Changes to bus services in Hackney

Consultation Report

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Hackney

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- 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.
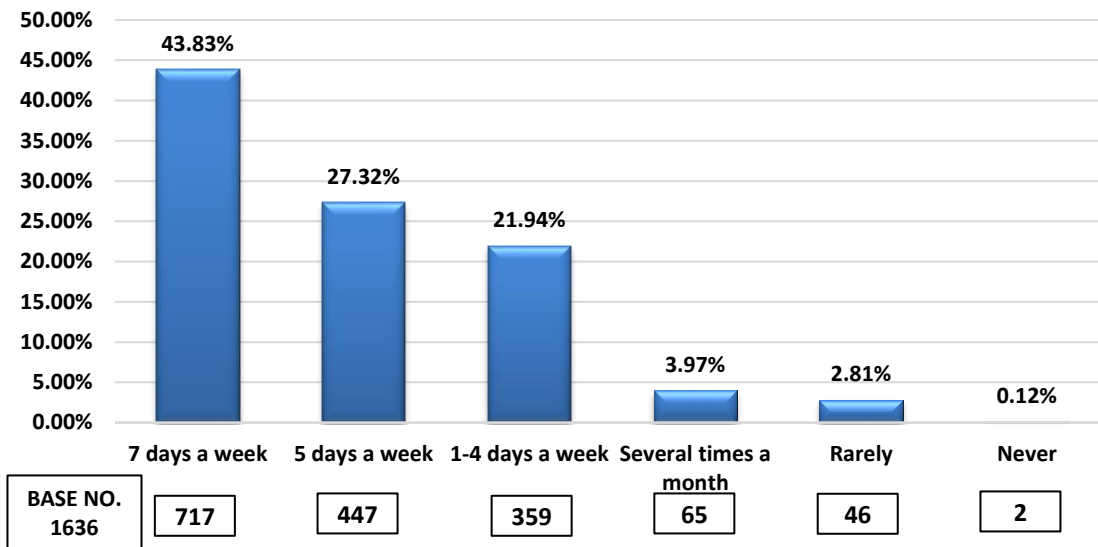
Data inputting

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?

BASE NO. 1636	717	447	359	65	46	2
	7 days a week	5 days a week	1-4 days a week	Several times a month	Rarely	Never

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

	Under 16	16-17	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
7 days a week	38.71%	53.85%	47.54%	46.97%	42.26%	40.67%	43.22%	36.28%	48.78%	42.86%
5 days a week	48.39%	25.64%	25.41%	24.27%	29.76%	33.58%	21.11%	23.89%	19.51%	14.29%
1-4 days a week	9.68%	15.38%	22.95%	23.22%	20.24%	18.66%	25.63%	29.20%	24.39%	42.86%
Several times a month	3.23%	2.56%	1.64%	2.37%	4.46%	4.10%	8.04%	4.42%	4.88%	0.00%
Rarely	0.00%	2.56%	2.46%	3.17%	2.68%	2.99%	2.01%	6.19%	2.44%	0.00%
Never	0.00%	0.00%	0.00%	0.00%	0.60%	0.00%	0.00%	0.00%	0.00%	0.00%
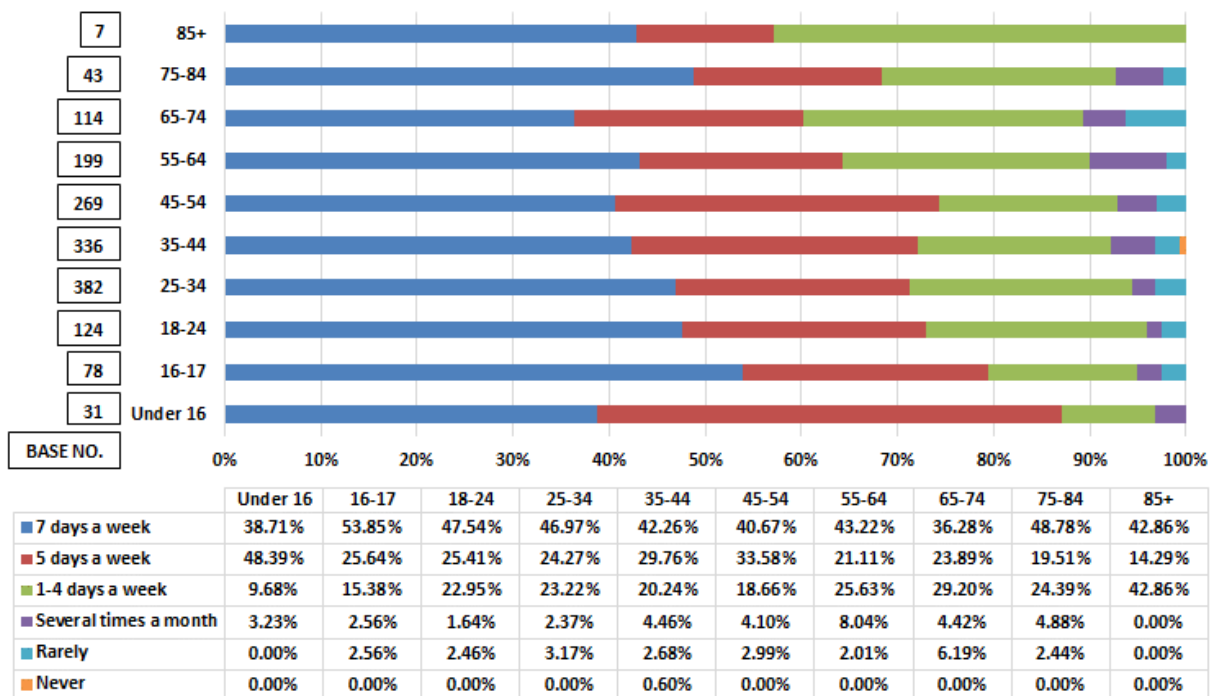
The chart above represents how frequently different age groups use bus services in Hackney.

