

## Skills, Economy and Growth Scrutiny Commission

All Members of the Skills, Economy and Growth Scrutiny Commission are requested to attend the meeting of the Commission to be held as follows:

**Monday, 22nd October, 2018**

**7.00 pm**

**The North Atria Ground Floor, Hackney Town Hall, Mare Street, London E8 1EA**

**Tim Shields**  
Chief Executive, London Borough of Hackney

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**Members:** Cllr Mete Coban (Chair), Cllr Polly Billington, Cllr Richard Lufkin (Vice-Chair), Cllr Sam Pallis, Cllr Steve Race and Cllr Gilbert Smyth

## Agenda

**ALL MEETINGS ARE OPEN TO THE PUBLIC**

**3 Background Information**

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## Access and Information

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<http://www.hackney.gov.uk/individual-scrutiny-commissions-governance-and-resources.htm>



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## Future of Transport in Hackney Themes and questions

### Economic Growth & Transport

#### The Panel

- Chair of SEG
- TfL
- LBH Cabinet - Cllr Nicholson
- LBH Economic Regeneration - Head of Economic Regeneration
- Union rep

**The discussion will cover the importance of the transport system in supporting economic growth. How transport can impact the growth of businesses and connectivity to work - the ability of residents to take advantage of work opportunities.**

Question	Response by
1. How important is transport in supporting a growing local economy and local regeneration work?	<p>A sustainable and well performing transport network is essential to supporting a successful local economy and in delivering economic growth and regeneration. The planning system and land use principles are based, among other things, on ensuring that new growth and development is delivered in areas which are accessible by public transport and therefore also focused on the promotion of sustainable modes of transport such as public transport, walking and cycling.</p> <p>Generally higher density development is permitted in areas of better public transport accessibility to promote sustainable transport.</p> <p>Improvements to specific stations and routes in certain places identified for growth and regeneration such as Town Centres, Regeneration Areas and Opportunity Areas can significantly unlock the potential for further growth and development in areas which have further capacity and deliver new homes, jobs and commercial space.</p> <p>An accessible, sustainable and well connected public transport network (in Hackney encompassing bus, rail, overground, underground and cycling and walking routes) is also essential in ensuring residents and business have the best possible access to employment, training and learning opportunities and that businesses can operate successfully in relation to recruiting and retaining staff, maximising their customer and client base, and serving their customers and clients.</p>

<p>2. What challenges does the changing patterns of transport pose to economic growth - specifically, the uptake in MaaS transport i.e. Uber etc. Transport that is putting people back onto the roads, causing an increase in congestion and a slowing down of travel times. Is there any data on this?</p>	<p><b>Transport for London and London Borough of Hackney</b></p> <p>From a road space point of view Hackney is concerned that the increase in demand from companies such as Uber could have contributed to a decline in bus use particularly at night time. This will impact harder on the less well off and people on low incomes who work shifts and rely on the bus to get to and from work. Bus speeds have fallen in London in the past 5 years in line with a decline in bus patronage. Buses have been delayed by general traffic congestion and by the effects of roadworks. This has increased journey times, which has affected passenger confidence in the service. We would welcome the publication of any data showing the impact on public transport trips in Hackney.</p> <p>The addition of more vehicles on the roads in London is not supported by the London Plan or the Hackney Local Plan due to the need to encourage more sustainable modes of transport. More vehicles on the roads could have a negative impact on economic growth due to longer journey times and people being less likely to travel on buses to job opportunities, less attractive streets, town centres and spaces, and more difficulty in servicing businesses which rely on regular deliveries and supplies to their premises to operate successfully.</p> <p><i>Transport for London have provided a separate response</i></p>
<p>3. What transport infrastructure or services are needed to ensure the local economy can thrive and continue to support growth at all levels of employment?</p>	<p>Successful ongoing provision of all sustainable modes of transport is essential. The need to enhance existing provision should be recognised based on existing and future demand, any shortfalls in the existing infrastructure and provision, and the opportunity for improvements to the current transport infrastructure to unlock further growth of homes and jobs (and access to these). Future transport priorities can be jointly agreed and taken forward for delivery by the relevant authorities - this approach is welcomed.</p>
<p>4. In relation to any proposed or current consultations. How do you plan to engage residents, community groups and other relevant stakeholders beyond normal means of consultation?</p>	<p><i>Transport for London have provided a separate response</i></p>

## **Investment & Development**

### The Panel

- Chair of SEG
- TfL
- LBH Cabinet - Cllr Nicholson / Cllr Demirci
- LBH Economic Regeneration - Head of Economic Regeneration
- Union rep

**The discussion will cover transport developments, upgrades and investment in the infrastructure (planned and proposed). To consider if the investment and development of transport in the borough has provided positive growth for residents and supported the growth of businesses.**

<b>Question</b>	<b>Response by</b>
1. What work is being undertaken to make the modes of transport sustainable?	Transport for London
2. With major transport infrastructure and spend governed by a pan-London authority, how can local authorities best influence decisions - do local authorities think they have a fair say, or does it feel remote? Are the processes for consultation robust?	<p>The Council is consulted about the money it receives from TfL annually through the Local Implementation Plan and this is subject to a great deal of discussion at both officer and Member levels.</p> <p>For major improvements to stations the Council has a good working relationship with TfL staff working on London Overground stations. Improvements were made at both Hackney Wick and Dalston Kingsland although financial contributions helped secure these. Discussions are continuing for improvements to Hackney Central and Hackney Downs following successful partnership work over the construction of the interchange there.</p> <p>The Council is also working in partnership with TfL over the removal of the gyratory at Stoke Newington and on proposals to reconfigure Seven Sisters Road. In contrast, proposals on changes to bus services are subject to very little discussion and debate and the general feeling is that these get imposed on the Boroughs</p>

<p>3. What is your consultation process and how do consultations get triggered?</p>	<p><i>Transport for London have provided a separate response</i></p>
<p>4. What investment is planned to support the growing number of commuters using the new transport infrastructure and interchanges in Hackney?</p>	<p><i>Transport for London have provided a separate response</i></p>
<p>5. How can the council support the delivery of zero carbon connectivity for transport? Can the council apply for the £2 million fund released from DFT to support the uptake of e-cargo bikes? What infrastructure is needed to support this?</p>	<p>London Borough of Hackney- Transport Team</p> <p>The Council has a longstanding policy to promote sustainable transport. Our Transport hierarchy, which can be found in our transport strategy, lists our priorities in terms of transport. Walking cycling, public transport are on top in that order, while private car ownership is somewhere near the bottom. This also reflects our resident's needs, as we have a continuous decline of private car ownership.</p> <p>At the same time, Hackney Council accepts that not every car journey can be switched to another mode of transport. For these car journeys we would be looking to switch them to electric or other forms of zero tailpipe emissions. Our programme to encourage EV use consists of both the provision of charging infrastructure as well as engagement.</p> <p>We have several policy targets and objectives that outline what we want to achieve regarding the transition to EV's. For example we have a target encourage a transition to EV's for taxis/PHV as well as car clubs and we aim for every resident to live within a 500m radius of a charging point by 2025, a target which we expect to meet by 2019.</p> <p>The Council also aims to be a leading borough in terms of greening the Council Fleet. With help of the Mayor's Air Quality Fund, Hackney has purchased more EV's, increased the amount of charging points in its depots or for example created a corporate pool-bike fleet, including cargo bikes.</p> <p>Hackney Council is committed to work with the Mayor</p>



of London to realise the Mayor's targets of becoming a Zero Carbon City by 2050 and the development of Zero Emissions Zones. We are leading the way with our Ultra Low Emission Streets, where non-ULEV-compliant vehicles are banned from entering a number of streets between 7-10am and 4-7pm Monday-Friday.

We aim to go further than just the ULEV and the MoL's ULEZ through our policies and our engagement and to truly set the scene for the Zero Emissions Zones. In proposed long term Local Implementation Project (LIP) funded projects, we recognise the expansion of the ULEZ and the concept that is the Zero Emissions zones.

On e-cargo bikes the Government has recently announced funding measures. If Local Authorities are eligible to apply for the government grant, this is definitely something that Hackney Council will look into. If the only eligible parties to apply for the grant are businesses, than this will definitely be promoted through our Zero Emissions Network, as it provides yet another avenue and incentive for businesses to switch.

In order to facilitate the transition to the future of Zero Carbon/Zero Emissions connectivity, we have to rethink how we use our space, both public and private. In facilitating these transitions, it is also important for local authorities to include the interests of other parties. We for example already see a pushback against charging infrastructure as it is regarding as street clutter and prohibits movements for impaired people. Furthermore, if everyone were to switch to an EV tomorrow, the power grid simply would not be able to cope.

e-Cargobikes and electric cars/vans are not alike normal cars/vans and thus have different needs. A normal parking space, off-street or on the public highway, would not be readily suitable for a cargobike or an e-van. When we redesign the public realm, or when we create development policies, these different

	<p>needs need to be taken into account.</p> <p>Lastly, Local Authorities need to focus on capacity and knowledge building regarding these new technologies and how to incorporate them in relevant layers of the decision-making process. There also needs to be more outreach and engagement to make people aware that these options are viable and needed if we want to achieve a Zero Carbon Future and solve problems such as air pollution and climate change.</p>
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## **Capacity & Connectivity**

### The Panel

- Chair of SEG
- TfL
- LBH Cabinet - Cllr Demirci
- LBH Public Realm - Head of Streetscene
- London TravelWatch
- Union rep
- Disability Groups

**The discussion will cover capacity and connectivity taking into consideration the changes to bus routes and the management of stations and interchanges in relation to passenger numbers. Looking at the ability of Hackney’s transport system to respond to the growing numbers of passenger/commuters following the growth of the local economy e.g. Hackney Downs, Dalston, Clapton and Hackney Wick.**

