

Transport for All's response to the Oxford Street transformation consultation

Dec 2017

Transport for All (TfA) recognises that the Oxford Street transformation is a flagship policy in the Mayor's Transport Strategy. The project has huge potential to transform an area of London that is notorious for congestion. However we are very concerned about the accessibility implications it may have and urge the Mayor to ensure that access to Oxford Street is maintained for London's Disabled and Older citizens.

1) The removal of bus routes along Oxford Street.

Buses are currently one of the most accessible forms of transport in London, and are relied on by many Disabled transport users to travel through the West End. They are also heavily used for short range transport on Oxford Street itself. The plans to remove and relocate buses in the Oxford Street West area will therefore have a significant impact on Disabled and Older people who either live and/or travel to/from Oxford Street.

Whilst the arrival of the Elizabeth Line will mean step free access for Bond Street and Tottenham Court road stations – these are stations at either end of Oxford Street leaving a potential 'no man's land' in the middle section of street for those Disabled people who have mobility and other impairments.

We urge the Mayor to:

- To investigate and trial short range transport solutions like a mobility scooter hire scheme and/or shuttle buggies.
- Ensure that there are electric charging points for mobility scooters and electric wheelchair users.

2) Access at bus stops

With the removal and relocation of bus stops to neighbouring streets we are concerned about the potential congestion that may be caused at these bus stops. Many Disabled and Older people have issues when trying to board buses during rush hour due to either bus drivers not prioritising access for wheelchair users, or simply other passengers cramming onto the bus and Disabled and Older passengers being left behind.

We therefore urge the Mayor to:

- Ensure that the frequency of buses serving the new stops are increased so to avoid over-crowding.
- All Bus drivers who are serving the new reconfigured bus stops to be fully trained or re-trained in their responsibilities around Disabled and Older passengers lighting and alighting.

3) Improved street access

The Oxford Street transformation is an opportunity to showcase world leading best practise when it comes to designing an accessible street scene.

Measures that we believe should be introduced as part of this includes:

- Tactile paving at crossings and intersections.
- Clear delineation including kerbs and tactile paving between pedestrians and cycle
- Places for people to stop and rest including comfortable benches, shelter and accessible facilities
- Wide, comfortable and level footways
- Minimal road and cycle lane crossings
- No bus stop bypasses on Oxford Street
- All crossings to be controlled, fully accessible, frequent and where people want to cross
- Clear and accessible signage and way finding technology
- No street furniture, clutter or stalls blocking passenger and pedestrian routes
- Taxi ranks and blue badge parking bays within fifty meters of the street and bus stops within an accessible distance.
- Infra-structure designed to stop bus 'stacking' (one lining up behind the other rather than pulling into stops) on side streets
- Staff and help points available to offer assistance to public transport users at all interchanges

- By email to consultations@tfl.co.uk
- In writing to Freepost TfL Consultations
 - <https://consultations.tfl.gov.uk/roads/oxford-street/#impacts> on accessibility

The deadline for comments is **Wednesday 3 January 2018**.