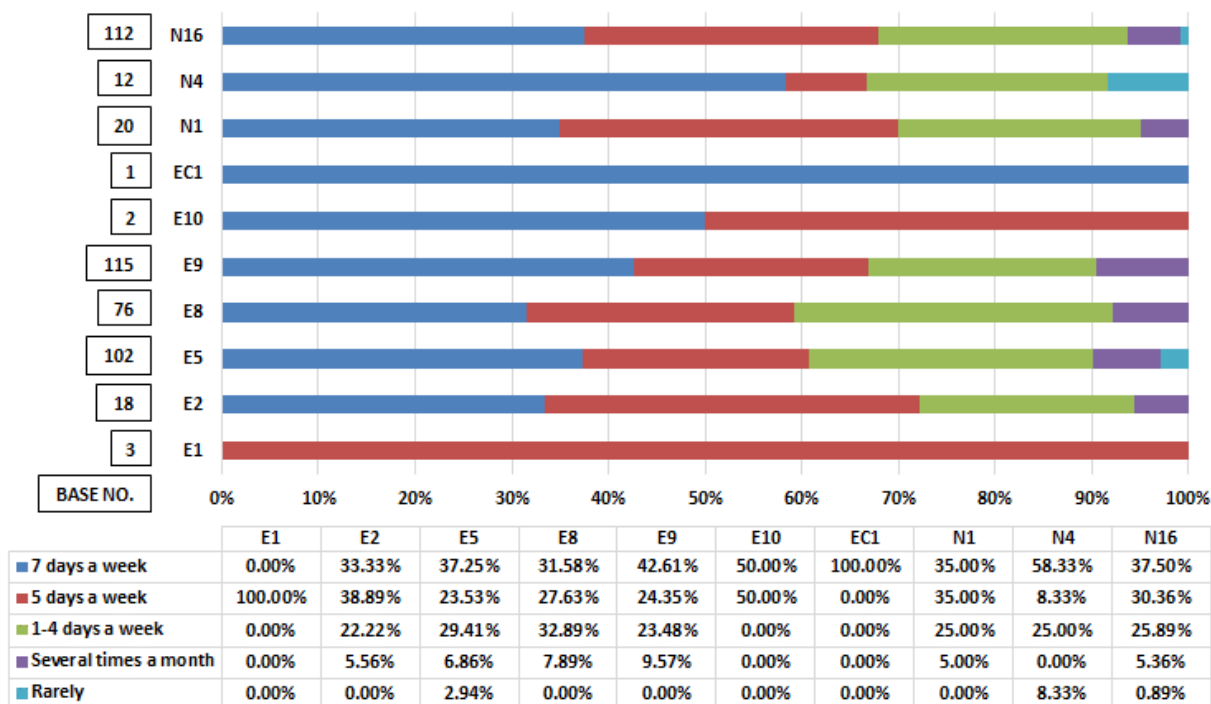The highest number of respondents, based on the total number of responses for that age group, was 25-34 with almost 47% using the bus service 7 days a week. 35-44 was the second highest number of respondents with just over 42% using the bus service 7 days a week.