<b>Question</b>	<b>Response by</b>
<p>1. How do TfL make decisions about changes to bus routes? What factors are taken into consideration and what factors are excluded?</p>	<p><i>Transport for London have provided a separate response</i></p>

<p>2. What policies do TfL have in place to support the delivery of zero carbon connectivity for transport?</p>	<p><i>Transport for London have provided a separate response</i></p>
<p>3. What is the maximum capacity level before TfL decide further investment is needed in the transport infrastructure?</p>	<p><i>Transport for London have provided a separate response</i></p>
<p>4. LBH recently carried out a bus service consultation what was the outcome and resident views from this consultation?</p>	<p>Overall the Council received over 1600 responses. The majority of these were on-line and also included results from on-street surveys carried out by a specialist company. A number of interesting and helpful comments have been received. These include suggestions for re-routeing of bus services, missing links, parking problems identified and general comments The main issues raised include :</p> <ul style="list-style-type: none"> <li>● Better links from Stoke Newington and Stamford Hill to Homerton Hospital</li> <li>● Strong support to maintain the link to Highbury &amp; Islington on route 277</li> <li>● Strong support for the reinstatement of route 242 to serve the West End</li> <li>● Overcrowding on the 393</li> <li>● More 243s in the morning</li> <li>● Reinstatement of a 24 hour service on route 23673 to run in service to Stamford Hill</li> <li>● Too many buses on Route 38 which slow down the service</li> <li>● 48 only bus route which provides a direct link to Guy's Hospital</li> <li>● Better bus links to Northumberland Park</li> <li>● More rapid change over of drivers at bus stops</li> <li>● More buses as peak times</li> </ul> <p>A number of respondents have praised Hackney's bus service and warned against the impact of any cuts. Some corridors have been identified as not having enough buses (especially in the peaks) and better links to hospitals is emerging as a key theme. On service quality unreliability has been identified on a few routes as has driver behaviour but in general such comments are in the minority.</p> <p>A copy of the report of the survey is attached.</p>

## Equality & Accessibility

### The Panel

- Chair of SEG
- TfL
- LBH Cabinet - Cllr Demirci
- LBH Public Realm - Head of Streetscene
- London TravelWatch
- Union rep
- Disability Groups

**The discussion will cover the impact of proposed transport changes on equality and accessibility for vulnerable groups like low income employment groups, the disabled and elderly. The discussion will also cover: the consultation process, costs, how the needs of vulnerable groups are taken into consideration, the risks and the actions taken to mitigate negative impacts.**

Question	Response by
<p>1. What consideration is given to people who work unsocial hours to get to and from work and people who are on a low income and considering their access to buses when making decisions about changes to bus services?</p>	<p><i>Transport for London have provided a separate response</i></p>
<p>2. What action is being taken to mitigate the risks and negative impact from the changes to the bus services for vulnerable groups – low income, disabled and elderly - in Hackney?</p>	<p><i>Transport for London have provided a separate response</i></p>
<p>3. What incentives does the council provide to staff to encourage cycling, walking, carpool, or use of public transport to commute to and from work? Can the council encourage local businesses, hospitals, schools etc to adopt policies that encourage the above?</p>	<p>The Council operates a pool bike scheme for staff use. This includes cargo bikes so equipment can be carried. In addition we run the cycle to work scheme offering a financial incentive to purchase a bike together with a trail bike scheme. To encourage staff to walk to work we have in the past held a walk to work incentives with a free coffee or piece of fruit provided. To encourage staff to use public transport interest- free season ticket loans are provided. Pool cars are provided for use by Council staff and we carry out an annual survey to work to understand staff travel habits. School, local businesses and hospitals are incentivised to promote</p>

	<p>sustainable travel through travel plans and we offer free cycle training to people who live, work or study in Hackney. In our Zero Emissions Network area in Shoreditch we have offered free Dr Bikes sessions and given grants to local businesses to provide measures to encourage cycling such as showers and pool bikes. We have also free membership of Zip Car, Drive Now and Enterprise Car Club as well as free driving credits. We are also encouraging local businesses there to use cargo bikes and to switch to electric taxis. Further sustainable transport measures are being developed.</p>
<p>4. What policies do TfL have in place to ensure the transport and provision of services for local economies encourage cycling, walking or to use public transport to commute to and from work?</p>	<p><i>Transport for London have provided a separate response</i></p>
<p>5. How are vulnerable groups like the disabled or people with low income taken into consideration when decisions are being made about changes to transport routes and services?</p>	<p><i>Transport for London have provided a separate response</i></p>
<p>6. How do TfL capture the needs of disability groups in relation to the provision of transport services and bus routes?</p>	<p>Transport for London</p>

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# Changes to bus services in Hackney

## Consultation Report

U&A

Report prepared by:

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### **Appendix**

- Heat map showing no. and % of respondents per postcode area of where they live



## **Introduction**

The Council consulted from 28 February to 27 April 2018, to hear resident's experience of using bus services following changes to bus routes in the borough.

Feedback from the survey will inform discussions with TfL about Hackney's bus service.

## **Background**

The provision of a high quality public transport system is vital in a borough with low job density, low car use and a high propensity to travel to access education, London's job market and retail and leisure opportunities both within and outside the borough.

Census and TfL data have consistently shown bus usage in Hackney as amongst the highest in London with over a quarter of residents (26%) using the bus as their main mode of transport.

A comprehensive, safe and affordable public transport system is a key measure of social inclusion in the borough for a wide range of groups. Buses provide a lifeline to many residents for getting to and from work and are essential to those seeking to get jobs.

## **Recent cuts to Hackney's bus services**

As part of a commitment given by the Mayor of London to reduce the number of buses along Oxford Street and changes in travel demand with the advent of the opening of the Elizabeth line in 2018 services, were restructured in 2016 with the loss of the direct links from Hackney on the 73/N73 to Victoria and the curtailment of route 242 from Tottenham Court Road to St Paul's. The 277 was proposed to be cut back from Highbury Corner to Dalston Junction in June in connection with alterations to the roundabout resulting in the loss of a direct bus service to the Well Street area.

As a result of in patronage and the need to make savings frequency cuts have been introduced on the following routes:

- Removal of additional peak morning journeys on Route 141
- Frequency cuts on Route 276 which serves both Homerton and Newham General hospital
- Frequency cuts on routes 42,48,106, 236, 349 and 488
- Frequency cuts on Night Bus services

The impact of these cuts has seen reductions of one bus an hour on less busy routes with in some cases late evening frequencies reduced from a bus every 20 mins to every 30. Similar cuts have affected Night Buses.

More recently further cuts have been introduced on routes 149, 242, 243, 279 and Route N38 with further cuts in the pipeline.

## **Consultation approach**

The survey was created on the Council's online consultation and engagement platform, Citizen Space:

<https://consultation.hackney.gov.uk/communications-and-consultation/changes-to-bus-services-in-hackney>

Paper surveys were made available at the Hackney Service Centre (HSC), libraries, Town Hall reception and some Ward Forums.

Face to Face surveys were carried out by Nationwide Data Collection (NDC) for 3 weeks around bus stops in Hackney Central, Dalston Kingsland, Stamford Hill, Homerton and Hackney Wick.

There were posters displayed at the HSC, libraries, cashiers office and Neighbourhood Housing Offices.

## **Response rate**

1645 people responded to this survey.

The majority of responses were received by paper survey, with 73% (approx. 1200) compared to 27% (approx. 465) for those completed online.

Of the paper surveys, 91% (approx. 1100) were conducted by face-to-face surveys, with the other 9% (approx. 100) being those picked up from Council buildings.

## **Data inputting**

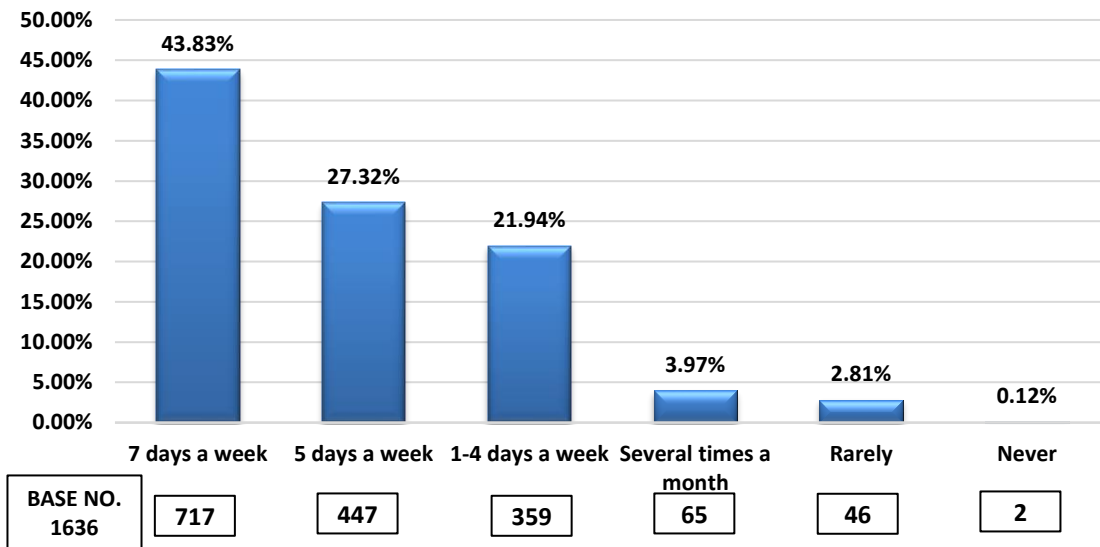
The paper surveys were input into Citizen Space by the Communications Team. The face-to-face surveys were input by NDC into Citizen Space.

