are also wider traffic management changes proposed as part of the scheme to ensure effective local access and servicing to the areas surrounding Oxford Street.



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Under the proposals, buses that currently serve Oxford Street would be rerouted along Wigmore Street and Henrietta Place [4]. Two new pairs of bus stops with shelters and countdown would be installed along this route.

While buses and taxis would no longer be able to directly access Oxford Street between Orchard Street and Great Portland Street, the proposals seek to provide bus stops, taxi ranks and drop-off locations as close to the pedestrianised area as possible. TfL has also worked to maintain the number of blue badge parking bays in the area and is discussing with Westminster City Council whether additional ranking space could be found on surrounding roads to further support taxi provision.



[Download](#)

A sophisticated traffic model developed to assess the proposals' expected effects on traffic levels and journey times shows that most local bus routes would operate similar journey times, seeing an overall change of less than a minute [5]. A full equality impact assessment has also been carried out, looking in detail at impacts the proposals could be expected to have on the accessibility of Oxford Street.

Although cycling would not be allowed on this section of Oxford Street as part of this proposed scheme, the Mayor and TfL recognise the need to provide high-quality alternative routes through the area and will work closely with Westminster City Council as the highway authority for surrounding roads to support development of further proposals for improved cycling infrastructure.

**The Mayor of London, Sadiq Khan, said:** “We need urgent action to give the nation’s high street a new lease of life and make it an attractive international destination once again. A reimagined Oxford Street can bring the world to London and showcase the best of London to the world, and I’m pleased that we’re now moving ahead with our exciting plans to regenerate this iconic area, backed by the vast majority of Londoners and businesses.

“These new proposals map out the potential next steps with Transport for London to make our vision of a thriving, greener Oxford Street a reality. I encourage everyone to have their say on the proposals, which would transform Oxford Street into a place Londoners and the whole country can be proud of, as we continue to build a better London for everyone.”

**Claire Mann, Chief Operating Officer at Transport for London, said:** “Oxford Street is an iconic location, and these proposals would see the key section from Orchard Street to Great Portland Street pedestrianised – creating a safer and more pleasant overall experience when shopping, dining or simply exploring the area. We look forward to hearing the public feedback on

these proposals and, subject to the consultation results, delivery of the scheme could begin in the second half of 2026.”

**Dee Corsi, Chief Executive at New West End Company, said:** “Today’s consultation launch is an important step towards delivering Oxford Street’s transformation, forming part of what must be a long-term strategic approach to the revitalisation of the whole street. We will continue to engage closely with the Mayor and TfL to ensure that the proposed traffic modelling outlined in the consultation reflects the ambitions and needs of local businesses, whilst maintaining the momentum necessary to realise the West End’s full potential.”

**Meave Wall, Executive Director of Retail at Selfridges, said** “We’re encouraged by the proposals to enhance Oxford Street’s public realm and attract more people to the area through pedestrianisation. We look forward to hearing more about the transformation plans as they continue to progress, and how they can best serve our customers, neighbours, and the wider community.”

Subject to the consultation results, delivery of the scheme could begin in the second half of 2026, focusing initially on the necessary preparatory works to divert buses. Once traffic has been diverted away from Oxford Street, TfL and the Greater London Authority (GLA) would then begin work to make it a more attractive location for pedestrians, which would be subject to separate public engagement.

To respond to the consultation and have your say, please visit <https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways>

## Contact Information

### TfL Press Office

Transport for London

0343 222 4141

[pressoffice@tfl.gov.uk](mailto:pressoffice@tfl.gov.uk)

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# Your Oxford Street. Your say.



Have  
your  
say

We would like to know your thoughts about the transport and highway changes necessary to pedestrianise the section of Oxford Street between Orchard Street and Great Portland Street.

For more information, to view maps and have your say, please scan the QR code or:

Visit: [tfl.gov.uk/oxford-street-transport-highways](https://tfl.gov.uk/oxford-street-transport-highways)

Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)

Telephone: 020 3054 6037 (call back service)

Write to: Freepost TfL Have Your Say (Oxford Street)

Consultation ends Friday 16 January 2026.

MAYOR OF LONDON



## Transport for London



22 November 2025

Transport for London  
Consultation Team

**FREEPOST HAVE YOUR SAY**

[haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)

### Oxford Street – proposals for transport and highway changes

I am writing to invite you to respond to TfL's consultation on proposals for transport and highway changes for the pedestrianisation of the section of Oxford Street between Orchard Street and Great Portland Street.

Our consultation explains:

- How we propose to amend the bus services that serve the area, including what routes the buses would take and where bus stops would be located.
- How taxis and private hire vehicle services would be affected by the pedestrianisation of Oxford Street West.
- Information about how people who currently cycle on Oxford Street West, or in the surrounding area, would be affected by the proposals
- Changes to the road itself, including how we could allow traffic to keep moving north-south through the area to navigate a pedestrianised Oxford Street West.
- Information about how businesses on Oxford Street West would continue to make or take deliveries.
- The impacts that our proposals would have on traffic flows, journey times, the environment and on the accessibility of Oxford Street West.

For further information and to have your say, please scan the QR code at the top of this letter or visit our website [haveyoursay.tfl.gov.uk/oxford-street-transport-highways](https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways). The closing date for comments is midnight on Friday 16 January 2026.

If you have questions about our proposals you can contact us in a variety of ways. These are:

- Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) (please include 'Oxford Street' in the subject heading of your email)
- Telephone: 020 3054 6037 to leave your name and contact number and we will call you back. Please quote 'Oxford Street' when leaving your message
- Write to: FREEPOST TFL HAVE YOUR SAY **no postage stamp required**

**MAYOR OF LONDON**



VAT number 756 2769 90

We are also holding several 'drop-in' events at the dates, times and venues below. These will be attended by TfL staff who have been involved in the development of our proposals for Oxford Street West, and are intended for people who need to discuss something with us to help them to respond to our consultation.

- 5 December 2025, 12 – 4pm, David Wolf Kaye room, Wigmore Hall, 36 Wigmore Street
- 13 December 2025, 1 - 5pm, Princes Street room, Salvation Army Regent Hall, 275 Oxford Street (Please use the entrance on Princes Street)
- 9 January 2026, 12 – 4pm, David Wolf Kaye room, Wigmore Hall, 36 Wigmore Street
- 10 January 2026, 1 – 5pm, Princes Street room, Salvation Army Regent Hall, 275 Oxford Street (Please use the entrance on Princes Street)

Please note that the Princes Street room at Regent Hall is not fully accessible, although the David Wolf Kaye room at Wigmore Hall is accessible by lift. If you have a question that you would like to discuss with us and require an accessible venue but are not able to attend our dates at Wigmore Hall, please contact us using the details above so that we can respond to your questions.

If you are unable to attend these events but would like to discuss the proposals further with us, please get in touch by phone or email (our contact details are above) and we can respond to your queries directly.

Yours faithfully

David Rowe  
Director of Investment Delivery Planning, TfL

Postcard distributed to people using Oxford Street

# Your Oxford Street. Your say.



Have  
your  
say

MAYOR OF LONDON



We would like to know your thoughts about the transport and highway changes necessary to pedestrianise the section of Oxford Street between Orchard Street and Great Portland Street.

For more information, to view maps and have your say, please scan the QR code or:

Visit: [tfl.gov.uk/oxford-street-transport-highways](https://tfl.gov.uk/oxford-street-transport-highways)

Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)

Telephone: **020 3054 6037** (call back service)

Write to: **Freepost TfL Have Your Say (Oxford Street)**

**Consultation ends  
Friday 16 January 2026.**



Have  
your  
say

Social media post

← Post

 **TfL**   
@TfL

Have your say on Oxford Street proposals 

We're planning transport and highway changes between Orchard Street and Great Portland Street.

Find out more and share your views: [haveyoursay.tfl.gov.uk/oxford-street-...](https://haveyoursay.tfl.gov.uk/oxford-street-...)

Closing date is 16 January 2026.



**Your Oxford Street.  
Your say.**

**ALT**

1:00 pm · 21 Nov 2025 · **22K** Views

 14  20  14  3 

## **Appendix C: Summary of stakeholder replies**

### **Stakeholder summaries**

AI was used to help in the production of these summaries. All responses were read in full by the project team and the AI summaries were checked and where necessary were amended to ensure all key points had been included as much as was reasonably possible. In many cases, the responses we received from stakeholders were lengthy and detailed and it is simply not possible to include every issue raised in the summaries provided here. Instead, these summaries are intended to give readers of this report a broad overview of the position and, in our view, the key points made by each responding stakeholder.

All responses to the consultation were analysed fully and the code frames in Appendix A include all points raised by each respondent, including the stakeholders listed in this section.

The following summaries provide the subjective view of each responding stakeholder rather than a statement of fact about our proposals.

#### **Addison Lee Ltd and ComCab London Ltd**

This response was submitted on behalf of both Addison Lee Ltd, a private hire vehicle (PHV) company, and ComCab London Ltd, a licensed taxi provider owned by Addison Lee. As major PHV and taxi operators, they accepted the principle of pedestrianisation but focused their submission on the practical impacts on taxi and private hire service delivery, particularly for disabled and elderly passengers who rely on accessible door-to-door transport.

Addison Lee Ltd's main concerns were the effects that pedestrianisation might have on displaced traffic on neighbouring streets, the enforcement of passenger pick-up points and the need for north-south routes through Oxford Street West to be maintained.

ComCab London Ltd's main concerns were that the changes to Oxford Street West be communicated to taxi passengers, that taxi drop-off and pick-up points be adequate and that there be good 'multimedia' wayfinding for passengers.

The combined response then commented on a variety of aspects of the proposals. Amongst other issues, the response objected to new bus stands at Margaret Street, Great Portland Street, Hanover Street and North Row. It also objected to a proposal to ban traffic other than buses and taxis turning right from Orchard Street into Wigmore Street. In both cases, this was because they felt these proposals would be onerous to traffic. The response also questioned the need for a contraflow cycle lane on Holles Street and Harewood Place, for similar reasons.

## **Association of International Courier & Express Services**

The response was supportive of the ambition to improve Oxford Street West but raised concerns with the proposals on behalf of those express parcel operators they represent. This was because they felt that the proposed servicing 'window' (from midnight – 7am) would not be operationally compatible with express logistics business models. AICES raised concerns with restricting deliveries and servicing to overnight only, including in terms of the availability of staff, safety and security concerns and noise impacts on nearby residential properties. They additionally felt that there were not sufficient details in the consultation materials about where new loading bays would be located or enforced, or how goods would be moved to or from these bays and premises on Oxford Street West. They also raised a concern about the potential for increased traffic flow on alternative routes to Oxford Street West.

AICES urged us to provide clearer information about loading bay provision and management, and to reconsider the overnight servicing window operational hours.

## **120 Wigmore Street Ltd**

A letter from Penningtons Manches Cooper LLP, submitted on behalf of 120 Wigmore Street Limited (a building comprising mainly residential apartments with two commercial units on the ground floor) raised objections to our proposals on the grounds that they felt that they would have detrimental impacts on residents and local institutions.

They raised a number of concerns, including that they felt that there was insufficient information about the effects of our proposals on traffic, particularly in terms of what knock-on effects might be felt by residents in the area. They also raised concerns that only two new bus stops were proposed to be sited in Wigmore Street, and they additionally raised concerns over the proximity of these new stops to Wigmore Court and the perceived effect that additional bus traffic on Wigmore Street might have on residents here, with particular concerns about impacts on residents overnight. Finally, they raised concerns that they felt our EqlA was insufficient in that it did not assess the impact of our proposals on residents living outside of a 'Core Assessment Area'. They called for us to undertake further assessments of the impacts of the proposals on residents.

## **Baker Street Quarter Partnership**

The Baker Street Quarter Partnership is the Business Improvement District (BID) for the wider Baker Street and Marylebone area, representing 170 local commercial occupiers and landowners. The BID supported improvements to Oxford Street but expressed perceived concerns about negative impacts on surrounding Marylebone streets.

Key points included:

- Concerns about pressure on Wigmore Street, where added bus stops and footfall might harm commercial character without guaranteed maintenance and policing,

- The perceived potential for north–south ‘gateway streets’ (Orchard St, Duke St, James St, etc.) to deteriorate as they take on additional footfall, servicing and transport functions without sufficient public realm investment,
- Reduced east–west network resilience potentially causing congestion at already strained junctions,
- The BID raised concerns about increased delivery pressure due to, in their view, unclear loading bay plans and freight strategy,
- A concern that noise and nighttime impacts had not been fully assessed.