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

|	E1	E2	E5	E8	E9	E10	EC1	N1	N4	N16
■ 7 days a week	0.00%	33.33%	37.25%	31.58%	42.61%	50.00%	100.00%	35.00%	58.33%	37.50%
■ 5 days a week	100.00%	38.89%	23.53%	27.63%	24.35%	50.00%	0.00%	35.00%	8.33%	30.36%
■ 1-4 days a week	0.00%	22.22%	29.41%	32.89%	23.48%	0.00%	0.00%	25.00%	25.00%	25.89%
■ Several times a month	0.00%	5.56%	6.86%	7.89%	9.57%	0.00%	0.00%	5.00%	0.00%	5.36%
■ Rarely	0.00%	0.00%	2.94%	0.00%	0.00%	0.00%	0.00%	0.00%	8.33%	0.89%

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)

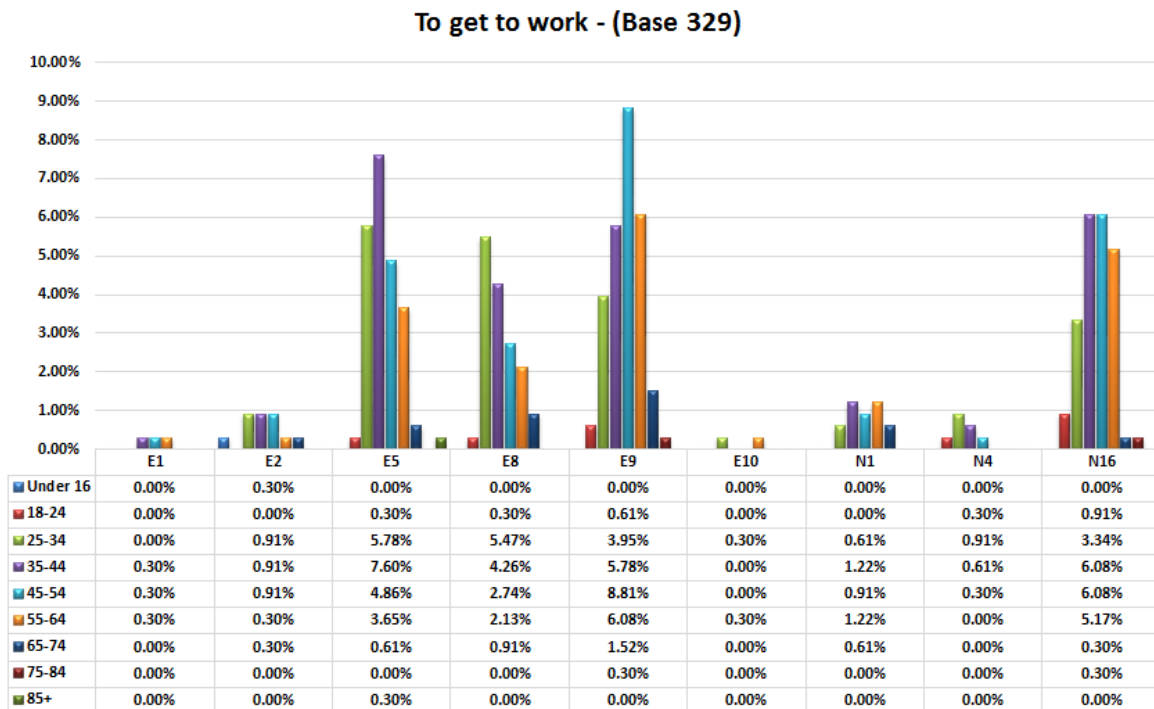| BASE NO. 1647	1033	800	765	703	297
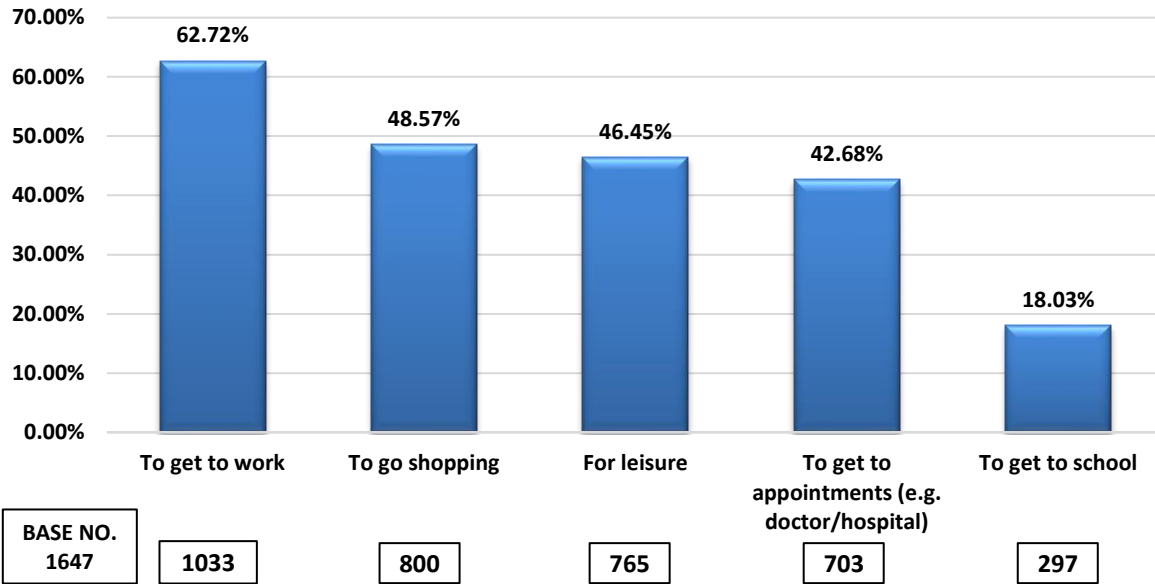
Respondents were asked to indicate why they use buses, and they were provided with a list of response options to choose all that applied to them.