## Executive Summary

- Over **43%** (717) of respondents use bus services in Hackney 7 days a week.
- **47%** (178) of **25-34** age group use the bus service 7 days a week.
- **43%** (49) of respondents who live in the **E9** (*Homerton, Hackney Wick, South Hackney, Hackney Marshes and Victoria Park*) area use the bus service 7 days a week.
- Just under **63%** (1033) of respondents use buses to get to work.
- Those who are **45-54** and live in the **E9** area account for the highest percentage of respondents who use buses to get to work.
- Those who are **45-64** in the **E9** area account for the highest percentage of respondents who use buses to go shopping.
- Those who are **45-54** in the **E9** area account for the highest percentage of respondents who use buses for leisure.
- Those who are **35-64** in the **E9** area account for the highest percentage of respondents who use buses for appointments.
- Those who are **34-54** in **E9** and **35-44** in **E8** (*Hackney Central, Dalston and London Fields*) account for the highest percentage of respondents who use buses to get to and from school.
- **60%** (985) of respondents have stated that they have not noticed reductions to the bus routes they use, and **40%** (651) stated that they had noticed reductions.
- **76%** (1208) of respondents have stated that they have not noticed other changes to the bus routes they use, and **24%** (390) stated that they had noticed other changes.
- **65%** (1077) of respondents commented on improvements they would like to see. Key themes include:
  - More buses, bus stops and bus lanes
  - New routes and connections
  - Reduce parking by removing parking bays on certain bus routes to stop congestion for buses
  - More frequency of daytime and night buses
  - Don't cut routes shorter or reduce routes
  - Change of drivers improved and more efficient
  - Bus lane priority
  - Prevent overcrowding

# Summary of Results

## How frequently do you use bus services in Hackney?

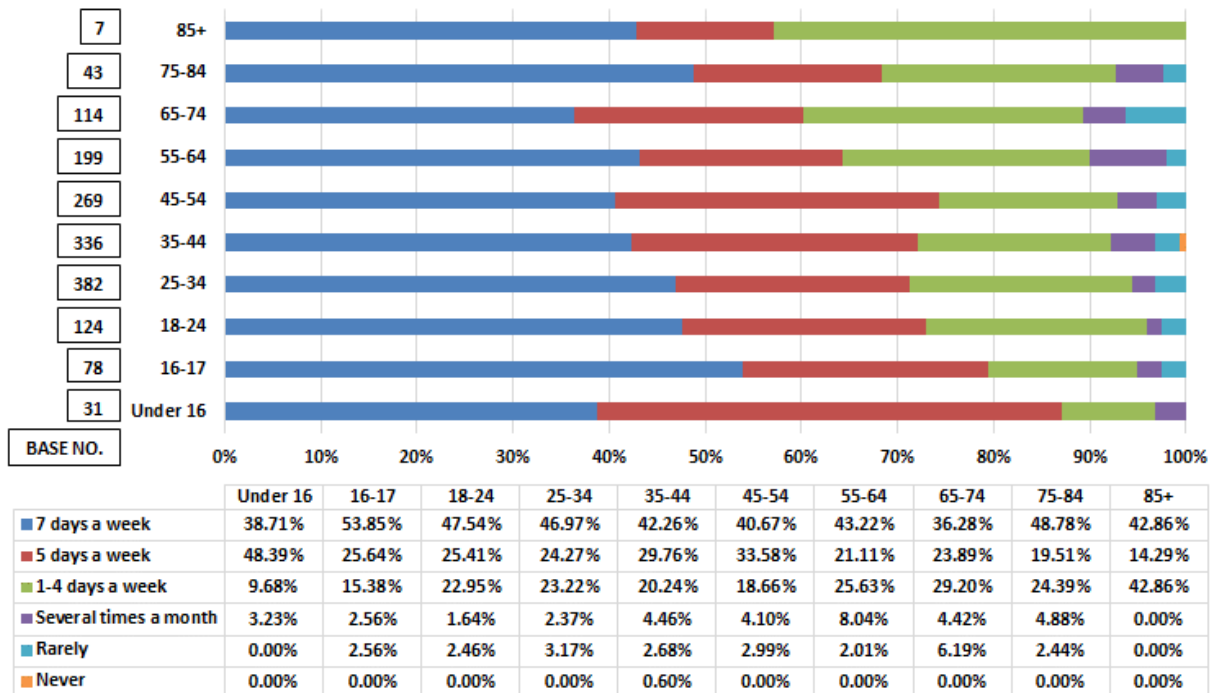


The chart above shows how frequently respondents use bus services in Hackney.

The highest percentage relates to those who use buses 7 days a week. This is followed by 5 days a week, 1-4 days a week, several times a month, rarely and never.

The majority of bus users (71.15%) use buses 5 days a week or more.

## How frequently do you use bus services in Hackney by age groups

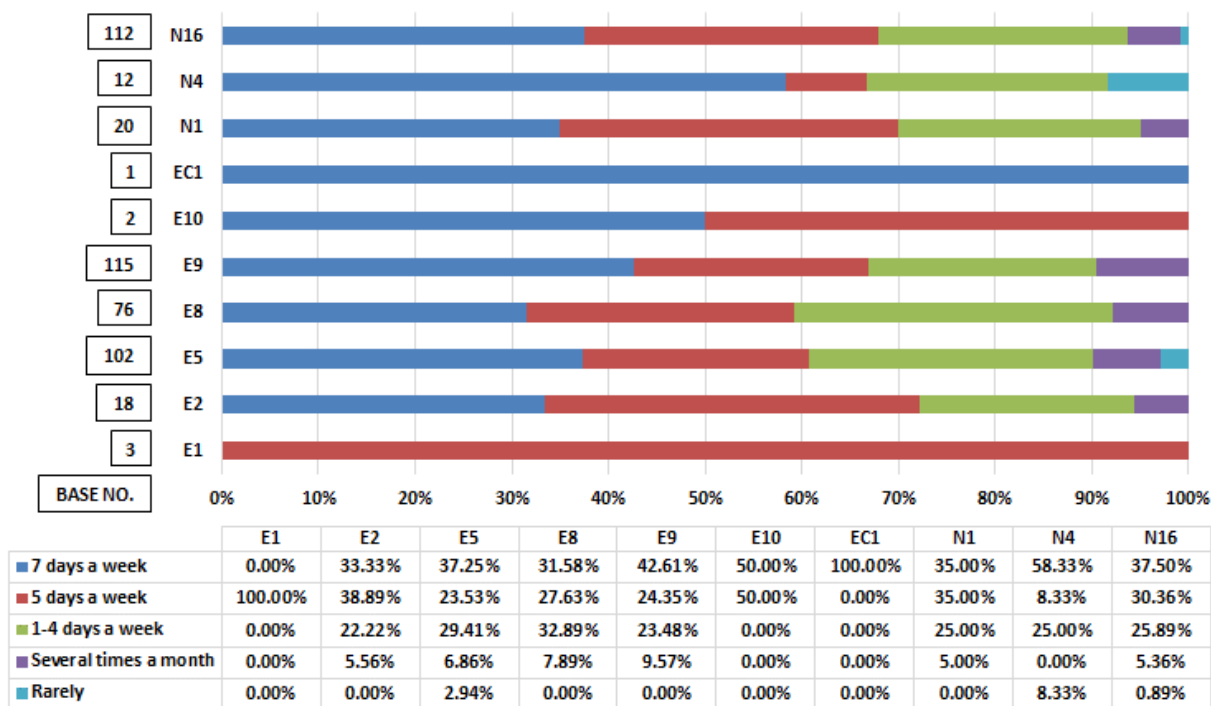


The chart above represents how frequently different age groups use bus services in Hackney.

The highest number of respondents, based on the total number of responses for that age group, was 25-34 with almost 47% using the bus service 7 days a week. 35-44 was the second highest number of respondents with just over 42% using the bus service 7 days a week.

It is very clear from the chart above that, other than the under 16 age group, the highest percentage for all age groups show that they use the bus service 7 days a week.

### How frequently do you use bus services in Hackney by Postcode



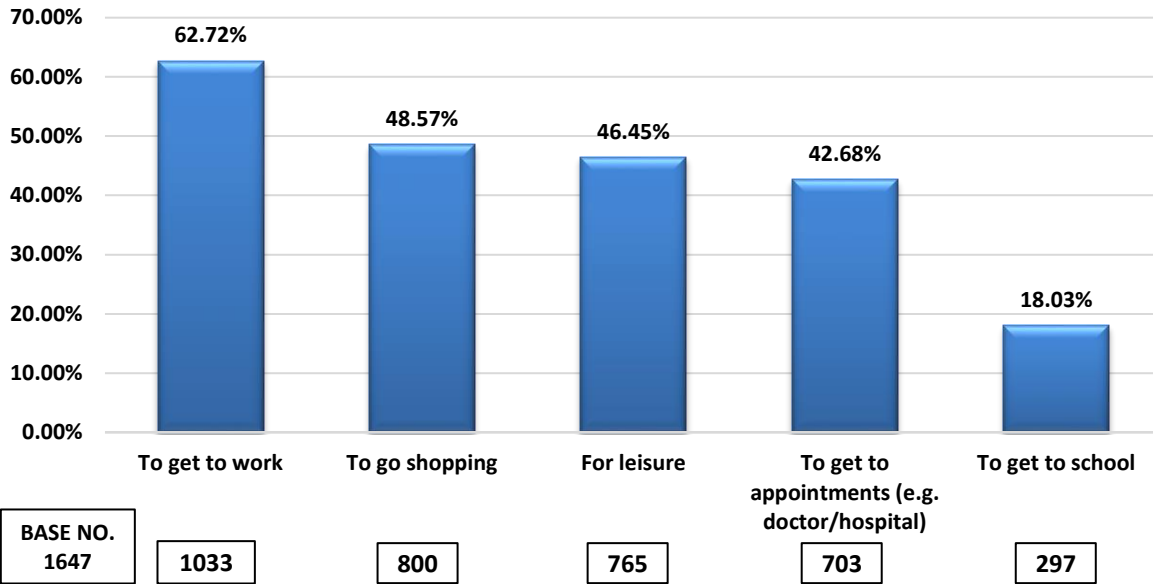
The chart above represents how frequently respondents use bus services by postcode area.\*

The highest number of respondents, based on the total number of respondents for that postcode, live in the E9 area (*Homerton, Hackney Wick, South Hackney, Hackney Marshes and Victoria Park*), very closely followed by the N16 area (*Stoke Newington, Stamford Hill (part), Dalston (part), Newington Green (part) and Shacklewell*). Both E9 and N16 show that a higher percentage of respondents who live here use the bus service 7 days a week. This is more prominent in E9 with just under 43% as opposed to just under 38% in N16.