The BID concluded that improvements must be matched with resourcing, mitigation and coordinated planning.

### **Berwick Street Traders Association**

The Berwick Street Traders Association expressed opposition to the proposals, arguing that they felt they would be detrimental to small independent businesses south of Oxford Street.

Key points included:

- Concerns about delivery restrictions that small traders cannot comply with,
- Fears of cultural and economic damage, with proposals seen as accelerating gentrification and undermining West End heritage,
- Concerns about traffic changes, particularly two-way flow on narrow streets (e.g. lower Great Windmill Street) creating congestion and unsafe conditions, and
- Criticism of reduced bus services, especially at night, endangering low-income workers.

### **Bauer Media Outdoor**

Bauer Media Outdoor (BMO), previously known as Clear Channel UK, provided a response that viewed pedestrianisation as an opportunity for innovation.

Key points included:

- BMO’s extensive capabilities and infrastructure track record.
- The potential for transformation, with pedestrianisation providing an opportunity for digital wayfinding, sustainable street furniture and large format screens.

The document suggested BMO as a partner and expressed eagerness to collaborate further.

### **Better Oxford Street**

Better Oxford Street (BOS) is a coalition of residents’ associations, community groups, businesses, and civic organisations drawn from across the West End. BOS

opposed the proposals, citing what they felt was insufficient evidence, unclear modelling and displacement risks.

Key points included:

- Oxford Street's role as a crucial east–west corridor could result in the displacement of traffic and servicing vehicles into other neighbourhoods,
- Proposed changes to bus services could harm accessibility for disabled and older users,
- They felt the published modelling information was difficult to understand and assumptive,
- They felt that certain key assessments (EqIA, noise, air quality, servicing) were incomplete,
- They added that they felt that governance, maintenance and emergency access issues remained unresolved.

BOS concluded that no irreversible decisions should be made without a more robust evidence base.

### **Brewery Logistics Group**

The Brewery Logistics Group warned that they felt the proposals would negatively impact safe delivery operations.

The Group asserted that long distances from vehicles to delivery points would cause safety risks and might lead operators to refuse deliveries. Moreover, increased waiting times could impact productivity and lead to more vehicles being required to service Oxford Street. They felt these additional vehicle requirements would drive congestion and unsafe practices.

They recommended the implementation of bookable or virtual loading bays for sectors requiring adjacent parking by the Health & Safety Executive (HSE).

### **Business LDN**

This response was submitted on behalf of BusinessLDN's West End Streets Steering Group (WESt). They supported the transformation of Oxford Street, subject to detailed design, long-term management considerations, and an area wide framework that extends beyond the tightly drawn OSDC area.

Their key points included (but were not limited to) support for our highway proposals, on the condition that they are integrated with future phases and surrounding redevelopment schemes. They added that this co-ordination should take place within an area-wide framework for the entire OSDC area and its wider hinterland. They also requested ongoing engagement with the WESt group, as they are delivering significant projects within or near the OSDC boundary. Concerns regarding the implementation and long-term management of any side street proposals, and a request for reassurance on how the OSDC will address these issues with WCC. They also suggested that TfL and the OSDC work closely with local landowners, businesses, and communities to minimise disruption and develop a servicing and

local area management strategy. Finally they requested clarity on safety at the pedestrianisation boundaries, particularly for north-south movements across Oxford Street at Oxford Circus.

### **Charlotte Street Association**

The Charlotte Street Association expressed concern that pedestrianisation could increase motor vehicle congestion in surrounding residential streets (Mortimer Street, Goodge Street and neighbouring streets), and that bus route changes would lengthen journey times.

### **Caroline Russell AM**

Caroline Russell provided a detailed response emphasising the need for accessibility and inclusion. Her key points included concerns that it was not yet clear how the proposals would affect the experience of using Oxford Street West. She requested more specific design details that would support older and disabled people, families with young children and those carrying heavy bags. She highlighted concerns raised by disability, taxi and cycling groups and emphasised that co-production with these groups is essential and requested more detailed designs from TfL, addressing the measures raised by Wheels for Wellbeing in their consultation response, and that co-production of the street design should be considered with Deaf and Disabled People's Organisation (DDPOs). She expressed interest in the next set of proposals, particularly regarding whether the right-hand turn from Orchard Street into Wigmore Street for black cabs can be accommodated and called for robust EqIA, accessible toilets, mobility hubs, and safe cycling alternatives. She asked that future iterations of the plans demonstrated clear and legible east-west connectivity for people cycling through the West End and stressed the need for continuity and clear communication around bus services, highlighted the importance of considering resident views on any service changes. Finally, she urged TfL and the OSDC to work closely with residents and disability groups.

### **Central District Alliance (CDA)**

CDA supported the ambition to transform and pedestrianise Oxford Street West. They made a range of comments about the proposals, including concerns about the potential for traffic to be displaced onto roads surrounding Oxford Street West and they encouraged us to develop robust contingency planning measures within the scheme to mitigate the potential for traffic displacement or disruption. They recommended that passenger infrastructure such as bus stops, taxis ranks and disabled parking bays be designed to be accessible and that additional bus priority measures be developed. They also recommended that we develop step free access measures for pedestrians using Oxford Street West. They emphasised the need for a Freight & Servicing Plan to be co-designed with local businesses.

### **Cllr Linda Chung**

Cllr Linda Chung expressed concern about reduced bus stops, arguing these changes penalised disabled people, businesses, visitors, shoppers and residents.

They urged TfL to maintain stops, improve bus frequency and reliability, and address overcrowding and driver welfare.

### **Clapham Transport Users Group (CTUG)**

CTUG viewed the Oxford Street changes as an opportunity to reshape the local environment and improve wider connectivity. Their suggestions focussed on using the scheme to deliver new direct links from South London to key transport hubs.

Their key points included support for the proposal to prohibit bicycles and e-scooters in the pedestrianised area, citing safety concerns and links to mobile phone theft. They raised concerns that rerouting bus services to Wigmore Street could create congestion and reduce convenience for people who rely on buses to access Oxford Street, especially those with mobility issues. They also suggested that terminating multiple bus routes at Marble Arch could create bottlenecks, due to limited stand space and challenging interchange conditions. They raised concerns with our proposal to terminate the N137 at Marble Arch. They proposed extending both the 137 and N137 beyond Marble Arch to Paddington, via Edgware Road, Praed Street and Eastbourne Terrace.

### **City of Westminster Conservative Group**

The Conservative Group opposed pedestrianisation. Their key points included concerns about buses using Wigmore Street and lack of alternative routes if access to Wigmore Street is restricted due to roadworks. They also suggested that bus interchanges on Wigmore Street could result in longer walking distances and a lack of pedestrian crossings there. They raised concerns about the potential for significant traffic displacement and congestion and highlighted safety risks caused by buses on residential streets, particularly for those who have mobility challenges, visual/hearing impairments, or who are using pushchairs for infants. They also raised concerns about the loss of direct bus routes 7 and 94 and suggested that there may be a lack of funding to enforce the scheme's goals. They also explained that they felt that there had been a lack of detailed traffic modelling.

### **Chartered Institute of Logistics and Transport (CILT)**

CILT supported the ambition to enhance Oxford Street West, but stressed that this must be delivered through a balanced, evidence-led, operationally robust strategy that safeguards essential servicing, maintains accessible public transport and avoids transferring negative impacts onto neighbouring streets.

Their key points included the need for thorough planning for freight, buses and waste systems and the need to consider accessibility, with the proposals potentially reducing independence for disabled travellers. They explained that buses remain the most accessible option for many disabled people, older users and those carrying shopping, and for these groups of people, the shift to a pedestrian-only space must not translate into longer, more complex journeys. They highlighted concerns over the potential for traffic displacement onto surrounding side streets, with congestion in these areas potentially leading to slower journey times for buses and taxis, greater difficulty for cyclists, poorer air quality for residents, and logistical inefficiencies for

service vehicles. They suggested that our modelling should be supplemented with real-world testing, with any re-routing strategy tested rigorously against real-world vehicle requirements, considering current demand, future growth, and wider changes across London's transport system. They recommended phased implementation and continuous monitoring and emphasised the importance of maintaining a sense of continuity with the longstanding identity of Oxford Street. Finally they suggested continuous monitoring of bus journey times, passenger loads and reliability, with a willingness to adjust routes or introduce additional bus priority routes where needed.

CILT understood the rationale for removing buses from Oxford Street West to support pedestrianisation but urged TfL and WCC to proceed with caution. They suggested that bus changes should be evidence-led and carefully monitored.

### **Federation of Small Businesses (FSB)**

FSB supported the aim of the scheme but stated that small businesses should be fully included in a new, vibrant Oxford Street. Their key points included a concern that many smaller businesses have been displaced by large commercial brands in the area and that small businesses should be properly represented on governance bodies for delivery of the Oxford Street scheme. They recommended that the scheme be monitored through regular surveys for local businesses and creation of a Business Index. They also requested an economic impact assessment and suggested rate relief tools to draw small firms back to the area.

### **Farton Holdings**

Farton Holdings supported pedestrianisation but requested further discussions with TfL to mitigate impacts on their properties. Their key points included requests for further detail and potential adjustments to bus stop and taxi rank locations to minimise impacts on those arriving at and exiting their buildings. They requested clarity around modified taxi ranks and service operations and recommended rationalising nearby bus stands.

### **Duke Street Property Limited (DSP)**

DSP supported the proposals. Their key overall points included a request for clarity on the respective roles and responsibilities of TfL, WCC and the OSDC, particularly information regarding how these three parties will collaborate, and the roles and responsibilities for each, for the benefit of surrounding landowners. They suggested that further thought should be given to the detailed design of the public realm outside the MDA boundary, to provide a cohesive and integrated approach. They recommended the re-establishment of a Design Advisory Board comprising representatives from local landowners, who previously advised on the Westminster proposals for Oxford Street Transformation.

They also made several points about bus and taxi services, included a request for detailed design and exact positioning information for the proposed bus stop outside 110 Wigmore Street, other Wigmore Street bus stops, and any associated changes to the pavement width and location, the relocation of the existing bike stands, residents parking bays, disabled parking bays, car club bays, e-scooter / cycle hire

bays and street furniture. They expressed concerns about the proximity of the proposed eastbound bus stop to the existing junction with Wigmore Street and Duke Street, and concerns that on-street changes might give rise to conflict with the existing ground floor retail / restaurant entrance and seating, as well as the office entrance at 110 Wigmore Street.

Finally they made a variety of points about the pedestrian experience and public realm of Oxford Street, including by suggesting that consideration be given to maintaining Duke Street as an inviting and safe street for pedestrian use. They expressed concern that the nature and quality of any temporary road blocking measures might not be suitable for a high-quality retail environment and requested more detail on how the existing road on Oxford Street (and James Street south of the junction with Barrett Street) would be filled and levelled to prevent pedestrians tripping on the curb line. They suggested a review of cycle and motorcycle parking bays, and that we consider removing or relocating the motorcycle bay on Barrett Street to improve pedestrian pavements widths.

### **GLA Labour Group**

The GLA Labour Group expressed support for the pedestrianisation of Oxford Street but wished to express some concern about the impact of the proposals on some groups of Londoners.

They noted that the Equalities Impact Assessment for the proposals states that women, including pregnant women, older people and those with disabilities are disproportionately disadvantaged by the proposals and the proposed restrictions on access to taxi and private hire vehicles on Oxford Street. Those who rely on buses are also disadvantaged, and the Labour group stated that adequate mitigation has not been provided.

They ask what measures TfL will take to ensure that those who rely on bus services have safe, convenient and reliable alternatives, particularly women, older people, younger people, and those on low incomes who disproportionately use buses. They also ask how TfL will address concerns around women's safety, as they would need to wait for buses in quieter locations than those currently available on Oxford Street. Similar concerns apply to groups who rely on taxi and private hire vehicles, especially those who have disabilities which mean they are less able to use other means of transport.

The Labour Group asked what mitigations will be put in place for people who cannot walk long distances or stand for prolonged periods. They asked if there would be enhanced seating available, improved transport interchange, dedicated mobility support, or other accessibility interventions.