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.

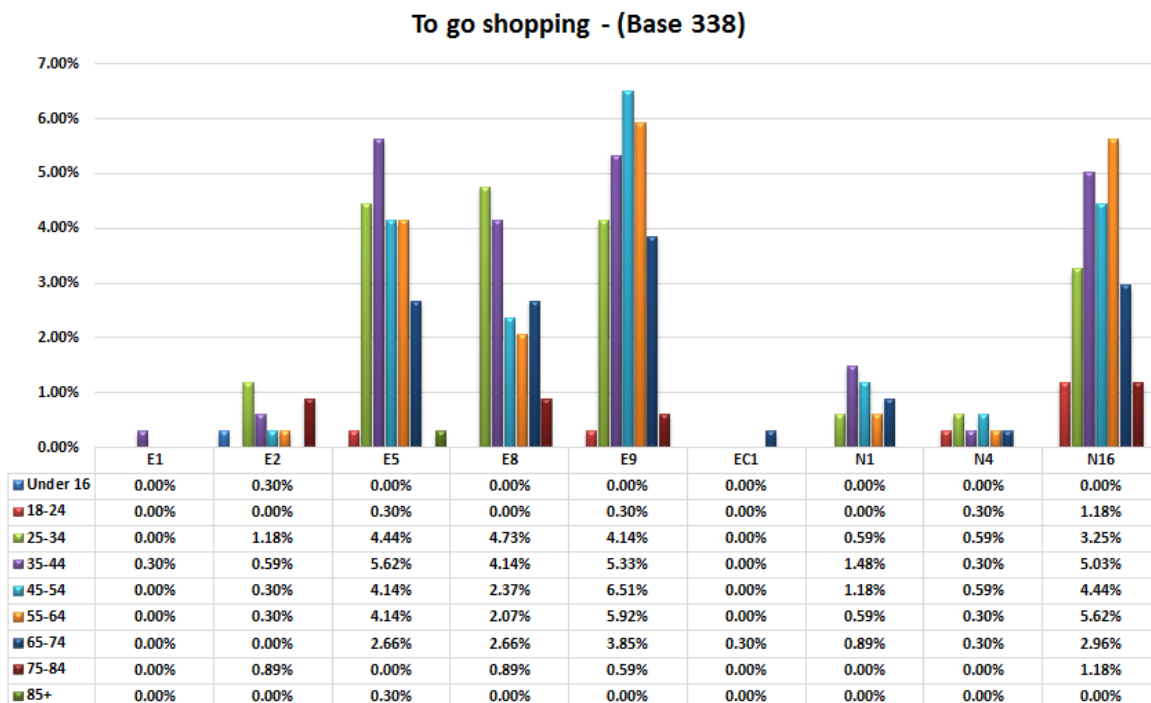## Why do you use buses by age group and postcode