Residents who live in the E5 area (*Stoke Newington (part), Leyton (part), Upper and Lower Clapton*) account for a high number of respondents, with the highest percentage using the bus service 7 days a week. Unlike E9 and N16 with the next highest response being those who use the bus service 5 days a week, E5 respondents use it 1-4 days a week more so than 5 days a week.

\* Heat map showing no. and % of respondents per postcode area of where they live in appendix at end of report

### Why do you use buses? (select all applicable)

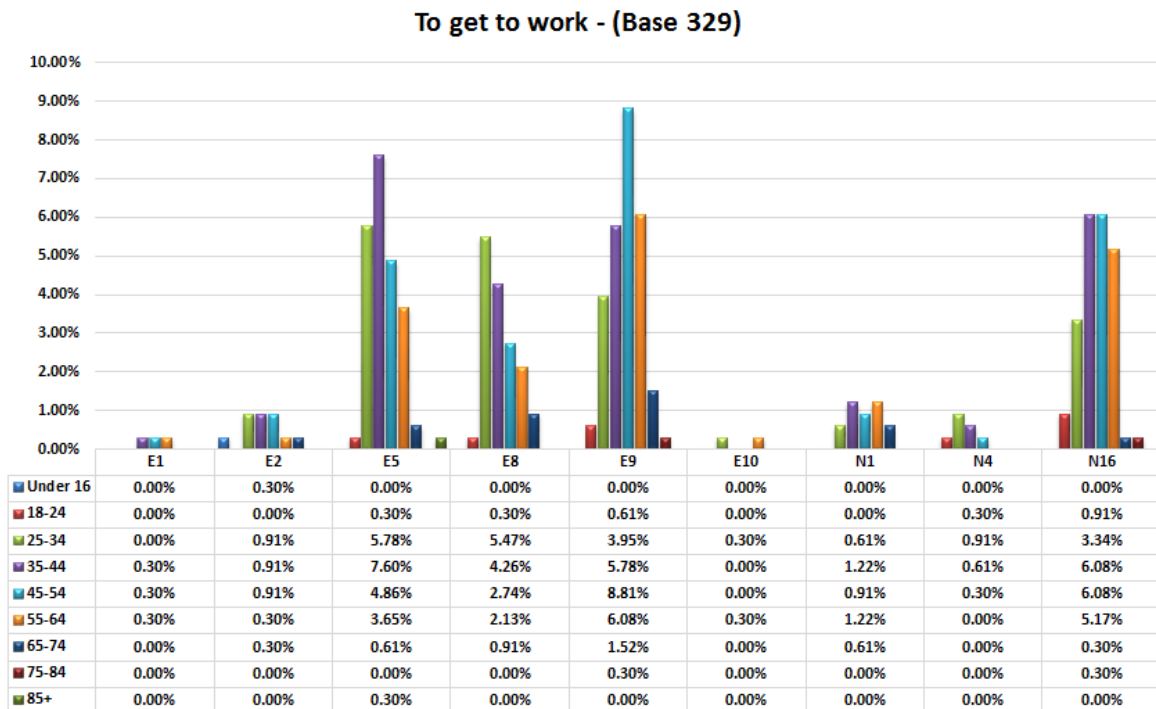


Respondents were asked to indicate why they use buses, and they were provided with a list of response options to choose all that applied to them.

The highest percentage relates to those who use buses to get to work. This is followed by to go shopping, for leisure, to get to appointments and to get to school.

### Why do you use buses by age group and postcode

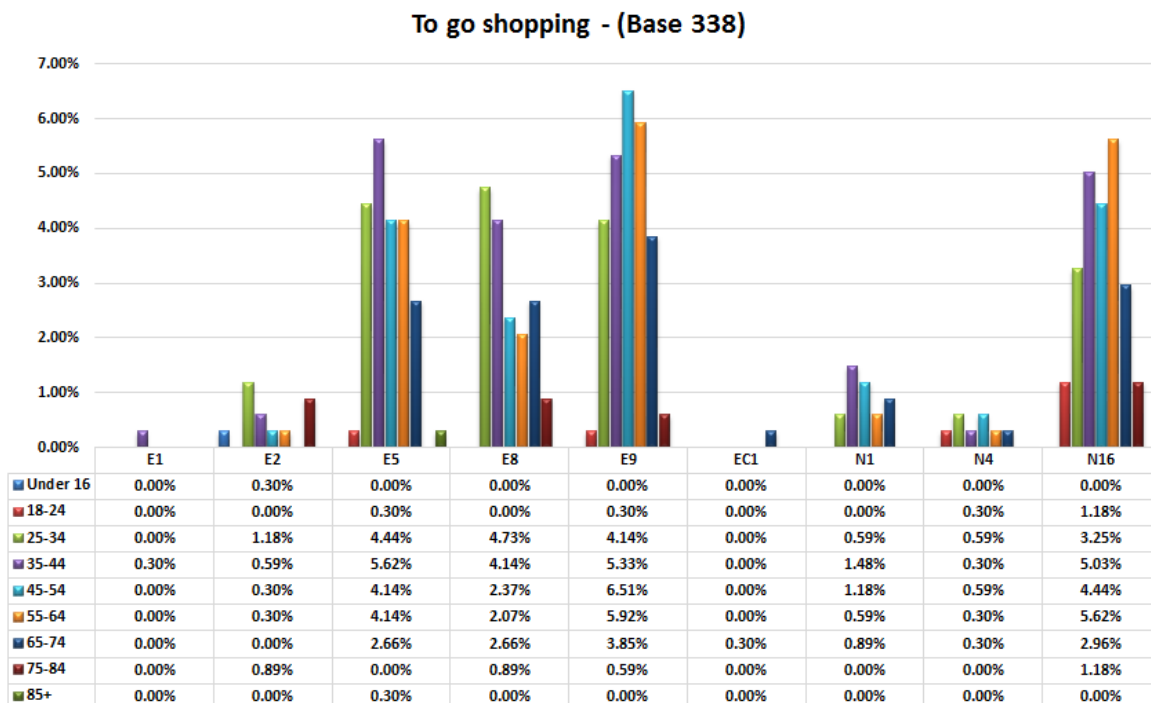
The following charts show why respondents use buses with a cross-analysis of both age group and postcode.



The chart above represents respondents who use buses to get to work.

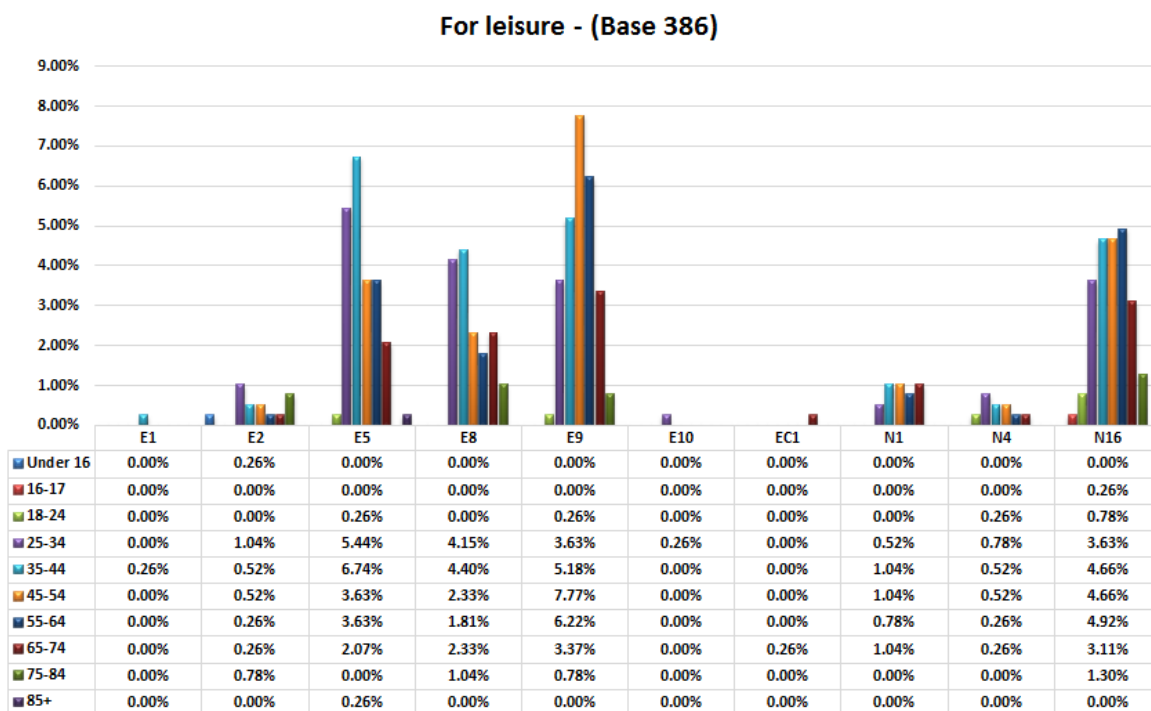
Those who are 45-54 and live in the E9 area account for the highest percentage of respondents who use buses to get to work. This is followed by those who are 35-44 and live in the E5 area.