They noted that neither Oxford Circus nor Marble Arch underground stations have step-free access and there is also a substantial walk to the street from the Bond Street Elizabeth line platforms. They state this is a major barrier to access to Oxford Street and request timelines for when TfL plans to install step free access at Oxford Circus and Marble Arch stations.

The Labour Group welcomed TfL's commitment to work with Westminster Council on cycling routes and asked that this work be prioritised to provide safe cycling routes in the area before pedestrianisation work begins.

They concluded that TfL needs to strengthen its plans for Oxford Street to ensure that it becomes a space which is truly inclusive and accessible for everyone.

### **GLA Conservative Group**

The GLA Conservative Group expressed strong concerns about the proposals.

They noted that Wigmore Street has been closed five times this year due to road works, and this is the key route for buses no longer using Oxford Street. They reiterate the Marylebone Association's concerns that no robust contingency plans have been provided for the buses proposed to run in Wigmore Street instead of Oxford Street, should Wigmore Street be unavailable. They add that many customers would need to change buses because of the proposals, often onto less frequent services. They also stated that insufficient new bus stops were proposed for Wigmore Street and add that no new pedestrian crossings are proposed to assist with safe road crossing for displaced bus users.

The Conservative Group raised concerns that traffic displacement, including bus services, resulting from the proposals would lead to noise and pollution increase, safety concerns and disturbance in local streets, including overnight.

They also cited concerns raised by London Ambulance Service relating to access along Oxford Street for ambulances attending emergencies, as delays could result in poor outcomes for patients needing emergency treatment.

TfL is urged to reconsider changes proposed to bus routes 7 and 94, as these remove direct access to Oxford Circus from Bayswater, Hyde Park and Lancaster Gate, negatively impacting residents in this area who rely on these services.

There were concerns about insufficient information about how the proposals would be enforced and the unreliability of vehicle mitigation barriers. They also stated that insufficient modelling has been provided on traffic displacement and bus usage and there has been a selective use of accident history data.

Proposals to ban cycling in Oxford Street have not been accompanied by a credible set of proposals for how displaced cyclists would move around the area and it is unclear how this would be enforced. They further state that the proposals have not taken due account of the need of Londoners with disabilities, particularly regarding restricting taxi and private hire vehicle access to Oxford Street.

### **GLA Liberal Democrats Group**

The GLA Liberal Democrats Group reiterated longstanding support for the proposals and noted the success of car free day in Oxford Street. However, they commented that we must monitor bus journey times to ensure that buses are operating in line with modelling, particularly routes 98 and 390, which are likely to be most impacted.

They added that some bus passengers will need to change buses to complete their journey, and this could impact on customers with mobility issues. They said that this group may also be disproportionately affected by crowding at bus stops if there is increased footfall and demand for interchange.

They raised concerns about access to taxi and private hire vehicles and welcomed the proposals for several new taxi ranks – they requested that we keep access to taxi and private hire vehicles under scrutiny to ensure that it remains adequate and people relying on these services are not unduly impacted.

They added that provision of step free access at both Oxford Circus and Marble Arch stations should be prioritised to ensure that Oxford Street becomes truly accessible for all transport users.

They noted the prohibition of cycling in Oxford Street and stated that this would be welcomed by many but that attracting a range of new businesses to Oxford Street may also necessitate an increase in delivery services, including those using bicycles, and sought clarity on how this need would be balanced against enforcing the ban on cyclists. They suggested this could be mitigated by introducing dedicated cycle parking for e-bikes and micro-mobility vehicles as well as recreational cyclists.

They also noted that an unintended consequence of the proposals could be increased traffic noise in neighbouring roads due to displacement, and they also suggested that the increased attractiveness of outdoor dining in Oxford Street West could become problematic in terms of noise generation. They sought clarification on mitigation of these issues.

They added that unintended consequence could be increased risk of overcrowding at underground stations and on Oxford Street itself. While acknowledging that the proposals are intended to provide more space for pedestrians and therefore mitigate this risk, they asked for more detail about how this would be managed in practice.

They stated that careful monitoring and mitigation of the scheme would be needed to ensure that the pedestrianisation of Oxford Street is truly inclusive and sustainable.

## **Grosvenor**

Grosvenor supported pedestrianisation in principle but identified unresolved issues.

They stated that it is essential for TfL to establish dialogue with neighbouring property owners and landowners to ensure awareness and compliance with existing agreements which developers may have with Westminster City Council.

They suggested that the consultation materials did not provide enough data relating to the impact of pedestrianisation of Oxford Street on nearby streets, and that improvements to Oxford Street should not be at the expense of other neighbourhoods.

They were concerned that not enough consideration had been given to how our proposals would work alongside South Molton, particularly at the Davies

Street/South Molton Street/Oxford Street junction, and the potential for environmental improvements at this location. They also requested more details about the timings of our scheme and stated that this needs to dovetail with their work locally. They expressed concern that not enough modelling information has been provided showing how the displacement of traffic from Oxford Street would impact nearby streets and impact motorists, public transport, cyclists, e-bike and scooter users.

They raised several detailed concerns relating to their development plans in the area and requested co-ordination between existing developments and the MDC's proposals, suggesting it would be vital for the MDC to quickly establish conversations with all local stakeholders who are investing in development in the Oxford Street area.

They raised concerns about the future of the existing retail kiosks on at the north end of South Molton Street and Duke Street.

They support the removal of cycling from Oxford Street but would like information about how this will be enforced. They also asked if the ban on cycles would extend to other nearby streets and areas. They requested information about any new locations for e-bikes and e-scooters in the area to ensure there is no conflict with their own public realm improvement plans in the area.

They expressed concern over the intensified use of Davies Street for servicing and would like to discuss how the proposals would work alongside servicing for South Molton and West One. They also sought clarity on operating hours for servicing. They welcome proposals for a consolidated servicing strategy.

Grosvenor support accessibility measures in Oxford Street and agree that step free access at Bond Street and Tottenham Court Road has been positive for the area. However, they stated that care must be taken to ensure that intensification of activity at Davies Street and re-opening of two-way traffic at Davies Street does not prove a retrograde step in relation to accessibility aspirations for Oxford Street.

## **Guide Dogs**

Guide Dogs welcomed pedestrianisation, viewing it as an accessibility benefit for blind and partially sighted people.

They noted that the proposals would reduce pedestrian-vehicle conflict and expressed support for bans on cycling and micro-mobility for safety reasons. They requested involvement in future public realm design work. They called for the correct use of tactile paving at crossings to ensure accessibility and stressed the need for clear and extensive communication regarding any changes to bus or taxi operations.

They oppose the principle of shared bus stop designs and emphasised the importance of inclusive design, alongside asking for longer consultation periods to allow for more meaningful engagement.

## **Howard de Walden Estate**

The Howard de Walden Estate expressed continued support for the Oxford Street West pedestrianisation proposals, while stressing that the plans required a wider area-based framework extending beyond the Mayoral Development Area. They raised concerns that the consultation materials did not provide enough information on the traffic impacts on Marylebone streets such as Portland Place, New Cavendish Street and Weymouth Street, which are vital to their residential, commercial and healthcare occupiers. They also highlighted risks around increased crime and antisocial behaviour during quiet hours and assumed that robust CCTV would be provided.

The Estate noted issues relating to governance over side streets, emphasising that Westminster City Council controlled these areas despite Oxford Street being on the TfL Road Network. They were concerned that dual control might complicate long term management issues such as maintenance and accessibility measures. They also expressed concern about traffic displacement onto Wigmore Street, the need for strong cyclist management policies, and potential air quality and noise impacts on the Harley Street Health District. They requested ongoing engagement with TfL and the Mayor's team to ensure surrounding projects were coordinated and long-term impacts understood.

### **Heart of London Business Alliance (HOLBA)**

HOLBA supported the principle of transforming Oxford Street West and acknowledged the potential benefits such as increased footfall, dwell time, consumer spending, job creation, and strengthened West End competitiveness. They stressed, however, that Oxford Street forms part of a highly interconnected district, and that changes on one section would inevitably affect surrounding areas such as Piccadilly, Haymarket, Leicester Square, and St Martin's Lane. They therefore argued that transformation must follow a coordinated, area-wide framework aligned with the long-term performance of the wider West End.

They noted that modelling forecasts increased traffic on Regent Street and called for holistic assessment before future phases progress. They also raised concerns about air quality in Piccadilly and emphasised that future phases must avoid worsening conditions in the wider area. They welcomed the midnight to 7am servicing window and viewed Oxford Street West as a test case for broader freight consolidation in the wider West End area. They emphasised the importance of maintaining strong bus and taxi accessibility, particularly for disabled and late-night users. They concluded by supporting the project's direction while urging comprehensive assessments of traffic, air quality, servicing, and accessibility for future Oxford Street phases.

### **Linden Garden Residents Association**

The Linden Garden Residents Association raised concerns about the proposed early termination of the 94-bus route at Marble Arch. They stated that Chiswick residents have already lost the 27 bus, which had provided access to key destinations such as Queensway, Marylebone, Camden and Chalk Farm. They argued that the 94 was the last remaining direct bus route into the West End for their community and that its truncation would disadvantage residents, especially those with limited mobility. They

noted that Chiswick tube stations are not step free and that Turnham Green does not receive daytime Piccadilly line services, making bus travel essential for many. The Association also expressed scepticism about the consultation process

## **Ikea**

IKEA expressed support for the ambition to pedestrianise Oxford Street, recognising benefits for customers, the environment and the overall visitor experience. At the same time, the company highlighted concerns about operational impacts, particularly the restricted delivery window (midnight–7am) and the proposed rerouting of buses, which could increase congestion or obstruct access on key service streets such as Great Castle Street. IKEA requested reassurance - backed by modelling - that deliveries could continue safely, reliably, and without compromising logistics. They called for transparency around traffic modelling, ongoing monitoring, and flexibility to adjust plans if negative impacts arise. They also stressed the importance of ensuring suitable access for disabled customers, safe cycle routes, and a clear, staged transition plan to avoid business disruption during implementation.

Overall, IKEA supported the pedestrianisation in principle while emphasising the need to balance sustainability goals with the operational realities of large retailers.

## **John Lewis Partnership**

The John Lewis Partnership supported the Mayor's aspiration to regenerate Oxford Street through daytime pedestrianisation, stating that it would enhance the retail environment and visitor experience. However, they emphasised that 24-hour, unimpeded access to their service yard on Old Cavendish Street was critical to store operations, particularly as they handle fresh groceries and high delivery volumes that could not be compressed into an overnight window. They raised concerns about proposed changes to Henrietta Place, Old Cavendish Street, and the new servicing loop, warning that these could complicate manoeuvres and called for ongoing dialogue with businesses as detailed plans are developed.

John Lewis also noted that existing bus stands on Holles Street created a physical and visual barrier to their store's eastern frontage and encouraged TfL to review their necessity in favour of improved public realm. They further urged investment in seating, lighting, safety, toilets, and high-quality pedestrian spaces, noting that their store is currently used as a de-facto rest area and public toilet due to inadequate street facilities. Finally, they stressed that careful timing of works to avoid peak periods, early communication, and close collaboration would be essential to avoid disrupting trade and to deliver the project successfully.

## **Logistics UK**

Logistics UK expressed support for the Mayor of London's vision to revitalise Oxford Street and welcomed the creation of the Mayoral Development Corporation (MDC), which they believed would simplify engagement for servicing and delivery operators. They reiterated warnings that any changes that negatively affected delivery access would harm Oxford Street's economy, but they were pleased that we had continued to consult businesses before setting access restrictions. They highlighted that the

proposed delivery window midnight to 7am fell entirely within the London Lorry Control Scheme (LLCS), and therefore requested coordination with London Councils to ensure larger vehicles could legally reach Oxford Street via the necessary routes.

Logistics UK also noted that daytime loading would depend on strict enforcement of surrounding loading bays and supported further work on freight consolidation—while cautioning that poorly targeted consolidation could increase vehicle movements. They emphasised that deliveries must remain efficient and that ongoing collaboration with TfL will be essential as pedestrianisation progresses.

### **London Cycling Campaign (LCC)**

The LCC supported the pedestrianisation of Oxford Street but stated that cycling had been given insufficient consideration. They warned that banning cycling on Oxford Street without providing high-quality, fully designed alternative routes risked excluding cycling from the West End for decades. They expressed concern that our stated intention to provide alternative cycling routes had not yet translated into concrete designs.