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

To get to work - (Base 329)

	E1	E2	E5	E8	E9	E10	N1	N4	N16
Under 16	0.00%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
18-24	0.00%	0.00%	0.30%	0.30%	0.61%	0.00%	0.00%	0.30%	0.91%
25-34	0.00%	0.91%	5.78%	5.47%	3.95%	0.30%	0.61%	0.91%	3.34%
35-44	0.30%	0.91%	7.60%	4.26%	5.78%	0.00%	1.22%	0.61%	6.08%
45-54	0.30%	0.91%	4.86%	2.74%	8.81%	0.00%	0.91%	0.30%	6.08%
55-64	0.30%	0.30%	3.65%	2.13%	6.08%	0.30%	1.22%	0.00%	5.17%
65-74	0.00%	0.30%	0.61%	0.91%	1.52%	0.00%	0.61%	0.00%	0.30%
75-84	0.00%	0.00%	0.00%	0.00%	0.30%	0.00%	0.00%	0.00%	0.30%
85+	0.00%	0.00%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

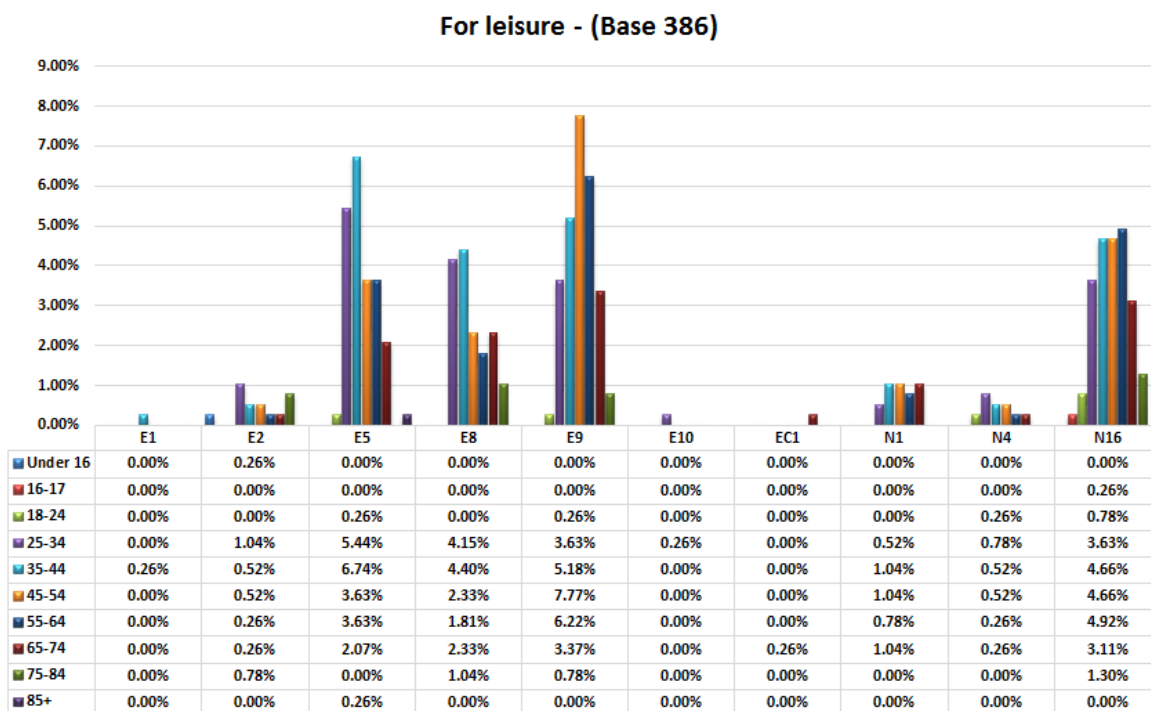The chart above represents respondents who use buses to get to work.

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.

To go shopping - (Base 338)

	E1	E2	E5	E8	E9	EC1	N1	N4	N16
Under 16	0.00%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
18-24	0.00%	0.00%	0.30%	0.00%	0.30%	0.00%	0.00%	0.30%	1.18%
25-34	0.00%	1.18%	4.44%	4.73%	4.14%	0.00%	0.59%	0.59%	3.25%
35-44	0.30%	0.59%	5.62%	4.14%	5.33%	0.00%	1.48%	0.30%	5.03%
45-54	0.00%	0.30%	4.14%	2.37%	6.51%	0.00%	1.18%	0.59%	4.44%
55-64	0.00%	0.30%	4.14%	2.07%	5.92%	0.00%	0.59%	0.30%	5.62%
65-74	0.00%	0.00%	2.66%	2.66%	3.85%	0.30%	0.89%	0.30%	2.96%
75-84	0.00%	0.89%	0.00%	0.89%	0.59%	0.00%	0.00%	0.00%	1.18%
85+	0.00%	0.00%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

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.