Respondents aged 35-44 and 45-54 in the N16 area, and 55-64 in the E9 area accounted for the same response percentage.



The chart above represents respondents who use buses to go shopping.

Those who are 45-54 and 55-64 in the E9 area account for the highest percentage of respondents. This is followed by 35-44 in E5 and 55-64 in N16 areas.

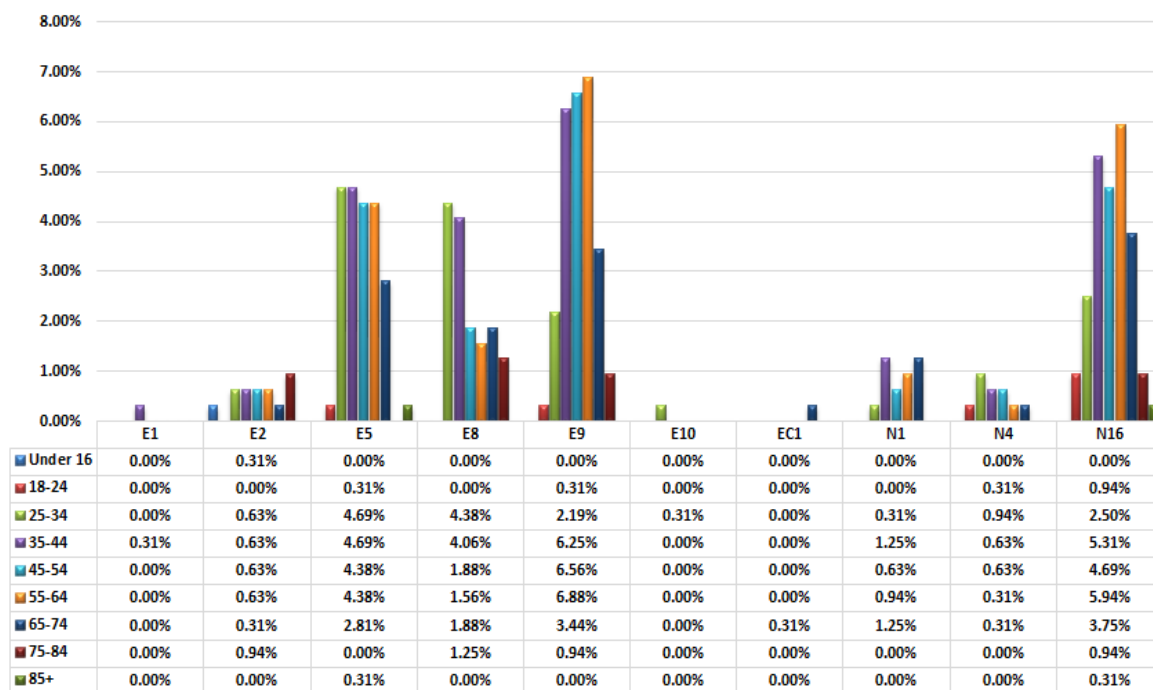


The chart above represents respondents who use buses for leisure.

Those who are 45-54 in the E9 area account for the highest percentage of respondents. This is followed by 35-44 in the E5 area, and 55-64 in the E9 area.

There is a fairly even response for those aged 35-64 in the N16 area.

**For appointments - (Base 320)**



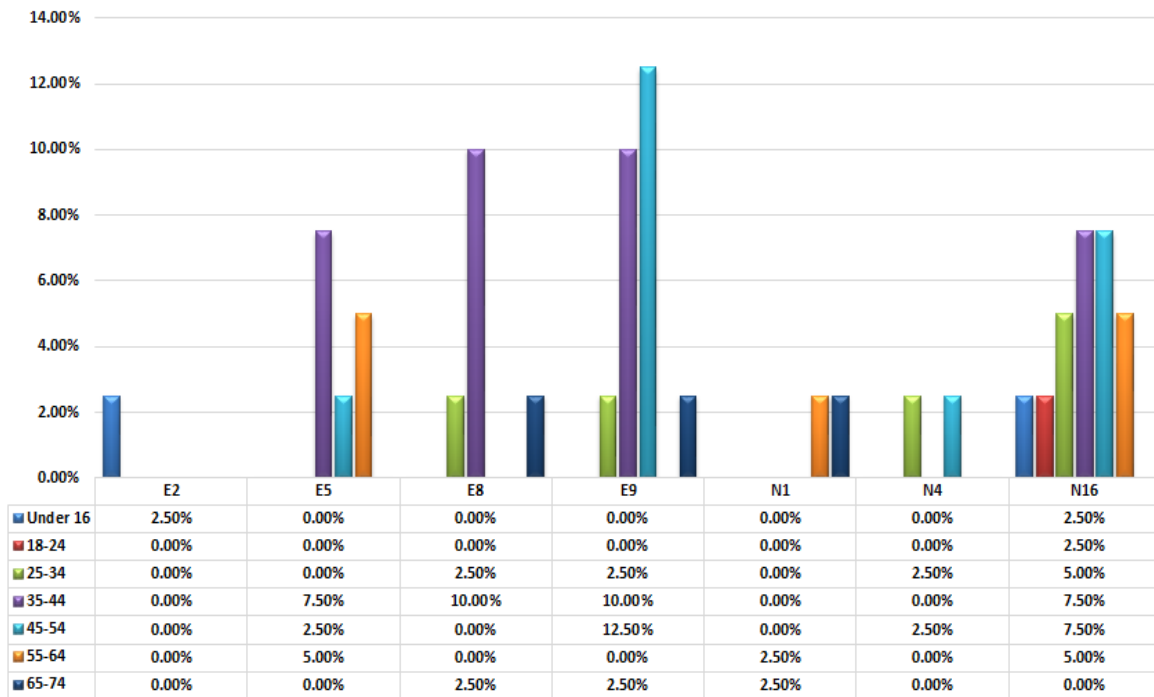
The chart above represents respondents who use buses for appointments, such as doctors or hospital.

Those who are 35-64 in the E9 area account for the highest percentage of respondents. This applies to N16 also which has a slightly lower response, but the same age groups' account for the highest percentage in that postcode area.

There is an even mix of responses in the E5 area for the age groups of 25-64, followed by a slightly lower response in the E8 area for 25-44 age groups.



### For school - (Base 40)



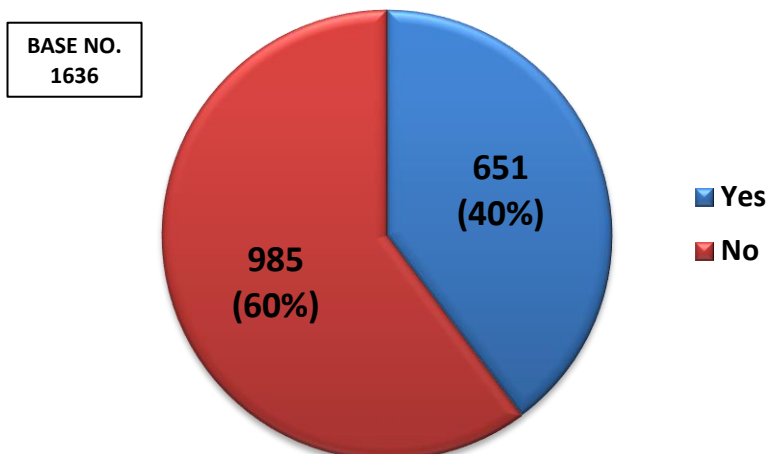
The chart above represents respondents who use buses for getting to and from school.

This had a very low response overall of only 40 respondents, which is mainly due to the fact that children were not approached for this consultation, so responses would be mainly from parents who take their children to school.

The age group 45-54 in E9 and 35-44 in E8 and E9 account for the highest percentage of respondents.

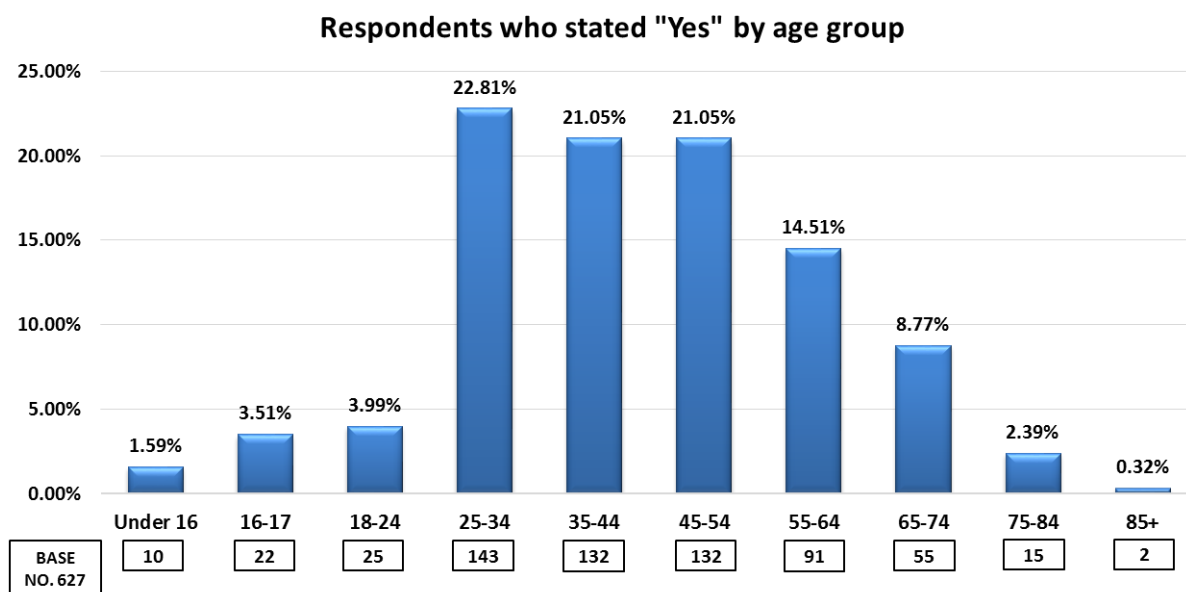
35-44 in E5 and 35-54 in N16 accounted for the next highest percentage of respondents.