LCC argued that there was uncertainty about whether meaningful alternatives to Oxford Street West for cyclists would be delivered. They referenced TfL's Strategic Cycling Analysis, which identified several high-potential corridors crossing or running parallel to Oxford Street, and stressed that failing to provide direct, safe, high-capacity parallel routes would lead many cyclists to attempt to use Oxford Street regardless of restrictions. They called for a coordinated, West End-wide plan to integrate cycling, reduce motor traffic at scale, and improve conditions for all road users.

### **London Heritage Quarter**

London Heritage Quarter (LHQ), representing four Westminster BIDs, supported the strategic ambition behind Oxford Street pedestrianisation but emphasised the need for the scheme to be aligned with wider West End and Central Activities Zone (CAZ) priorities. They stated that large-scale projects across central London require coordinated delivery to maintain business confidence, especially during challenging economic conditions. Although LHQ lies outside the immediate project area, they highlighted that Oxford Street changes would inevitably affect transport, servicing, and public realm conditions across Westminster.

LHQ raised concerns about gaps in TfL's traffic modelling, noting that the current study area did not extend south to Victoria, Belgravia, or St James's areas already experiencing heavy traffic, poor air quality, and noise. They called for detailed modelling, trial pedestrianisation periods, and comprehensive monitoring to avoid worsening conditions in these districts. They also supported active travel ambitions but pushed for expanded step-free access across Westminster, improved cycle infrastructure, and clearer alignment between highway schemes and GLA public realm plans. LHQ concluded by requesting stronger monitoring, clearer wayfinding, better public transport integration, and ongoing consultation to mitigate unintended impacts.

## **London Living Streets**

London Living Streets expressed strong support for the pedestrianisation of Oxford Street West, seeing it as part of a wider strategy to enhance wellbeing and economic vitality by reducing motor traffic across the West End. They argued that the number of north–south vehicle crossings are too high and that these routes created intimidation and danger for pedestrians. They therefore recommended reducing these crossings and emphasised that where they remained, they should be designed for slow traffic (max 10mph), minimal carriageway width, and wide pedestrian crossings that clearly asserted pedestrian priority.

They further stated that fully pedestrianising Oxford Street would only succeed if high-quality protected cycle routes were provided to both the north and south, to prevent cyclists - particularly illegal e-bikes - from using the pedestrianised street. Their overall position framed the scheme as an important step toward rebalancing central London streets in favour of walking, wheeling, cycling, and public transport.

## **LTDA**

The Licensed Taxi Drivers' Association (LTDA) raised serious concerns about the Oxford Street West pedestrianisation proposals. They argued that licensed taxis form an essential part of London's transport system and that restricting taxi access would isolate vulnerable groups. They highlighted the Equality Act 2010 and TfL's duties under the Public Sector Equality Duty, stating that the proposals could disproportionately disadvantage protected groups.

The LTDA criticised TfL's traffic modelling as unrealistic, noting inconsistencies in journey time estimates and citing historical examples where predicted delays were far lower than real world conditions. They believed displaced traffic from Oxford Street would worsen congestion on surrounding streets, increase costs for taxi passengers, and damage network resilience, particularly during roadworks or incidents on diversion routes. They also questioned the governance and expertise of the OSDC (Oxford Street Development Corporation) board and argued that existing restrictions on general traffic should be properly enforced instead of implementing a disruptive full scale pedestrianisation scheme. Overall, the LTDA concluded that the proposals lacked sufficient evidence, clarity, and value for money, and did not represent the best option for Oxford Street.

## **London Fire Brigade**

London Fire Brigade (LFB) expressed overall support for the Mayor of London's ambitions to improve the street's environment and acknowledged the site's history of significant fire and special service incidents. They welcomed ongoing engagement with TfL and emphasised the importance of maintaining emergency access throughout any redevelopment.

They indicated a willingness to meet with TfL for further discussions and suggested forming a joint emergency services group to review detailed plans and ensure consistent operational considerations across all services. They stated that their response was based on the information available at this stage of the project and

focused on three key operational areas: firefighting access, ventilation of heat and smoke, and water access.

- **Firefighting Access:** LFB highlighted that meeting attendance targets – arrival of the first appliance within six minutes and the second within eight – depends on unobstructed access to incident locations. They referred to statutory regulations and their own *Guidance Note 29* on appliance access, stressing the need for a clearly defined fire path through any pedestrianised section. They noted that the route must be of sufficient width, structurally capable of supporting pumping appliances, free from obstructions, and designed with ramps where kerbs are present. They also flagged concerns about modernised street infrastructure, such as smart street furniture and bollards, requesting clear isolation and access arrangements. Finally, they noted that the pedestrianised layout would need to support responses to major or multi-agency incidents.
- **Ventilation of Heat and Smoke:** LFB observed that pedestrianisation could alter the area's fire risk profile – for example, through increased outdoor seating or awnings – which could obstruct access for crews. They noted that a continuous paved surface might conceal smoke vents or affect placement of appliances such as turntable ladders. They emphasised the need to differentiate between surfaces capable of supporting appliance weight and those above basements or service ducts. They referred to *Approved Document B* of the Building Regulations and asked to be consulted where proposed measures might compromise existing fire safety provisions.
- **Fire Hydrant and Water Access:** LFB stressed that any future design changes must preserve the visibility, viability, and accessibility of fire hydrants. They again cited *Guidance Note 29* and national guidance on firefighting water supply, emphasising compliance with the Building Regulations and relevant water-supply standards. They reiterated their willingness to discuss these points in further detail.

The letter concluded with an invitation to arrange a meeting through LFB's Public Affairs Manager, underscoring the Brigade's desire for continued collaboration as plans progress.

### **London TravelWatch**

London TravelWatch stated that they supported pedestrianisation of Oxford Street West in principle, recognising its potential to improve safety, reduce pedestrian–vehicle conflict, and enhance the public realm. However, they raised concerns about gaps in TfL's evidence, modelling and accessibility planning. They argued that accessibility must extend beyond Oxford Street itself, highlighting shortcomings in the Equality Impact Assessment (EqIA), including insufficient data on disabled users, women's safety, blue badge provision, and the effects of bus changes on vulnerable groups, and the effects of bus changes on vulnerable groups.

They noted that relocating bus stops to Wigmore Street, Henrietta Place and Margaret Street would require passengers - especially disabled or visually impaired people - to walk further, potentially deterring travel altogether. They emphasised that diverting buses into congested streets without bus priority measures would likely

worsen delays on routes 98 and 390, and they criticised the lack of detailed information on interchange impacts and Night Bus safety assessments. London TravelWatch stressed the need for more seating, shelters, accessible pavements, clear signage, improved lighting and CCTV, and accessible toilets, stating these features were essential for pedestrians, especially at night priority measures would likely worsen delays on routes 98 and 390.

They also questioned the adequacy of TfL's consultation and advertising, noting that information was difficult to access and that drop-in venues had not all been fully accessible. They concluded that while they supported the aims of pedestrianisation, significant additional detail, monitoring, and user-centred design work would be required before they could fully endorse the proposals.

### **Marble Arch BID**

Marble Arch BID raised concerns about the interface between TfL/GLA and Westminster City Council, stating that split responsibilities for traffic, public realm and planning could create confusion for users and add delivery risk if Westminster City Council failed to deliver its elements. They questioned how the MDC boundary would work in practice in places such as Marble Arch (where Westminster City Council still manages the park and areas around the Arch) and Old Quebec Street (where responsibility appears split). They warned that these boundary issues could hamper the overall user experience, potentially creating an inconsistent pedestrian experience across Oxford Street West.

### **M&G**

M&G (via their agent) supported the ambition to rejuvenate Oxford Street and the principle of pedestrianisation, and they welcomed the OSDC's potential to accelerate delivery. However, they emphasised that the final approach needed to provide a workable framework for servicing and construction logistics. They explained that their redevelopment plans relied on detailed logistics work, anticipating peak periods of around 14 significant construction deliveries per day, including larger lorries and specialist plant, with some materials requiring direct unloading and crane operations.

They supported retaining Stratford Place as a vehicle access route (via Davies Street), especially because Oxford Street loading arrangements might change, and existing bays could be lost. They also argued that Stratford Place alone would not meet all needs and that continued provision on Oxford Street would still be required for larger and specialist deliveries. They requested clearer information on how construction access would be managed (including permits/exemptions and coordination with public realm works) and warned that overly restrictive or inflexible timing controls could extend programmes, increase costs and undermine viability, counter to MDC objectives.

### **M&S (M&S)**

M&S welcomed the opportunity to respond and described Oxford Street as a critical retail destination, noting its long-standing presence through its Marble Arch flagship and Pantheon store. They outlined major ongoing and planned investment, including

substantial upgrades to the Pantheon store and planning consent to redevelop the Marble Arch site into a new flagship retail store with offices above. M&S supported the principles of the Oxford Street West proposals provided they enabled delivery of M&S's consented redevelopment and maintained footfall and connectivity while minimising operational disruption.

M&S raised concerns that the consultation drawings should reflect its committed highway changes around Orchard Street, including carriageway narrowing and the relocation of an Orchard Street bus stop and taxi rank to Oxford Street. M&S requested that drawings and TfL modelling be updated to incorporate these consented changes, warning that retaining Orchard Street bus/taxi facilities as shown could prevent implementation of the M&S scheme. M&S referred to its Section 278 agreement submission to TfL and highlighted the need for consistency to avoid later redesign or confusion.

M&S stressed the importance of maintaining pedestrian access to store entrances and ensuring servicing could continue, and that north–south servicing access for articulated vehicles to Portman Mews South must remain available and that wider traffic-flow changes should not block key servicing routes around Marble Arch (including movements via Orchard Street, Park Street and North Audley Street). M&S similarly requested that any changes near its Pantheon store should not disrupt local directional flows (including Great Marlborough Street and Poland Street connections).

### **Metropolitan Police Service (MPS)**

The MPS provided further comments on the pedestrianisation proposals, building on earlier initial feedback. The MPS highlighted two priorities: (1) maintaining rapid, reliable emergency access, and (2) ensuring strong multiagency planning and governance. The MPS emphasised that emergency access must always be unhindered, with removable barriers, ANPR-enabled controls and manual fail safes, and must not introduce avoidable delays.

The MPS identified several crime related implications, including in relation to increased footfall and changes in land use. It therefore recommended clear sightlines, strong lighting, CCTV expansion, and “designing out crime” principles. It also reported progress in increasing West End police resources and encouraged BIDs to include police representation on boards.

The MPS stated that traffic displacement could shift risks to surrounding streets and this should be considered, including safety for cyclists. Given Oxford Street's attractiveness for protests, the MPS recommended a multiagency event management protocol and clarity on how hostile vehicle mitigation would operate in practice. Overall, it supported continued dialogue and jointly developing key operational details.

### **Nimax Theatres**

Nimax Theatres objected to the proposed pedestrianisation of Oxford Street West out of concern for its West End theatres. Nimax Theatres highlighted that its seven

theatres require 24/7 delivery access which cannot be restricted to a midnight to 7am servicing window. They added that rerouting traffic, buses, and taxis could impede access for its audiences, including disabled or vulnerable patrons who relied on door-to-door transport.

Nimax Theatres stated that the one-day pedestrianisation event on Oxford Street in September 2025 did not reflect evening or nighttime conditions, nor the needs of people with access requirements. It stated that cumulative impacts from other nearby pedestrianisation schemes (e.g., Regent Street, St Martin's Lane) would compound transport disruption.

Nimax Theatres stated that rerouted or curtailed bus services could lead to delays affecting staff and audiences and deter attendance, and that disabled and older visitors would be particularly affected. Nimax Theatres also questioned how emergency access would operate for fire, police or ambulance services. The response concluded that specific operational needs had not been adequately considered.

### **Marylebone Association**

The Marylebone Association submitted a detailed and lengthy assessment of the Oxford Street West pedestrianisation scheme, concluding that they felt the proposals were not operationally feasible, safe, accessible, legally robust, or deliverable in its current form.