For leisure - (Base 386)

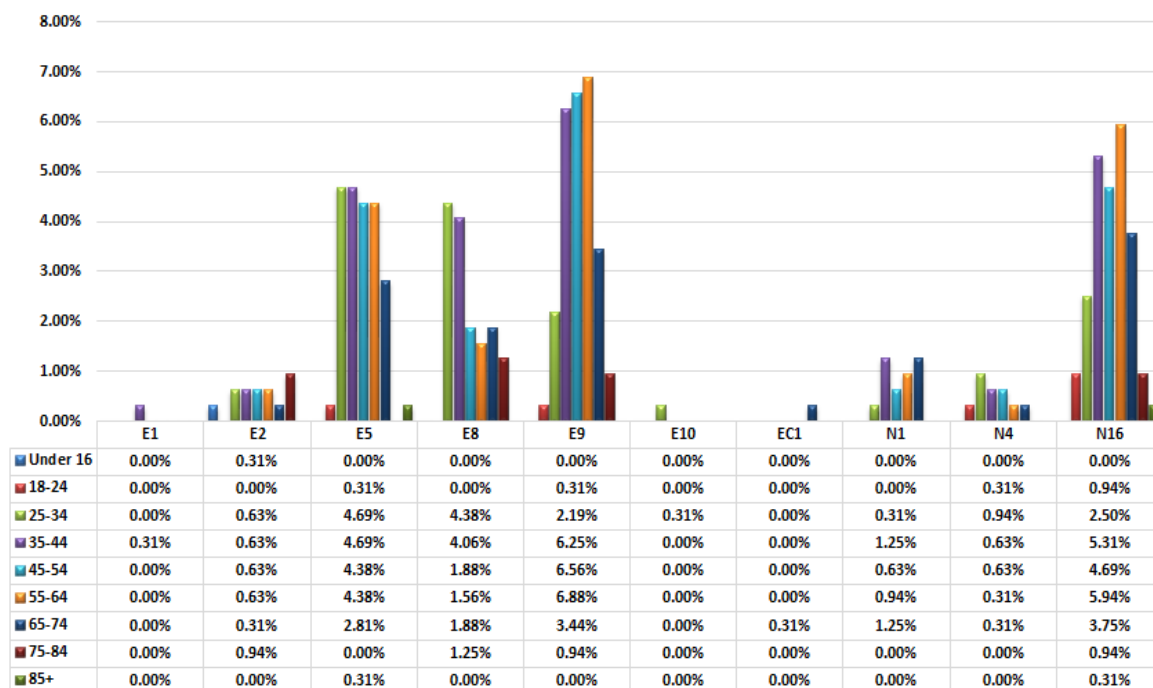|	E1	E2	E5	E8	E9	E10	EC1	N1	N4	N16
Under 16	0.00%	0.26%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
16-17	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.26%
18-24	0.00%	0.00%	0.26%	0.00%	0.26%	0.00%	0.00%	0.00%	0.26%	0.78%
25-34	0.00%	1.04%	5.44%	4.15%	3.63%	0.26%	0.00%	0.52%	0.78%	3.63%
35-44	0.26%	0.52%	6.74%	4.40%	5.18%	0.00%	0.00%	1.04%	0.52%	4.66%
45-54	0.00%	0.52%	3.63%	2.33%	7.77%	0.00%	0.00%	1.04%	0.52%	4.66%
55-64	0.00%	0.26%	3.63%	1.81%	6.22%	0.00%	0.00%	0.78%	0.26%	4.92%
65-74	0.00%	0.26%	2.07%	2.33%	3.37%	0.00%	0.26%	1.04%	0.26%	3.11%
75-84	0.00%	0.78%	0.00%	1.04%	0.78%	0.00%	0.00%	0.00%	0.00%	1.30%
85+	0.00%	0.00%	0.26%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