**Have you noticed any reductions in frequency to the bus routes you use? (i.e. there is a longer gap in time between buses)**



The chart above shows that the majority of respondents have not noticed any reductions in frequency to the bus routes they use (60%, 985). This is probably due to the high frequencies of routes currently operating in Hackney.

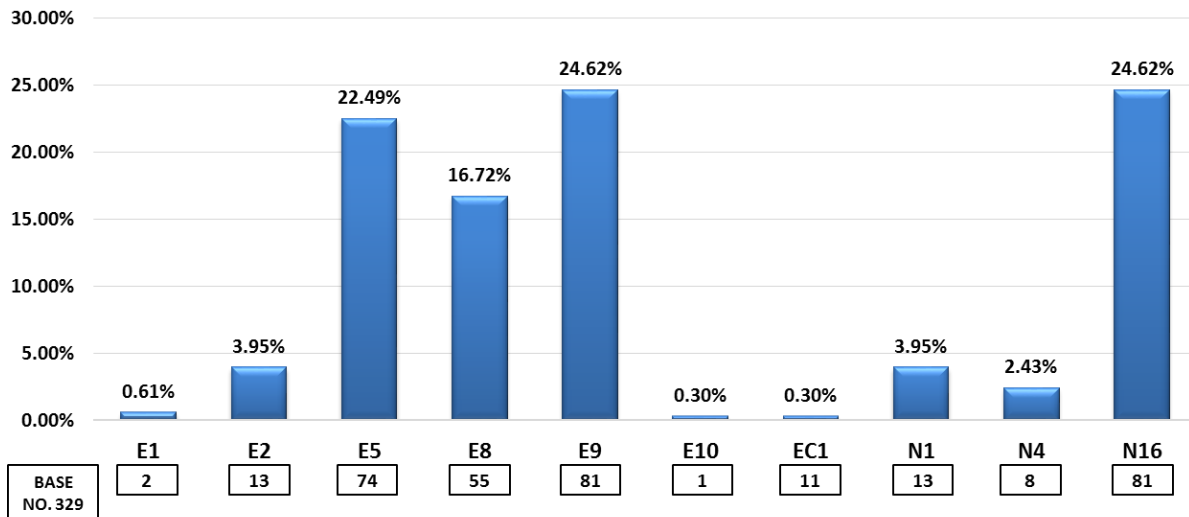
Over a third of respondents have stated that they have noticed reductions (40%, 651).



The chart above shows those respondents who stated "Yes" by age group.

The age groups of 25-54 account for the highest number of respondents with a fairly even response rate. Combined they account for the majority of respondents (64.91%).

### Respondents who stated "Yes" by postcode



The chart above shows those respondents who stated “Yes” by postcode.

E9 and N16 account for the highest percentage of respondents, followed closely by E5 and then E8. Combined they account for the majority of respondents (88.45%). All other postcode areas account for a very small percentage (11.55%).

Below is a breakdown of the buses and a summary of the comments made.

#### **If yes, please state which routes and how has this affected you**

<b>Bus</b>	<b>Count</b>	<b>Top Key Theme</b>
106	101	Less Frequent/Long waiting time
242	75	Less Frequent/Long waiting time, route cut short
48	65	Less Frequent/Long waiting time
277	55	Less Frequent/Long waiting time
73	51	Less Frequent/Long waiting time
236	48	Less Frequent/Long waiting time, single decker bus
276	39	Less Frequent/Long waiting time
488	24	Less Frequent/Long waiting time
141	20	Less Frequent/Long waiting time
N38	7	Less Frequent/Long waiting time
349	6	Less Frequent/Long waiting time, no longer services Stoke Newington
N55	5	Less Frequent/Long waiting time
42	2	Less Frequent/Long waiting time

Based on 539 comments from respondents, the table above shows how many times a bus number was mentioned. The 106 was mentioned the most amount of times, followed by the 242, 48 and 277. The top four buses mentioned reflect the bus services that TFL have cut.

The majority of respondents stated that the buses were less frequent, which causes a longer waiting time. This is in the range of over 10, 15 or even 20 minutes. A few respondents stated even waiting for well over 30 minutes for a bus. The biggest

issues were missed appointments and meetings, overcrowding and slower travel times.

Quotes from respondents on the top four buses mentioned:

**106.....**

*“My nearest bus stops include the 106 and I have noticed longer gaps, erratic service particularly when I am returning from picking up a grandchild and looking after him. Now it is not uncommon for a bus to be full and doesn't stop and I have to walk home (in all weathers). I rely on this bus too to get to Finsbury Park railway station to travel to see my family, and also to get to the nearest tube station to travel to central London. I also use this bus to go to central Hackney for shopping and Town Hall events.”*

*“106 to Finsbury park and back. As a result of the reduction of the frequency I spent more time waiting for the bus not doing anything. In the winter that's very annoying. It is unfair as so many people wait for this bus and more people would use if it would come more often.”*

**242.....**

*“I went to take the 242 bus from Tottenham Court Road to visit someone in Homerton Hospital as that bus takes me directly to the hospital. I stood for ages watching for the 242 to turn out from Centrepont. No bus came. I went on my mobile phone to check - there is a way of checking when the next bus is due - and the mobile application told me it no longer serves Tottenham Court Road.*

*So how this affected me: I was late for visiting time for my friend who was expecting me. I had 10 mins with my friend instead of the anticipated 45 mins to an hour. I considered other options when I realised the bus wasn't coming - but I have access issues due to hidden disability. I have difficulty on tubes and trains - buses are the most accessible transport for me.”*

*“242 is less frequent. It stops at St Paul's which is a huge shame. So if you want to visit the West End, we now have to take 2 buses to complete a 6 mile journey which takes around 1.5 hours!!!”*

**48.....**

*“The 48 is always pretty unreliable and this has only got worse. I would never use it for commuting as it is often infrequent and full by the time it arrives in hackney central.”*

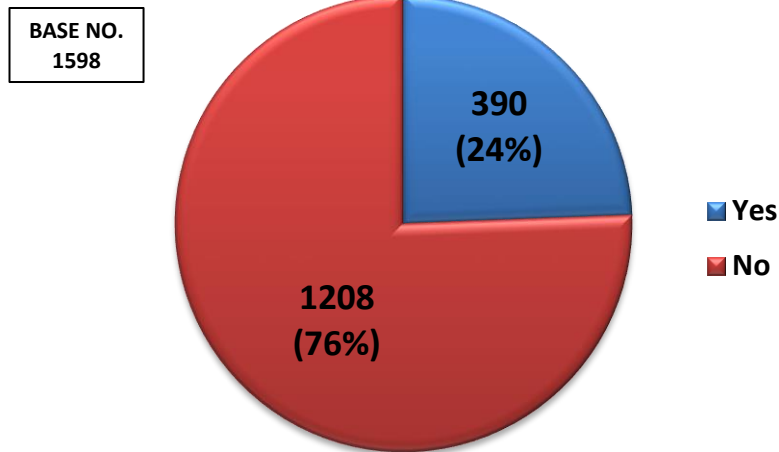
*“The 48 has a longer gap at peak times and is very crowded, at busy times of day it has meant walking two stops back in order to get a seat or some days even just to get on.”*

**277.....**

*“The 277 used to be more frequent. Now, if I just miss a bus it takes ages for another to come. This can make me late or have less chance to undertake activities before work”*

*“I think cutting the 277 from Highbury is ridiculous. It is always busy. The Overground trains to Highbury are always packed, taking this service away is not ok.”*

**Have you noticed any other changes to the bus routes you use?**



The chart above shows that the majority of respondents have not noticed any other changes to the bus routes they use (76%, 1208).

Just under a quarter of respondents have stated that they have noticed other changes (24%, 390). Below is a breakdown of the buses and a summary of the comments made.

**If yes, please state which routes and how has this affected you**

<u>Bus</u>	<u>Count</u>	<u>Top Key Theme</u>
73	58	Less frequent and route reduction
242	55	Less Frequent/Long waiting time, route cut short
277	46	Route change
106	28	Less Frequent/Long waiting time
48	14	Longer journey time
236	12	Route reduced and overcrowded
276	12	Route change and frequency
141	7	Overcrowded
488	3	Overcrowded and too long journey
349	2	Less frequent and route reduction
42	1	Longer journey time
N38	1	Less frequent

Based on 390 comments from respondents, the table above shows how many times a bus number was mentioned. The 73 was mentioned the most amount of times, followed by the 242 and 277.

The majority of respondents stated that the bus routes are shorter, meaning they have to change buses on their normal route which causes a longer journey time. The same issues as mentioned in the previous question have been reiterated again, with overcrowding and being less frequent so longer waiting times. There is a lot of mention about buses being on diversion and stopping in the wrong places, buses terminating early, lots of congestion on the roads, and bus stops being closed without any message or announcement on route.