Their key findings included:

- **Transport & Traffic:** The Association stated that the scheme removed a major east-west distributor road without reducing traffic demand, which would displace buses, taxis, PHVs, freight and general traffic into narrow residential streets (e.g., Wigmore Street, Henrietta Place, Marylebone Lane), and that they felt that we had not published network-wide traffic modelling, junction analyses or period assessments, and that journey times and congestion would significantly worsen
- **Bus Impacts:** The scheme rerouted five daytime and four-night bus routes into side streets, creating perceived safety risks, increased journey times, at least six new turning movements, and potentially crowding at new bus stops up to 200m from Oxford Street. They felt that this disproportionately harms older and disabled passengers. Night-time diversions were described as unsafe due to poor lighting and reduced surveillance.
- **Servicing & Freight:** The proposed midnight to 7am servicing raised operational, noise, safety, and reliability concerns for side streets, the reliability of controlled loops, and a lack of rear servicing access to businesses.
- **Accessibility & Equality:** The scheme would remove delineated kerbs, rely on tonal contrast rather than tactile paving, eliminate taxi access, and significantly increase walking distances. They stated that the Equalities Impact Assessment was incomplete and potentially unlawful.
- **Safety & Emergency Access:** The proposed bollards for emergency entry could create a "point failure" and no emergency response modelling has been

disclosed. The Association stated that they felt there would be reduced fire appliance access, delays to ambulances, impaired counterterror response and risks to safety in the event of an evacuation or incident.

- **Assessment of Environmental Impact:** they felt that air quality, noise or carbon modelling had not been published and that Marylebone Lane was not adequately assessed.
- **Governance & the Mayoral Development Corporation:** they felt that the scheme relied on a future Mayoral Development Corporation that, at the time of consultation, did not yet have powers, funding, structure or confirmed responsibilities. The Association considered this a governance gap.
- **Legal & Procedural:** They suggested that the consultation failed to meet Gunning and Moseley standards, citing withheld evidence, lack of alternatives and incomplete assessments.

Overall, the Association recommended that the scheme not proceed until substantial modelling, redesign, governance clarity and further consultation were completed and suggested mitigations that should be made.

### **Reef + Partners**

Reef + Partners reviewed the proposals in the context of their implemented planning consent at Cavendish Square, focussing areas of interaction between both schemes, and requested ongoing discussion around detailed designs. Subject to that, in principle, they felt the schemes could coexist successfully.

### **Park House**

Park House (Oxford St.) Limited and Park House Apartments Limited (referred to as Park House) set out their opposition to certain details of the proposals, including the proposed bus stand on North Row and the general impacts on servicing, due to the proposed highway changes. While being generally supportive of pedestrianisation, they suggest specific impacts related to access, egress, fire safety and ambience need to be addressed in the design of the pedestrianisation scheme.

### **New West End Company (NVEC)**

NVEC expressed support for the strategic ambition to transform Oxford Street into a world-class, pedestrian focused destination. NVEC welcomed the strategic direction of the pedestrianisation proposals and highlighted that success depended on delivering a coherent whole street vision and on coordinating with broader West End initiatives such as the Regent Street, Haymarket and Piccadilly Circus public realm programme.

They identified four principles for success:

- Oxford Street must be planned and delivered as one coherent street, not as disconnected East and West sections, and should respect adjacent streets to achieve a positive outcome beyond the spine.
- Accessibility, servicing and operational management must be 'designed in' from the outset, not retrofitted.

- Delivery must be closely co-ordinated between all relevant stakeholders in the area, including Westminster City Council, London Borough of Camden, occupiers, major landowners and interested stakeholders
- Proposals for transport and highway changes should mirror public realm and urban greening design to ensure a high quality and appealing aesthetic.

NWEC highlighted key side streets such as Orchard Street, Davies Street and Duke Street as essential operational corridors that must be actively managed and improved.

NWEC advocated step-free, legible routes, improved crossings, regular seating, strong lighting and functional taxi arrangements. They recognised the ambition for cleaner logistics and highlighted that some occupiers would continue to require daytime access, and that flexibility, including consolidation planning will be required.

NWEC also noted the need for careful management of displacement impacts such as congestion, loading pressure and air quality effects. NWEC stated that effective governance, long-term stewardship and an agile regulatory framework for activations, events and commercial use of the street would be critical.

### **Royal Mail**

Royal Mail stated that it recognised the importance that pedestrianisation could play in the regeneration of Oxford Street, helping to create a cleaner, safer and more accessible public space. However, they stated that the plans, as drafted, would disrupt their statutory delivery and collection operations. They explained that they relied on daytime vehicular access to Oxford Street to meet their universal service obligations, with 14 vehicles entering the street daily from Mount Pleasant West Delivery Office and posties collecting from several post boxes and businesses along both sides of the street. Under the proposals, Royal Mail staff would be forced to park remotely and walk long distances, substantially increasing delivery times and compromising service reliability.

They further stated that the proposed routes and restrictions would also disrupt adjacent delivery areas such as Regent Street, Hanover Street and Great Marlborough Street, because postal staff currently use Oxford Street for cross-area access. They suggested diversions would necessitate a complete reorganisation of delivery routes. Royal Mail requested engagement with their local team to find a workable solution, permitting daytime deliveries and collections.

### **Residents Society of Mayfair & St James**

The Residents' Society of Mayfair & St James's (RSMSJ) expressed opposition to the Oxford Street pedestrianisation scheme, stating that it would irretrievably damage local neighbourhoods and quality of life. They criticised the proposals for lacking essential detail particularly in traffic modelling, servicing, environmental assessment (including noise and air monitoring), and emergency services planning.

The Society stated that displaced traffic would make narrow residential streets congested; worsening air pollution, noise levels and light pollution; especially with

increased night time servicing. They highlighted risks to public safety, stating that a pedestrianised Oxford Street could become unsafe. They also raised concerns about reduced access for disabled and elderly residents, disruptions to local deliveries and the impact on public transport leading to unintended social inequities.

The Society further opposed the establishment of the Oxford Street Mayoral Development Corporation and asked for resident representation to ensure there was a proper understanding of local issues.

### **Road Haulage Association**

The Road Haulage Association (RHA) acknowledged the value of improving Oxford Street's public realm but raised concerns about the impact on freight and coach operators. They noted that hundreds of goods vehicles use Oxford Street daily for deliveries and through routing and that removing access would increase delays, operational costs and impact the supply chain. They highlighted that congestion already accounted for 16 per cent of haulage operating costs, equivalent to around £6bn annually.

The RHA stressed that restricting HGV access to midnight to 7am was incompatible with the London Lorry Control Scheme, which prohibits most night-time lorry movements and therefore made the proposals challenging. They stated that they wanted a more joined-up approach between the pedestrianisation scheme and the London Lorry Control Scheme.

For coaches, they expressed concern that relocated drop-off points in side streets would be unsuitable, extend walking distances for passengers - especially those with mobility needs - and create competition for already limited kerbside space. They concluded that the consultation lacked sufficient detail to assure freight and coach operators that their needs had been considered, and they requested further engagement and more information before the scheme could be supported.

### **Shaftesbury Capital**

Shaftesbury Capital expressed support for the overall ambition to transform Oxford Street into a safer, healthier and more accessible destination, but highlighted several operational concerns that they stated needed to be resolved for the scheme to succeed. They stated that the proposals lacked sufficient clarity on how last-mile deliveries and servicing would work for large retailers, food and beverage operators and offices. They stated that restricting servicing to narrow time windows or displacing vehicles onto side streets may lead to congestion and operational conflict elsewhere.

They also highlighted the challenges between TfL and Westminster City Council, noting the potential for highways issues to fall between the two organisations. They stated that a detailed servicing strategy must be developed jointly with Westminster.

On traffic flow, they noted forecast increases on streets such as Great Marlborough Street and Regent Street and called for more detailed analysis of potential congestion and pedestrian safety. They also raised concerns that taxi and private

hire pickup would be displaced to Argyll Street, potentially worsening congestion and antisocial behaviour. They welcomed clarification on future phases of pedestrianisation and concluded that more detail was essential before they could fully support the proposals.

## **Selfridges**

Selfridges stated support for the ambition to pedestrianise Oxford Street West and welcomed investment in creating a world-class retail destination. However, they outlined several conditions that they believed were critical for successful implementation. They stated that Oxford Street must be treated as a single, coherent street, not delivered in isolated phases, and that accessibility, servicing and operational management must be embedded from the outset.

They requested that Sunday trading hours be extended to coincide with the launch of Phase 1 to maximise commercial benefit. They also made clear that changes to taxi rank locations, specifically a new rank on Orchard Street and an expanded rank on Duke Street, must be delivered before pedestrianisation goes live. They also stated the importance of having a plan to prevent pedicabs from being displaced into north-south side streets.

On servicing, Selfridges stated that their support was contingent on guaranteed vehicular access to their estate, including Orchard Street, Dover Street and Edwards Mews. They stated that this will be key for deliveries, maintenance and customer access. They also requested simple, reliable approvals for out-of-hours access but supported a coordinated approach to managing key connecting streets such as Orchard Street and Duke Street. Selfridges reiterated their overall support but stressed that they needed early reassurance on design details, safety systems, hostile vehicle mitigation, and phase by phase delivery.

## **SCP Estate**

SCP Estate (St Christopher's Place) stated general support for the principle of pedestrianising Oxford Street but highlighted several concerns about impacts on their estate. They stated that St Christopher's Place is a distinctive "oasis" destination dependent on high quality pedestrian routes and vibrant outdoor dining, and that some of TfL's proposals could harm the character and commercial success of the area.

SCP Estate objected to the proposed creation of a two-way carriageway on the lower part of James Street, stating that this would require removing trees, street furniture, and widening the carriageway at the expense of pedestrian space. They stated this would reduce the space available for outdoor seating which is central to the area's identity and the viability of many food and beverage businesses. Instead, they suggested a shared-surface space that could allow time-controlled servicing without undermining the pedestrian experience.

They also raised concerns about diverted bus services on Wigmore Street and the proximity of new bus stops to James Street, stating that pedestrian volumes could

overwhelm alfresco dining areas. While they welcomed the likelihood of some additional footfall, they stated that maintaining outdoor seating was a priority.

Although not part of this consultation they also stated that the current MDC boundary splits their estate in two. They reiterated their request for it to be included within the boundary to avoid being subject to different planning authorities. SCP sought greater clarity and coordination between all the key partners - TfL, Westminster City Council, Camden Council and the MDC.

### **Society of London Theatres**

The Society of London Theatres & UK Theatre acknowledged the engagement with the London Palladium and noted that Phase One of the Oxford Street West pedestrianisation would not significantly affect the Palladium's operations. They welcomed confirmation that Westminster City Council would continue to issue event licences, which the Palladium rely on for major opening night street closures.

However, they stressed that Great Marlborough Street must remain fully operational because the Palladium undertakes daily set and equipment loadings. This will be key to maintaining uninterrupted loading-bay access.

They also stated that restricting vehicle access could reduce accessibility for audience members and staff with mobility needs, potentially excluding entire groups from participating in the West End cultural experience. They also highlighted the cumulative impact of other major public realm scheme particularly Westminster City Council's plans for Regent Street, Haymarket and Piccadilly Circus. They stated that these schemes together could divert buses and freight into already congested streets, creating wider 'ripple' effects across the theatre district. They urged TfL, Westminster and the OSDC to undertake a joined-up strategic assessment to ensure theatres remain accessible, functional and economically viable across the West End.

### **Soho Society**

The Soho Society stated that they opposed the pedestrianisation proposals, stating that the plans would inevitably displace traffic into Soho, causing severe congestion and disruption. They argued that proposals from the Crown Estate and Shaftesbury Capital had not been properly integrated into TfL's traffic modelling, risking congestion across the West End. They requested real-time animated modelling to visualise impacts before going forward with the scheme.

They objected to the midnight to 7am servicing window, explaining that it would divert night-time traffic into Soho, disturbing residents and constraining small businesses that depended on daytime access. They suggested extending the delivery window to 10am to ease pressure on neighbouring streets and support local business.

They also expressed serious concern about the effects of re-routing multiple bus routes (including 7, 94, 98, 139, 390, and routes 19 and 38 which were not covered in the consultation). They stated that these changes would disproportionately harm older people, disabled passengers and women, who relied on accessible and direct

public transport. They claimed that the proposals risked making Oxford Street less inclusive and reducing access.

They also commented on the car-free trial day, stating that no evidence had been published demonstrating economic benefits and that higher footfall had been translated into improved retail performance. Finally, they opposed the formation of the new Mayoral Development Corporation, which they said lacked resident representation and highlighted their concerns about the risks to impacting Soho's character.

### **The Crown Estate**

The Crown Estate recognised the potential benefits of pedestrianising Oxford Street West but emphasised that the scheme must be integrated into a wider, coordinated transport and public realm strategy across the West End, especially given their own major regeneration programme for Regent Street, Haymarket and Piccadilly Circus (RSHPC).