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.
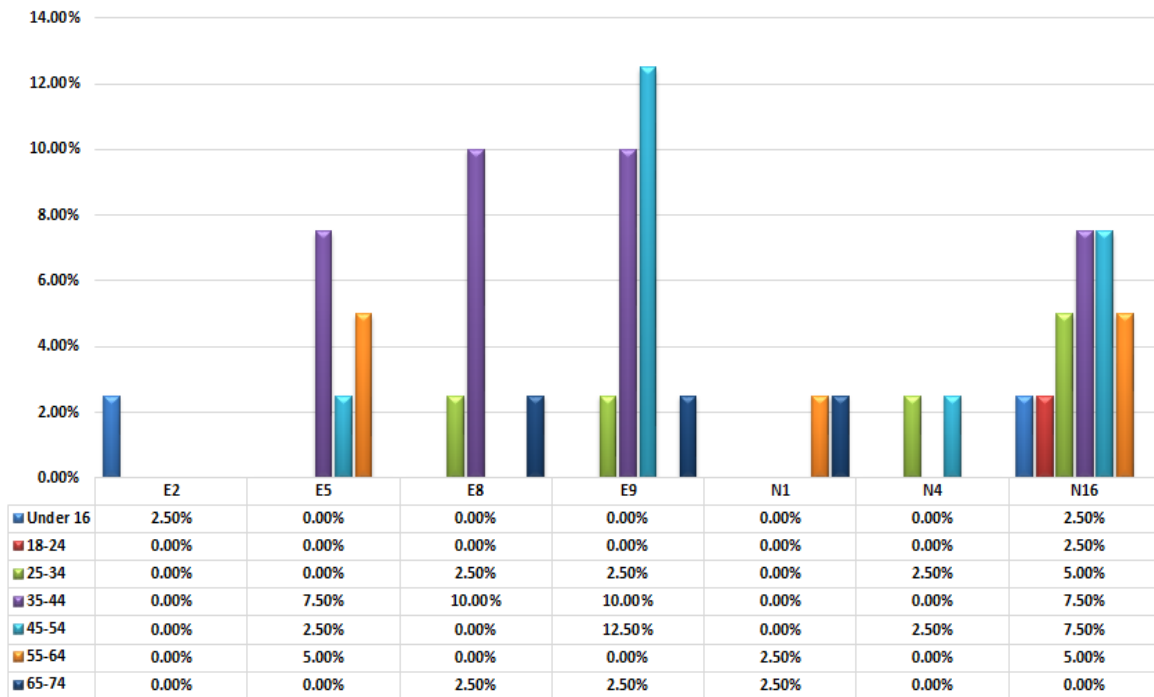
For appointments - (Base 320)

	E1	E2	E5	E8	E9	E10	EC1	N1	N4	N16
Under 16	0.00%	0.31%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
18-24	0.00%	0.00%	0.31%	0.00%	0.31%	0.00%	0.00%	0.00%	0.31%	0.94%
25-34	0.00%	0.63%	4.69%	4.38%	2.19%	0.31%	0.00%	0.31%	0.94%	2.50%
35-44	0.31%	0.63%	4.69%	4.06%	6.25%	0.00%	0.00%	1.25%	0.63%	5.31%
45-54	0.00%	0.63%	4.38%	1.88%	6.56%	0.00%	0.00%	0.63%	0.63%	4.69%
55-64	0.00%	0.63%	4.38%	1.56%	6.88%	0.00%	0.00%	0.94%	0.31%	5.94%
65-74	0.00%	0.31%	2.81%	1.88%	3.44%	0.00%	0.31%	1.25%	0.31%	3.75%
75-84	0.00%	0.94%	0.00%	1.25%	0.94%	0.00%	0.00%	0.00%	0.00%	0.94%
85+	0.00%	0.00%	0.31%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.31%

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)

	E2	E5	E8	E9	N1	N4	N16
Under 16	2.50%	0.00%	0.00%	0.00%	0.00%	0.00%	2.50%
18-24	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.50%
25-34	0.00%	0.00%	2.50%	2.50%	0.00%	2.50%	5.00%
35-44	0.00%	7.50%	10.00%	10.00%	0.00%	0.00%	7.50%
45-54	0.00%	2.50%	0.00%	12.50%	0.00%	2.50%	7.50%
55-64	0.00%	5.00%	0.00%	0.00%	2.50%	0.00%	5.00%
65-74	0.00%	0.00%	2.50%	2.50%	2.50%	0.00%	0.00%

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)

BASE NO.
1636

651
(40%)

985
(60%)