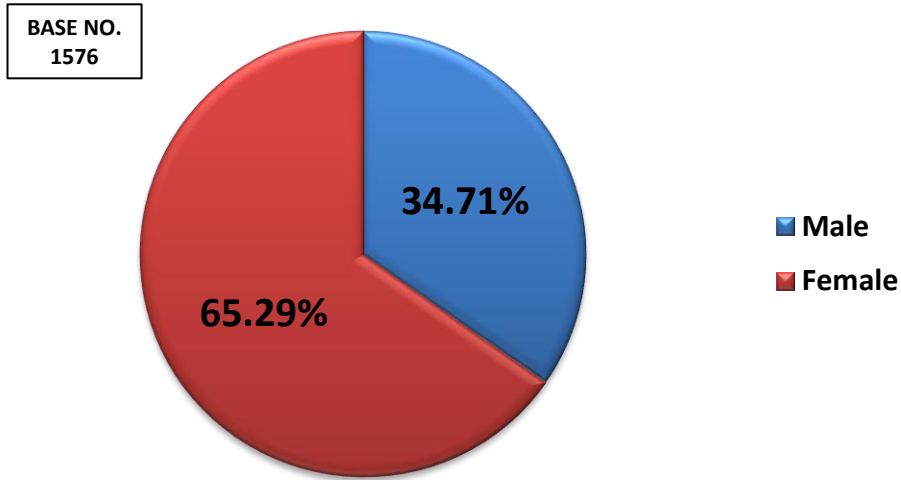
## **What improvements would you like to see? (1077 comments)**

Key themes from review of comments:

- More buses, bus stops and bus lanes (434)
- New routes and connections (352)
- Reduce parking by removing parking bays on certain bus routes to stop congestion for buses (159)
- More frequency of daytime and night buses (158)
- Don't cut routes shorter or reduce routes (125)
  - *277 bus between Dalston and Highbury and Islington should not be cut (42)*
  - *73 route to be reinstated to Victoria (10)*
  - *242 route to be reinstated to Tottenham Court Road (7)*
- Change of drivers improved and more efficient (102)
- Bus lane priority (91)
- Prevent overcrowding (16)

# About You

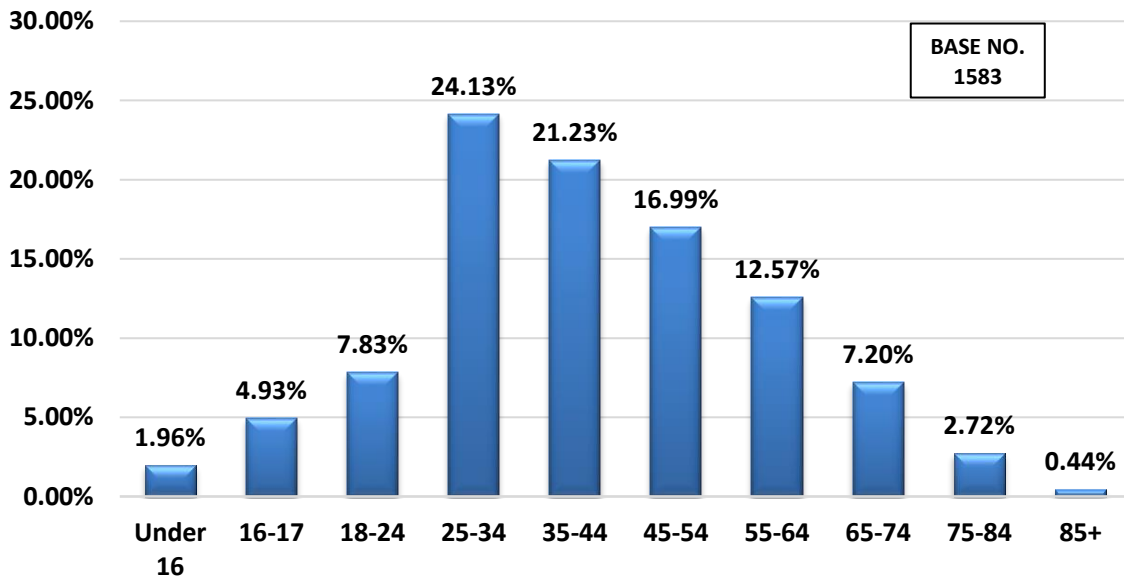
## Gender



The majority of respondents were female (1029) which is just under two thirds of respondents. Males (547) accounted for just over one third of respondents.

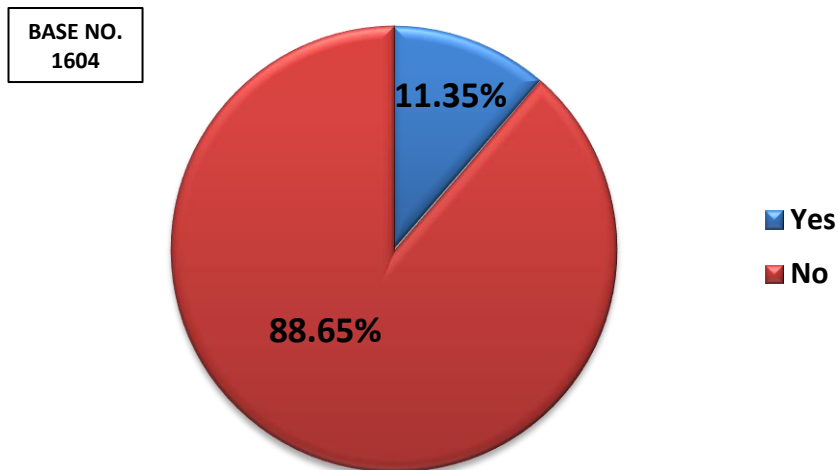
A very small percentage (2.74% of 510) of respondents stated that their gender identity was different to the sex they were assumed to be at birth.

## Age Group



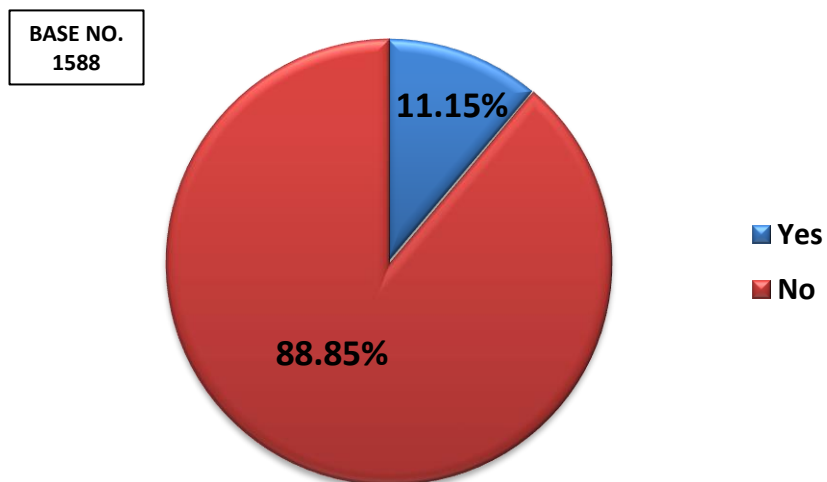
The highest percentage of respondents were in the 25-34 (382) age group. This was followed by 35-44 (336), 45-54 (269), 55-64 (199), 18-24 (124), 65-74 (114), 16-17 (78), 75-84 (43), under 16 (31) and 85+ (7).

## Disability



The majority of respondents stated that they did not have a disability (1422). Only a small percentage stated Yes (182) to this question.

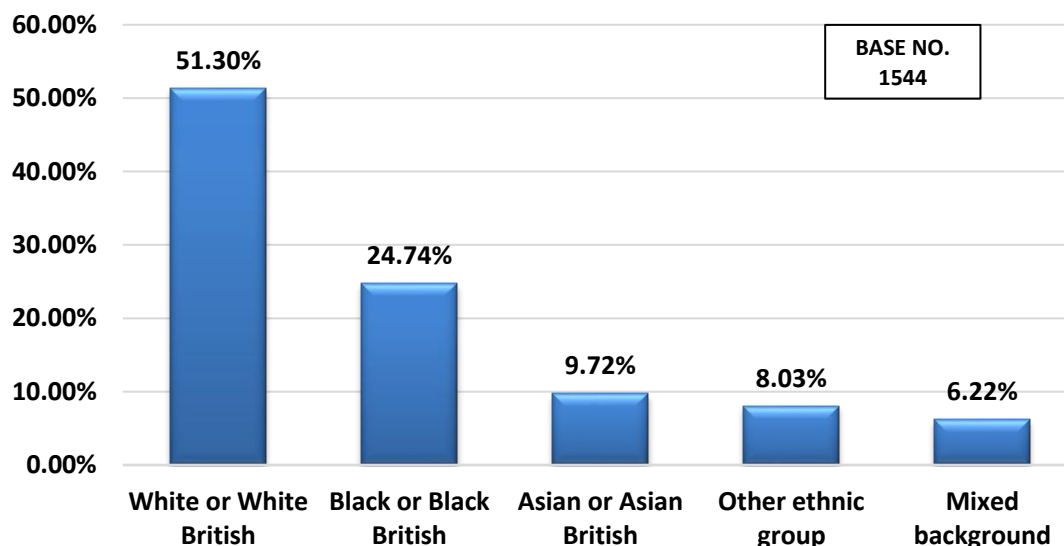
## Carer Responsibility



The majority of respondents stated that they did not have carer responsibilities (1411). Only a small percentage stated Yes (177) to this question.