They highlighted that both the Oxford Street and RSHPC schemes converged at Oxford Circus, a key strategic gateway. They stated that the success of this junction required close collaboration between TfL, Westminster City Council, the OSDC and major landowners. They suggested setting up a joint working group to share designs and coordinated communications.

They supported the ambition for improved accessibility, sustainability, and placemaking but requested further work on a series of technical issues. These included:

- managing diverted traffic to avoid increased pressure on Regent Street,
- reassessing junction changes at Great Castle Street and Margaret Street,
- reviewing proposed bus stand relocations,
- providing underlying traffic flow data, and
- developing a West End wide freight, waste, and servicing strategy.

They endorsed freight consolidation and expressed interest in aligning their own integrated servicing work with TfL and MDC planning. They stated that it would be helpful to carry out a West End-wide strategic transport review that brings together all major public-realm schemes. They stated that this would avoid piecemeal decision-making and deliver long-term, balanced benefits for residents, workers and visitors.

### **UPS**

UPS welcomed the intention behind the Oxford Street West pedestrianisation proposals but raised operational concerns. They explained that their express delivery model required daytime and peak-period deliveries and collections, making the proposed midnight–7am servicing window unworkable. They argued that early-morning deliveries (9am – 10.30am) and end-of-day collections (5pm – 6pm) were essential for businesses reliant on next-day and international shipping, and that

overnight collections would delay customer orders and disrupt their global logistics schedule.

UPS also questioned whether affected businesses had agreed to staff out-of-hours operations, noting that most stores are not open at night and that nearby residential areas could suffer noise disturbance. They highlighted a lack of information about daytime loading bays, including their number, location, capacity, enforcement, and whether booking would be possible.

UPS requested that cargo bikes and e-walkers be permitted during daytime hours and recommended the creation of micro-hubs near Oxford Street to support sustainable last-mile delivery. However, they emphasised that such alternatives could not accommodate all goods - especially bulky or multi-item shipments - and that some vehicle access would still be required. They called for further detail and engagement before the plans proceeded.

### **Welbeck Health Partners**

Welbeck Health Partners (WHP) submitted representations emphasising the need to safeguard the clinical and operational functionality of their flagship OneWelbeck medical facility on Welbeck Street. They supported the principle of pedestrianisation but stressed that certain transport and access arrangements should remain intact for healthcare safety and continuity.

They explained that OneWelbeck operates one of the UK's largest specialist day surgery centres, hosting over 300 consultants and treating more than 100,000 patients since 2019. As such, they require:

- Ambulance bays immediately outside the building, essential for safe patient transfers to emergency and partner hospitals.
- Pickup and drop-off bays for patients undergoing outpatient and day-case procedures, many of whom require wheelchairs or assistance following sedation or anaesthesia.
- 24/7 maintenance access, as life critical systems needed immediate engineer intervention to prevent clinical risk.
- 24/7 logistics access, including hazardous waste removal, medical consumables, and oxygen deliveries, all of which required vehicular servicing of their ground floor service yard.

WHP supported the continued vehicular access on Welbeck Street and Wimpole Street, and the absence of bus stops on these streets, but requested assurances that no future stages of the scheme would compromise ambulance, patient, maintenance, or logistics access. They emphasised that healthcare operations are protected under national and local planning policy and urged TfL to ensure their essential requirements remain fully accommodated.

### **United Cabbies Group**

The United Cabbies Group (UCG) opposed the Oxford Street West pedestrianisation proposals, arguing that the scheme would severely undermine taxi access, harm

vulnerable passengers, and worsen congestion across the West End. They stated that licensed taxis were a legally distinct, fully accessible public transport mode with statutory rights to operate in bus lanes, provide door-to-door service and meet the mobility needs of disabled and elderly passengers. They criticised the consultation for modelling taxis as “general traffic,” which they said ignored their regulated status and accessibility function.

UCG argued that restricting taxi movements and removing the long-established Selfridges rank would isolate mobility impaired users, force longer journeys, and reduce public safety - particularly at night, when taxis were often the safest and only practical mode of transport. They claimed that the Equality Impact Assessment failed to address the disproportionate harm to disabled, older, female and vulnerable passengers, and that the proposals conflicted with the Equality Act, Inclusive Mobility guidance, and TfL’s own accessibility commitments.

They also warned that displaced traffic and bus rerouting onto narrow residential streets would increase congestion, worsen air quality and lengthen journey times. They questioned the reliability of TfL’s modelling, citing previous discrepancies between predicted and actual delay impacts. They asserted that the scheme lacked a robust business case, overestimated pedestrianisation benefits, and risked creating long-term urban dysfunction for minimal gain.

UCG concluded that TfL should withdraw the proposals and instead reinstate and enforce historic bus/taxi/cycle exemptions on Oxford Street, which they said offered a lower risk, more inclusive alternative.

### **West End Conservative Action Team**

The West End Conservative Action Team opposed the proposed pedestrianisation of Oxford Street West, stating that the scheme had been poorly conceived and would be harmful to residents, visitors and the national high street. They argued that fully pedestrianising the area at night would increase crime risk, removing the natural surveillance provided by passing traffic and leaving a large, unmonitored open space in the city centre. They also claimed that TfL had not demonstrated how emergency services would maintain rapid access.

Regarding transport, they warned that banning buses, taxis, and cyclists from Oxford Street West would severely disrupt movement along a key route and disproportionately affect people with mobility needs. They expressed concern that displaced cycling routes would be imposed on residential streets, worsening traffic and neighbourhood impacts.

Economically, they suggested that removing traffic - especially buses and taxis - would harm tourism and retail, since visitors relied on these modes to reach major stores such as Selfridges. They stated that they felt that we had not properly assessed evening footfall or safety perceptions and therefore risked implementing a scheme with unknown and potentially damaging outcomes. They concluded by calling on us to reconsider the scheme and genuinely listen to residents.

### **West End Community Network**

The West End Community Network (WECN) opposed the Oxford Street West pedestrianisation proposals, arguing that the scheme failed strategically, operationally and legally. They asserted that the plan did not reduce traffic but instead redistributed it onto surrounding residential and mixed-use streets. They suggested that no network-wide modelling and no analysis of junction capacity or congestion impacts had been published. They highlighted that removing buses from Oxford Street would degrade the bus network, increase journey times, reduce reliability and disproportionately harm older, disabled, low-income, and shift-working passengers.

WECN identified accessibility and equalities risks, including loss of kerbs and the removal of taxis and PHVs, which they stated were essential mobility aids. They argued that the Equalities Impact Assessment did not address these issues and left TfL exposed to Public Sector Equality Duty failings.

They described the proposed midnight – 7am delivery window as unworkable, predicting noise disturbance, dependence on complex hostile vehicle mitigation systems, and severe pressure on already narrow side streets. They criticised long-term logistics proposals (e.g., hubs, cargo bikes, consolidation systems) as conceptual only, with no sites, operators or funding identified.

They further highlighted gaps in safety planning, including that they felt there had been no emergency access modelling, evacuation analysis or crowd management strategies - despite Oxford Street being a high footfall, high-risk location. They warned that they felt that environmental benefits were overstated, and that pollution would be displaced into residential streets. Finally, they raised concerns about unclear MDC governance, unresolved responsibilities and high litigation risk. They concluded that the scheme should not proceed in its current form.

### **Westminster Amenity Societies Forum**

The Westminster Amenity Societies Forum (WASF) expressed concern about the Oxford Street West pedestrianisation plans, stating that the proposals required major structural changes to transport, servicing and governance but lacked the evidence needed for responsible decision-making. They requested full network traffic modelling, bus performance analysis, freight feasibility testing, emergency response planning and environmental assessments.

WASF warned that removing all buses, taxis, PHVs and general traffic from Oxford Street would heavily displace movement onto adjacent residential streets such as Great Portland Street, Wigmore Street and Henrietta Place, many of which were already operating at capacity. They highlighted that they felt that our proposals to reroute buses would erode residential amenity, increase congestion and introduce safety risks at crossings.

They argued that the proposals would create significant accessibility barriers, especially for disabled people, older people, families and those with heavy shopping. They cited the loss of step free public transport connectivity, longer walking

distances to rerouted buses, and the removal of taxis from Oxford Street as unacceptable impacts not mitigated in our EqIA.

They stated that the midnight to 7am window was unrealistic and would cause noise disturbance, operational failures and spillover into side streets. They noted that TfL's freight consolidation and cargo bike solutions lacked identified sites, operators or funding, and depended on a future OSDC whose powers and responsibilities were unclear.

They also raised concerns over emergency vehicle access in crowded conditions, limited pedestrian flow modelling, environmental deterioration on side streets, and unclear governance between TfL, Westminster City Council and the OSDC. WASF concluded that the scheme posed substantial strategic, operational, accessibility, environmental and safety risks and urged TfL to engage meaningfully with residents before any decisions were taken.

### **Westminster Liberal Democrats group**

The Westminster Liberal Democrats expressed concern about the Oxford Street West pedestrianisation proposals. They reported that residents - especially in Marylebone and the West End - felt inadequately consulted, despite overall London wide support for the Mayoral Development Corporation. Their November 2025 survey of more than 250 Marylebone residents revealed strong opposition, with many believing their views were being ignored.

The group argued that the scheme would not reduce traffic, but would instead displace buses, taxis and cycles onto Wigmore Street, Henrietta Place, Cavendish Square and surrounding residential areas. They highlighted evidence of past congestion when buses were diverted and warned of bottlenecks at Portman Square. They also raised pedestrian safety concerns, arguing that traffic increases in narrower residential streets would create new risks, while pedestrians crossing a "pedestrianised Oxford Street might be caught off guard by the four-remaining north-south vehicle crossings.

They further warned that traffic displacement would worsen air quality, citing 'urban canyon' research showing that narrow streets such as Wigmore Street (less than 15m wide) experience dangerous particulate matter spikes. They criticised the loss of direct bus and taxi access, which would impact disabled people, older people, and shoppers, who would have to walk up to 400m from re-routed bus stops. Finally, they noted that only three bus routes would serve the diversion corridor, leading to slower journeys and potentially six buses queuing along Wigmore Street during peak times.

### **Westminster City Council**

Westminster City Council reaffirmed that their own previously developed scheme for Oxford Street remained their preferred approach. They nonetheless committed to working constructively with TfL, the OSDC and local partners to ensure the scheme delivered balanced outcomes for residents, visitors and businesses.

The Council identified numerous areas they felt required revision, clarification or mitigation, including:

- **Security & Public Safety:** They requested a full hostile vehicle mitigation strategy and 24/7 safety plan, developed with the Metropolitan Police and NWECC.
- **Accessibility:** They stressed the need for step-free routes, compliant tactile paving, safe crossings and early upgrades at Oxford Circus and Marble Arch.
- **Bus Network Impacts:** The Council opposed changes to Routes 7 and 94 and questioned the loss of direct access between key shopping destinations, questioning how people would travel between Selfridges, IKEA and Primark with fewer buses.
- **Traffic Displacement:** They highlighted concerns about impacts on North Audley Street, Grosvenor Square and Cavendish Square, and requested detailed modelling and mitigation.
- **Servicing and Waste:** They called for clearer servicing strategies, potential 'virtual' loading bays, and solutions for waste collection within access restricted hours.
- **Public Realm & Climate Resilience:** They asked for high-quality materials, cleaning regimes, shade, cooling measures and robust maintenance standards.
- **Economic Considerations:** They emphasised protecting worker access, supporting smaller businesses, and maximising local employment and skills opportunities.
- **Integration with Wider West End Schemes:** They noted the need to coordinate with Regent Street, Haymarket and Piccadilly Circus transformation programmes.

Overall, the Council emphasised that operational detail was insufficient, and that further modelling, consultation and joint planning were essential before implementation.

#### *Westminster Council appended officer response*

The appended officer review provided an extensive technical assessment of the TfL proposals, identifying multiple operational, safety, accessibility, servicing and governance risks requiring resolution.

Key points included:

- **Design, highway and public realm concerns:** Officers noted unclear plans for security, unresolved impacts on North Audley Street and Grosvenor Square, potential taxi rank capacity issues, and the need to coordinate alfresco dining, street furniture, bus stop relocations, and new infrastructure.
- **Cleansing, waste and servicing:** They warned that servicing restricted to midnight–7am would be unworkable, generate noise, overburden business storage capacity, and cause congestion on side streets. They requested evidence for extending servicing to 10–11am and highlighted challenges around cleansing standards, storage, vehicle access and litter aggregation points.

- Traffic impacts and bus operations: Officers identified substantial displacement of vehicles to residential corridors and highlighted capacity risks on Wigmore Street, Great Portland Street, Henrietta Place and Market Place. They reported concerns about proposed bus rerouting, longer journey times, safety at new stops, and impacts on disabled passengers - particularly if Routes 7 and 94 were curtailed.
- Accessibility and safety: The review emphasised the need for compliant tactile paving, safe crossing phases, consistent lighting, CCTV coverage, and avoidance of “colourful crossings” that distress neurodiverse users. Emergency access plans, bollard failure modes and crowd flow modelling were identified as missing.
- Cycling, taxis, P2Ws and micro-mobility: Officers requested clear cycling enforcement plans, safe contraflow infrastructure and relocation of cycle hire stations. They supported a broad distribution of taxi ranks but warned against conflicts with e-bike and pedicab bays and stressed the need for full consultation with taxi bodies.
- Environmental, drainage and climate matters: They called for heat mitigation measures, sustainable drainage aligned with the Flood Risk Strategy, air quality and noise mitigation packages, and better tree impact assessment.
- Schools, community safety and digital infrastructure: They identified risks for schools near diversion routes, requested clearer policing and enforcement expectations, and highlighted significant mobile signal “notspots” along Oxford Street.
- Freight strategy: Officers supported freight consolidation, night time delivery from the Marble Arch end, ‘virtual’ loading bays and expansion of cargo bike logistics (subject to secure parking and route provision), but noted that our proposals lacked identified sites, operators or funding models.
- Regent Street / Oxford Circus interface: They stated that Oxford Street proposals must integrate with the Regent Street movement strategy, particularly regarding junction operations, banned turns, bus stand relocations and pedestrian crossing needs.

Overall, the officer review concluded that the scheme required further work across modelling, governance, operations, safety and design before being capable of successful implementation.

### **Belgravia Society**

The Belgravia Society objected to the pedestrianisation of Oxford Street West. They stated that their objections were fully aligned with, and set out in, the Westminster Amenity Societies Forum (WASF) submission, of which they were a member.

### **Brent Cycling Campaign**

Brent Cycling Campaign supported the concept of a motor-traffic-free Oxford Street but warned that the consultation proposals would harm cycling unless significant mitigations were introduced. They noted that Oxford Street served as a major east-west cycling route with no nearby alternatives that met national cycle route standards.

To offset the loss of direct cycle access, they called for:

- Three high-quality, direct cycle corridors within 400m of Oxford Street,
- Explicit provision for people using cycles as mobility aids, arguing that exemptions like those for mobility scooters should apply to adapted cycles,
- Safe spaces at north–south crossing points for cyclists to dismount, wait and park, particularly where signalised flows meant continuous traffic movements,
- Measures to prevent taxis crossing protected cycle lanes,
- Area-wide motor traffic reduction, particularly in Soho, Fitzrovia, Marylebone and Mayfair, to avoid displacement impacts.

They emphasised that without these mitigations, the scheme would worsen conditions for cycling.

### **Berkely Estate Asset Management (BEAM)**

BEAM welcomed the pedestrianisation of Oxford Street West and supported the ambition to create a cleaner, safer and more accessible destination. As the asset manager for 33 Cavendish Square - located at the centre of the scheme - they noted that pedestrianisation would significantly improve the setting of their redevelopment, for which Westminster City Council had granted unanimous planning approval in December 2025.

BEAM provided a series of detailed recommendations, including:

- **Holles Street:** They argued that the proposed increase in bus stand capacity was unnecessary, and that the corridor's width could be reduced to ~6m to accommodate a northbound traffic lane, a contraflow cycle lane and expanded footways, enabling major public realm enhancements.
- **John Princes Street:** They highlighted a major opportunity to transform the southern half of the street into a new public space visible from Oxford Circus. They suggested reducing bus stand numbers, relocating the proposed taxi rank to Great Castle Street and improving east–west connectivity.
- **Margaret Street / Cavendish Square:** They encouraged further development of proposals, citing opportunities to integrate walking improvements with redevelopment of the underground car park.
- **Servicing and freight:** They requested exemptions allowing freight vehicles to use the new eastbound route on Henrietta Place at certain times, to maintain direct access and minimise emissions. They also recommended simplifying proposed servicing loops and potentially shifting access gate positions to support creation of a new public space.
- **Construction logistics:** They noted that planned construction at 33 Cavendish Square between 2029 and 2033 would interact with the Oxford Street scheme and called for ongoing coordination to avoid conflict.

They reaffirmed their support for the project and their commitment to collaborating closely with TfL, Westminster City Council and other partners as the scheme progressed.

## **GMB Union**

The GMB Union stated that it represented thousands of licensed private hire and taxi drivers and raised objections to any pedestrianisation scheme that restricted taxi or private hire access to Oxford Street.

They argued that licensed vehicles were essential for disabled passengers, older people, those with hidden disabilities, travellers with children or heavy items, and people moving around the West End at night or in adverse conditions. They warned that limiting access to licensed hire vehicles would isolate vulnerable passengers, reduce safety - especially at night - and create hardship for those reliant on door-to-door transport.

The Union also emphasised the professional and economic consequences for their members. They added that unclear or restricted pick up/drop off arrangements would increase congestion on surrounding streets, extend journey times, reduce driver earnings and harm service reliability. This could also increase conflict with passengers when drivers could not reach desired destinations.

The GMB urged TfL to retain full taxi and private hire access with clearly designated pickup and drop off points near major retail locations. They also stated that local people - especially those needing urgent, but non-blue light medical transport - depended on licensed vehicle access.

They requested continued engagement to help shape an inclusive scheme balancing environmental goals with practical mobility needs.

## **Fitzrovia West Business Neighbourhood Forum**

The Fitzrovia West Business Neighbourhood Forum (FitzWest) submitted a detailed response expressing concerns about traffic, public transport, pedestrian safety and servicing impacts arising from the Oxford Street West pedestrianisation. They explained that previous Westminster City Council traffic flow changes in 2023 were based on Oxford Street not being pedestrianised, and that the new proposals would require updated modelling

Forum members raised concerns about increased traffic, air pollution impacts, night-time disturbance, and the possible creation of new “rat runs” through Fitzrovia. They commented that TfL’s ‘VISSIM’ modelling contained no night-time analysis - an omission they considered significant given the heavy use of taxis and PHVs overnight.

Forum members also expressed concern about:

- Bus rerouting, noting that curtailments and diversions would add at least five minutes to journeys and reduce direct access to Oxford Street for older and disabled people, who would find walking an additional 200 metres to access buses when carrying shopping difficult. Additional resources should be allocated to bus routes in the area to maintain current frequencies.

- Night buses, which they stated were critical for nightshift and hospitality workers and those socialising late at night. They felt the impact of the proposals on the night bus network had been insufficiently evaluated.
- Pedestrian safety, especially at Great Portland Street junctions where buses using new bus stands would obstruct visibility. They particularly referenced the junction with Margaret Street, which is heavily used by both pedestrians and HGVs particularly in the early hours of the morning when nearby venues close. The Forum suggested that a road safety review be conducted, including consideration of night-time activity, at this junction and the junctions with Great Castle Street and Mortimer Street.
- Impacts on Great Portland Street, between Mortimer Street and Oxford Street: they commented that there are no alternative means for deliveries and servicing for the many businesses located here.
- Bus movements in Great Portland Street - increased standing facilities and bus flows would negatively impact on traffic management efforts at this location.
- Bus stand capacity, with concerns that proposed stands on Great Portland Street could block traffic in both directions when combined with parking on the opposite side.
- Servicing pressures, particularly on Great Castle Street, which already required complex reversing manoeuvres for lorries serving local businesses.

They believed that unmanaged impacts could lead to congestion, harm local businesses, reduce attractiveness for customers, and undermine bus service reliability. They requested a full safety review, updated traffic modelling, and a more detailed analysis of bus stand and servicing impacts. FitzWest also urged early engagement on Oxford Street East, highlighting longstanding issues with neglected alleyways and public realm quality.

Finally, they requested direct engagement with the new MDC as it became operational and thanked TfL for its collaboration so far.

### **Future Transport London**

Future Transport London supported the pedestrianisation of Oxford Street West. They suggested that the scheme would increase Oxford Street's attractiveness, boost retail footfall, and improve the public realm if greening and new rest areas were delivered as promised.

Their primary concern was accessibility. They acknowledged that private cars were already restricted but noted that the proposals would make taxi and bus access more difficult. They therefore supported providing taxi ranks nearby, strategic points for traffic to cross Oxford Street, and the rerouting of buses via Wigmore Street and Henrietta Street, welcoming the new bus stop close to Oxford Street.

They agreed with banning cycling on Oxford Street but stressed that high quality alternative cycle routes must be provided without long detours.

They expressed interest in hearing about future work, including proposals for the eastern section and urging TfL to advance pedestrianisation plans for Soho as well.

## **Great Portland Estates (GPE)**

GPE expressed support for the overall principles of the Oxford Street West pedestrianisation proposals. However, they stated that the transformation could only succeed if several conditions were met.

They emphasised that Oxford Street needed to be delivered as one coherent end to end street, warning against the creation of a “two tier” Oxford Street if the East and West sections were treated separately. They also argued that servicing, accessibility and operational management must be designed in from the outset, not retrofitted, to avoid deterioration of the public realm and disjointed maintenance arrangements.

GPE also stressed the need for close coordination between all major stakeholders - including Westminster, Camden, occupiers and large landowners - highlighting that businesses were heavily invested in the street’s success and should have an equal voice.

Finally, they raised concerns about transition arrangements, explaining that they had live development proposals on Oxford Street and that TfL appeared not to have the necessary resource or authority to process required road closure or interface requests. They stated that any delays during the transition period would directly impact their properties and therefore were not acceptable. A ‘business as usual’ operation should continue while the proposals were further developed/finalised.

## **Hinde St Methodist Church**

Hinde Street Methodist Church questioned the need for the Oxford Street pedestrianisation proposals, stating that, in the experience of their congregation, there was no real problem on Oxford Street outside of the Christmas period. They observed that traffic levels were generally low, crossings rarely required long waits, and pavements were already wide, except when seasonal crowds created temporary pressures.

They suggest instead that Oxford Street should be pedestrianised only during December evenings, from 16:00–21:00, as a trial in 2026–27, to support Christmas visitors without disrupting the area during the rest of the year.

In responding to the actual proposals, the church raised concerns about:

- Night-time only delivery windows, questioning whether essential repairs and small business deliveries could realistically happen between midnight and 07:00.
- Bus and taxi displacement to Wigmore Street, Henrietta Place and nearby Marylebone streets, arguing that these narrow, already busy roads were unsuitable for higher traffic volumes, especially large vehicles.
- Lack of study on traffic impacts on these surrounding areas.
- Reduced accessibility for residents - particularly disabled people, pregnant women, older adults, and those travelling with children - who currently rely on buses or taxis directly on Oxford Street.

- Equity issues, noting that our EqIA acknowledged disproportionate impacts on disabled people and women.
- Wider economic fairness, arguing that pedestrianisation could unfairly concentrate footfall in one section of Oxford Street at the expense of the rest of the district.

## **Harley St BID**

The Harley Street Business Improvement District (BID) welcomed the ambition behind the Oxford Street Transformation and acknowledged potential long-term benefits. However, they raised concerns - particularly about the proposed bus rerouting, given the medical and clinical nature of many businesses within their footprint.

They noted that accessibility was crucial for the district's 310+ businesses, including numerous medical practices serving patients with mobility needs. They felt that diverting buses onto Wigmore Street, Henrietta Place, Cavendish Square and Marylebone Lane would materially affect how customers, staff and servicing vehicles reached their destinations.

They highlighted several risks:

- Reduced visibility of and accessibility for businesses immediately outside the pedestrianised zone
- Overreliance on Wigmore Street as a diversion corridor, which could cause significant disruption if blocked by roadworks or incidents
- Marylebone Lane's limited capacity, where 20 buses per hour would negatively affect the character and function of the street
- Lack of step-free access at key local stations (Great Portland Street, Regent's Park, Oxford Circus, Marble Arch), which would compound accessibility challenges.