## Ethnicity

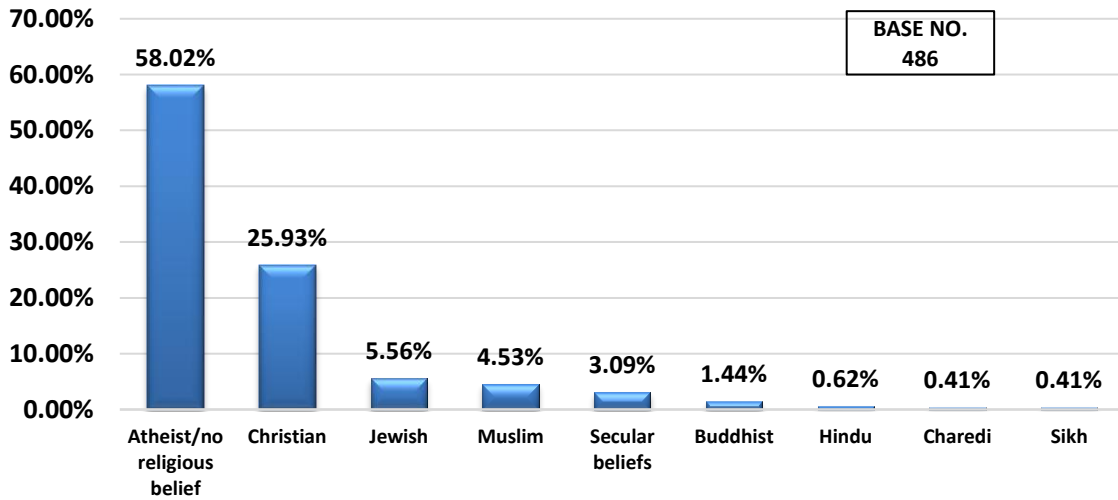


The majority of respondents were “White or White British” (792). This was followed by “Black or Black British” (382), “Asian or Asian British” (150), “Other ethnic group” (124) and “Mixed background” (96).

Those who stated “Other ethnic group” included:

- African
- Australian
- Bangladesh
- Black Asian
- Brazilian
- Caribbean
- Chinese
- Colombian
- Cornish
- Cypriot and British
- Czech republic
- European
- French
- Hungarian
- Irish
- Irish Turk
- Italian
- Latin American
- Maltese
- Mauritian
- Nigerian
- North American
- Somalian
- Thailand, Dominican and Portugal
- Turkish
- Vietnamese
- White British and Black Caribbean
- White British and Turkish

**Religion**

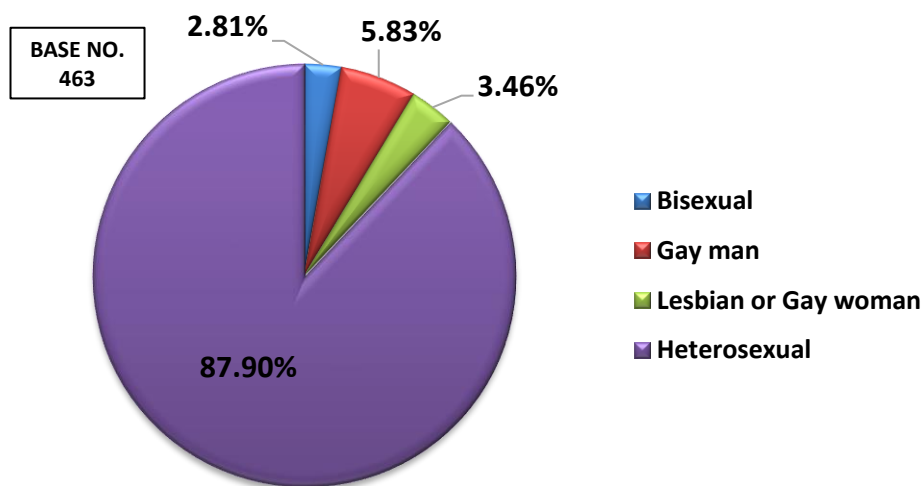


The majority of respondents stated that they were “Atheist/no religious belief” (282). This was followed by “Christian” (126), with all other religious beliefs accounting for a much smaller response (78 combined – 16.05%).

Those who did not answer were able to specify any other religion or belief, which included the following:

- Agnostic
- Believe in god
- Born Again Jesus
- Catholic
- I am Jewish by culture but Catholic by religion
- No conventional religion
- Quaker
- Rastafarian
- Spiritual
- Witch

**Sexual Orientation**



The majority of respondents stated that they were “Heterosexual” (407). All other sexual orientations accounted for a much smaller percentage (56 combined – 12.10%).

## Conclusion

The consultation had a very good response rate of 1645 respondents.

When looking at the accuracy of the results against the borough population (true) to show how representative they are, we can predict the variation between the sample results and the “true” values from knowledge of the size of samples on which the results to each question is based, and the number of times a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the “true” value will fall within a specified range. In this case, the overall sampling tolerance is +/-2.4%. This means that if we were to conduct the consultation 100 times, the survey would yield the exact same results 95 times out of those 100 times with an accuracy of between 92.6% and 97.4%. The aim is to be within 5%, so this tolerance level gives us a good representation.

The majority of respondents use buses 7 days a week. This is mainly for getting to and from work, with a fairly even response from those who use buses to go shopping, for leisure and to get to appointments such as doctors or hospital.

The age group of 25-34 accounts for the highest number of bus users, based on those who were asked to complete the consultation. They are also the highest percentage to use buses 7 days a week.

Those living in the E9 area account for the highest number of respondents, closely followed by N16 and E5. This is largely based on face-to-face surveys conducted in these postcode areas.

Although the majority of respondents stated that they had not noticed any reductions in the frequency to the bus routes they use, 40% (651) did state differently and this is still a significant number.

The total borough population based on the Office for National Statistics (ONS) information from 2017, is approximately 275,900. If we look at the result of this question based on 40% responding “Yes”, this would be 110,360.

There was a very clear message among respondents who stated that less frequent buses meant longer waiting times. The impact of this was missed meetings for work, or appointments at doctors or hospitals. This was the biggest concern raised from respondents.

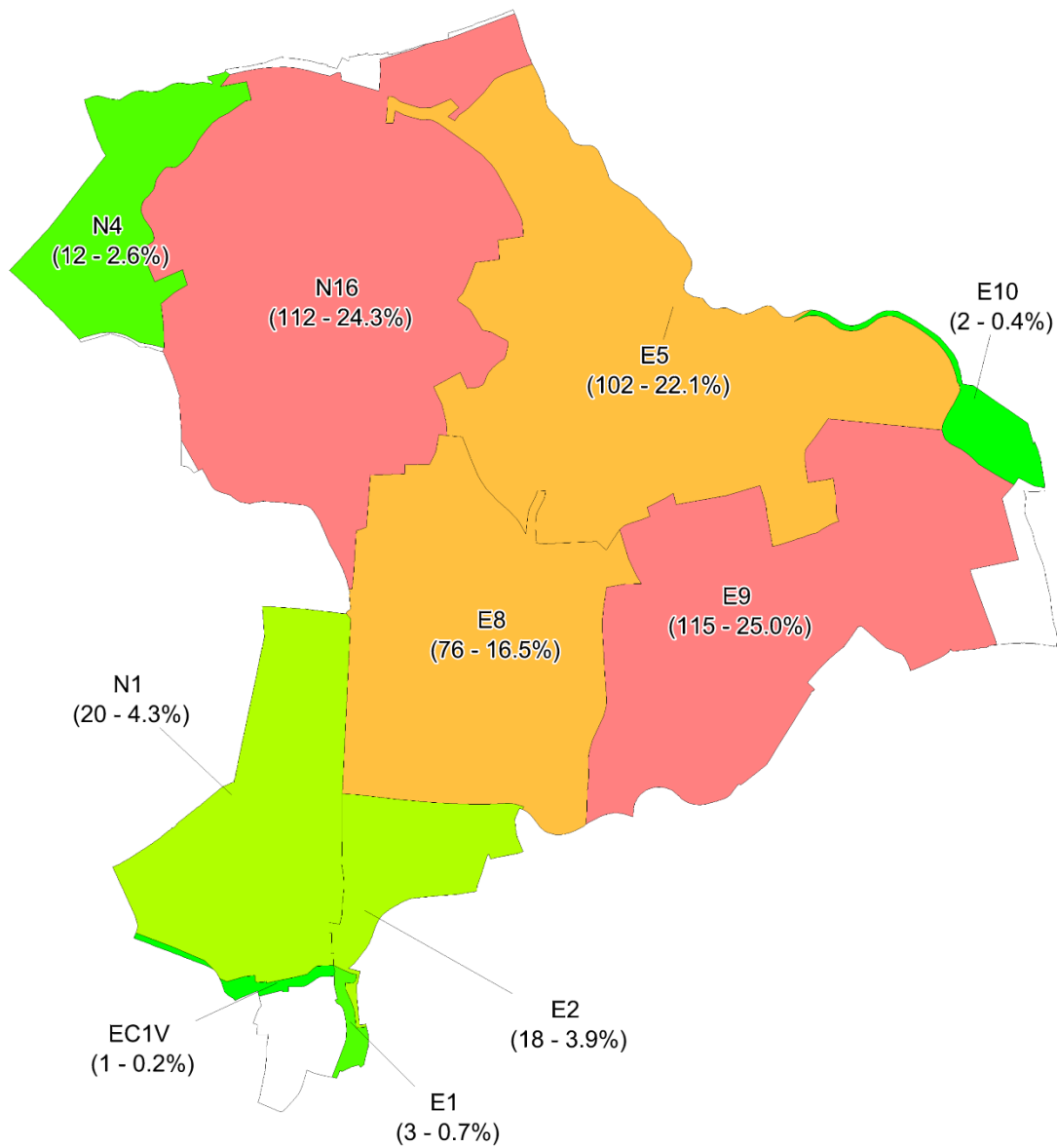
Another major issue was routes being cut short and reduced, meaning changes of buses on journeys which impacted on the waiting times and making journeys longer overall.

When asked what improvements they would like to see, the top suggestions were for more buses, bus stops and bus lanes, and new routes and connections.

The consultation indicates that the reduction in the frequency of buses has had an impact on commuters, especially for those who use buses to get to and from work. Also routes being made shorter, with connections between buses not able to work in conjunction with each other to meet everyone’s needs, had caused frustration among commuters.

# APPENDIX

**Heat map showing no. and % of respondents per postcode area of where they live**



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