They requested:

- A detailed assessment of access, footfall and servicing impacts on Henrietta Place and Cavendish Square
- Clarity on exact bus routes, mitigation measures, contingency plans for Wigmore Street closures, and detailed street level operational information
- Dedicated engagement sessions for directly affected businesses
- Continuous air quality, noise and vibration monitoring for at least three years postimplementation
- Acceleration of accessibility improvements at nearby Underground stations, improved pedestrian wayfinding infrastructure and more street greening
- Clarity on planned hostile vehicle mitigation measures, especially due to medical and hospitality servicing needs.

They concluded by expressing willingness to work closely with TfL and emphasised the need for the BID to be fully embedded in the future development and management of the transformation programme.

## **Historic England**

Historic England acknowledged receipt of the consultation and stated that they had no comments to make at this stage. They requested ongoing involvement and asked to be reconsulted as the Oxford Street proposals progressed.

## **Islington Swifts Group**

The Islington Swifts Group expressed support for the Oxford Street West pedestrianisation proposals in principle. They requested that all new trees and planting consist of native or wildlife friendly species, and that the scheme incorporates water features suitable for wildlife, both to enhance biodiversity and to help regulate urban temperatures.

They highlighted the Grosvenor Square redevelopment as an exemplary model and recommended consultation with the London Wildlife Trust.

## **Investment Property Management**

Investment Property Management raised concerns about the proposed new bus stop on Henrietta Place, noting that consultation drawings appeared to place it directly outside their 24-hour entrance. They requested that the bus stop be relocated to avoid obstructing access and queueing across the entrance.

They also requested to be added to all relevant distribution lists to ensure they received updates on the following, stressing the importance of early communication and coordination:

- the Henrietta Place bus stop proposal,
- modifications to Vere Street affecting their pit lane (in use until June 2027), and
- any restrictions or diversions affecting their entrances on Oxford Street, Vere Street, Marylebone Lane and Henrietta Place, and access to their service yard at 1 Welbeck Street.

## **London Sight Loss Councils**

London Sight Loss Councils welcomed the intention to restore pedestrians to the top of the road safety hierarchy and expressed support for the removal of vehicles, including cycles, e-bikes and e-scooters, from Oxford Street. They anticipated improvements to air quality and noise levels but raised significant concerns about how blind and partially sighted people would navigate a much larger, obstacle free space.

They explained that without tactile or auditory guidance, blind pedestrians could easily become disoriented in wide open environments. They warned that an expanded pedestrian zone could encourage more street clutter, such as café seating, A-boards, planters and signage, which posed collision risks and could cause serious injury. To mitigate these risks, they called for a continuous tactile guidance

line (like platform edge strips used in rail stations) running the length of Oxford Street, with a guarantee that no street furniture would obstruct it.

### **London Borough of Camden**

The London Borough of Camden reaffirmed its support for the pedestrianisation of Oxford Street West but cautioned that investment should also occur simultaneously in the Oxford Circus –Tottenham Court Road section to avoid creating an uneven, two-tier Oxford Street and disincentivising investment in the east.

Camden noted that rerouting would not occur within its boundaries but acknowledged that increased journey times (3–5 minutes) for routes 98 and 390 would have implications for Camden residents. They accepted that some delay was an acceptable trade-off for safer and healthier streets, while asking us to work with them to find journey time savings elsewhere along these routes. Camden also encouraged improvements to user experience - such as air-conditioned buses, better shelters and more countdown displays - and referenced their own "Better Buses in Camden" programme for safer and healthier streets, while asking TfL to work with them to find journey time savings elsewhere along these routes.

On traffic displacement, Camden reported no major concerns for its area and confirmed ongoing coordination with TfL to ensure Oxford Street modelling is integrated into the Holborn Liveable Neighbourhood project.

Camden expressed concern about the absence of safe, segregated alternative east west cycle routes, warning that banning cycling on Oxford Street without providing replacements would undermine pedestrian benefits and worsen cyclist safety. They highlighted increased demand on the already capacity constrained C27 corridor and indicated willingness to upgrade it if TfL provided funding.

On servicing, Camden reserved comment but requested more detail on delivery, supply, waste and operating models, offering to share learning from their own schemes. They committed to continued engagement with TfL, the GLA and the OSD.

### **National Federation of the Blind UK (NFBUK)**

NFBUK objected to the pedestrianisation of Oxford Street. NFBUK stated that direct access by bus, taxi and black cab is required for blind, partially sighted and deafblind people to travel independently. NFBUK stated that pedestrianising the street and excluding taxis would prevent door to door drop-off and pickup, thereby excluding disabled people from accessing Oxford Street. NFBUK stated that buses and taxis must be always permitted on Oxford Street, to enable blind people to travel independently.

### **Uber**

Uber highlighted that Private Hire Vehicles (PHVs) were integral to London's transport network, supporting access to train stations and major destinations.

They stated that the pedestrianisation proposals must treat taxis and PHVs equally, asserting that there was no justification for granting taxis greater access than PHVs. They stated that unequal access rules created confusion for passengers, safety risks and unnecessary congestion and undermined the objectives of improving air quality and accessibility.

They requested clarification on several parts of the proposals where areas appeared to be restricted to buses, taxis and cycles only, stating that PHVs must also be included because they serve the same point-to-point function. They stated that PHV access was particularly important for people with limited mobility and stated a concern that restricted access to Selfridges and Orchard Street would displace traffic onto smaller streets, creating congestion and environmental impacts.

They also asked whether new bus lanes would be created on other bus corridors (Baker Street, Wigmore Street, Henrietta Place, Great Portland Street) and stated that any restrictions must apply to both taxis and PHVs. They stated that PHV access was essential to delivering a truly inclusive, world-class Oxford Street and expressed willingness to continue collaborating with TfL and the GLA.

### **Portland Village Association**

The Portland Village Association objected to the Oxford Street West proposals, noting that a previous scheme consulted on by Westminster City Council had been abandoned.

Portland Village Association's concerns focussed on Great Portland Street, between Margaret Street and Oxford Street. They said that this section of road needed to feel safe, clean and welcoming, and that the proposals did not adequately address:

- pedestrian crossing safety,
- turning circle constraints,
- the placement of bus stands, and
- increased traffic loads from displaced vehicles.

The Association expressed concern that Great Portland Street would become a service area to Oxford Street and existing issues with the management of e-bikes, waste collection and maintenance would be exacerbated. The Association objected to the potential loss of trees. The Association recommended restricting e-bikes to keep them out of pedestrian zones and welcomed further engagement with the project.

### **Water Gardens Residents Association**

The Water Gardens Residents' Association objected to the proposed pedestrianisation of Oxford Street and the associated termination of bus routes 7 and 94 at Marble Arch. Representing over 250 leaseholders, the association stated that many residents - particularly older people and families with young children - relied on these direct bus services to access Oxford Street safely and conveniently.

They argued that requiring residents to walk further, in all weather conditions and irrespective of mobility limitations, was unreasonable and overlooked the realities of daily life for vulnerable groups. Bus routes, they emphasised, existed to provide access to specific destinations, and removing them would severely undermine accessibility.

The Association also warned that Edgware Road was already severely congested, with conditions worsening after the introduction of the Congestion Charge, ULEZ and road narrowing. They stated that diverting traffic and buses away from Oxford Street would inevitably push more congestion onto surrounding streets, creating an “unsustainable traffic environment.”

They urged authorities to reconsider and ultimately abandon the proposals, asserting that the plans failed to account for their practical and detrimental impacts on both residents and the wider transport network.

### **Wheels for Wellbeing**

Wheels for Wellbeing reiterated its concerns about accessibility within the Oxford Street pedestrianisation proposals. The organisation noted that accessibility along the long shopping street had already been very poor and that the removal of bus and cycle access would have worsened access for many disabled people, who were already underrepresented among Oxford Street users. While acknowledging that the scheme contained positive elements, such as improved pedestrian realm and better safety, they argued that these benefits needed to be accompanied by improved accessible public transport and active travel options. They referred to previous consultation feedback offering accessibility solutions and highlighted guidance illustrating how disabled people could use cycles as mobility aids at pedestrian speeds. The group urged TfL to incorporate such measures to ensure disabled people were not further excluded from the area.

### **Westminster Tree Trust**

The Westminster Tree Trust expressed concerns about how the Oxford Street pedestrianisation proposals might affect existing and future tree planting. They highlighted three key risks: the potential loss of existing trees - particularly the “Fitzrovia Forest 600th tree” on Great Portland Street - possible conflicts between new transport infrastructure (such as bus stops) and opportunities for future tree planting, and the need to ensure that detailed plans included provision for significant new tree planting on Oxford Street. They recommended early trial pits and the possible relocation of underground utilities to enable tree planting to be fully viable. The Trust stressed that the scheme represented a once in a generation opportunity and that early decisions must not pre-empt future landscaping work.

### **Owner of 95 Wigmore Street**

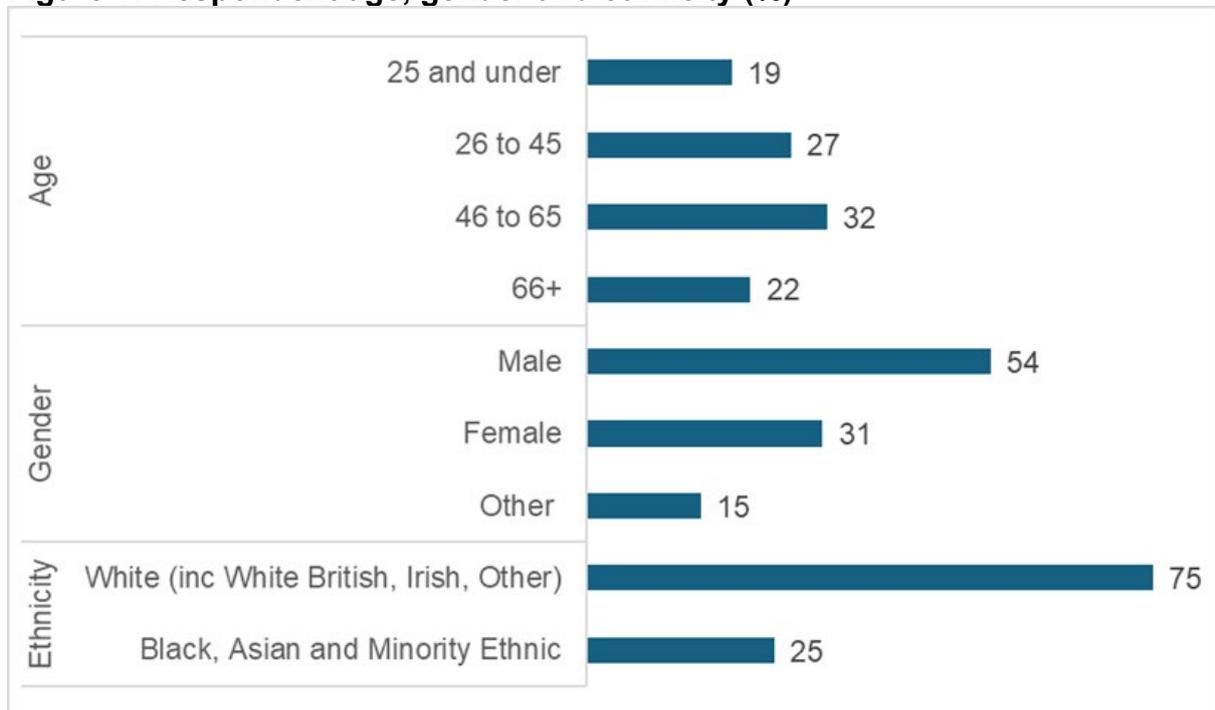
They raised significant concerns about the proposed introduction of a bus stop outside 95 Wigmore Street, citing concerns around highway safety, disruption to the flow of pedestrians on the footway, the potential for traffic congestion and disruption to servicing of their premises. They additionally raised concerns about the potential

for occupants of their building to be disturbed by the new bus stops and about a perceived lack of consultation by us.

## Appendix D: Demographics

Respondents provided details about themselves such as age, gender, and ethnic group. These questions were optional. The percentages in Figure 1 are of those who provided this information. Please note that age range figures are approximate.

**Figure 1: Respondent age, gender and ethnicity (%)**



Base: Age (n=1,297); Gender (n=1,328); Ethnicity (n=1,230). Excludes those who did not provide a response or responded 'prefer not to say'