- ■ Yes
- ■ No
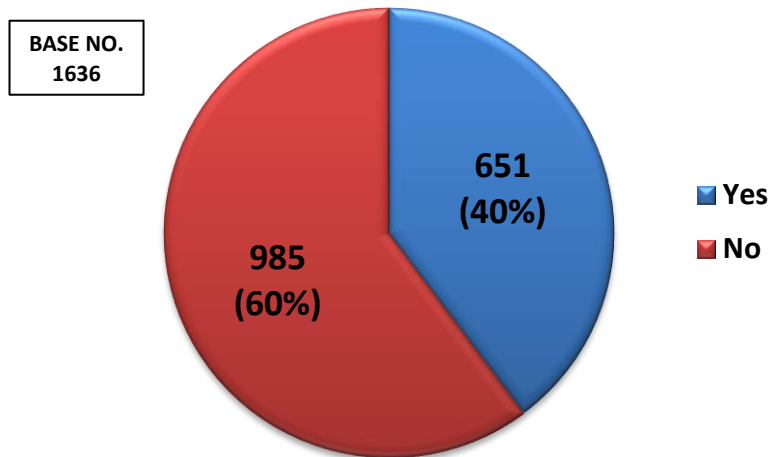
The chart above shows that the majority of respondents have not noticed any reductions in frequency to the bus routes they use (60%, 985). This is probably due to the high frequencies of routes currently operating in Hackney.

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

Respondents who stated "Yes" by age group

	Under 16	16-17	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
%	1.59%	3.51%	3.99%	22.81%	21.05%	21.05%	14.51%	8.77%	2.39%	0.32%
BASE NO. 627	10	22	25	143	132	132	91	55	15	2
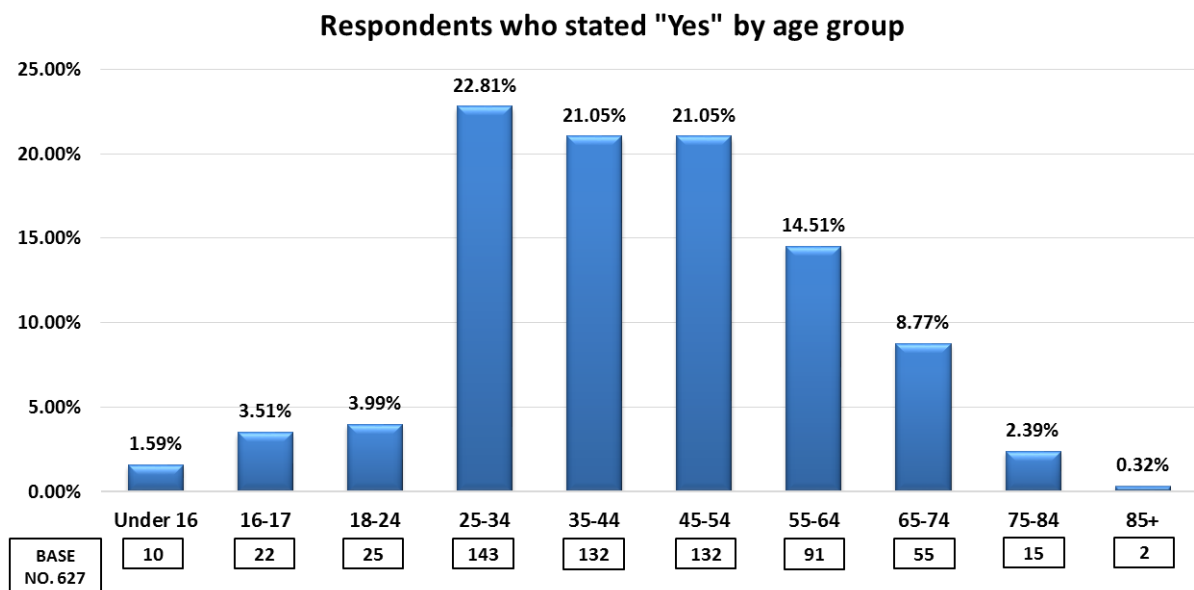
The chart above shows those respondents who stated "Yes" by age group.

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

BASE NO. 329	E1	E2	E5	E8	E9	E10	EC1	N1	N4	N16
	2	13	74	55	81	1	11	13	8	81

Chart values: E1 0.61%, E2 3.95%, E5 22.49%, E8 16.72%, E9 24.62%, E10 0.30%, EC1 0.30%, N1 3.95%, N4 2.43%, N16 24.62%
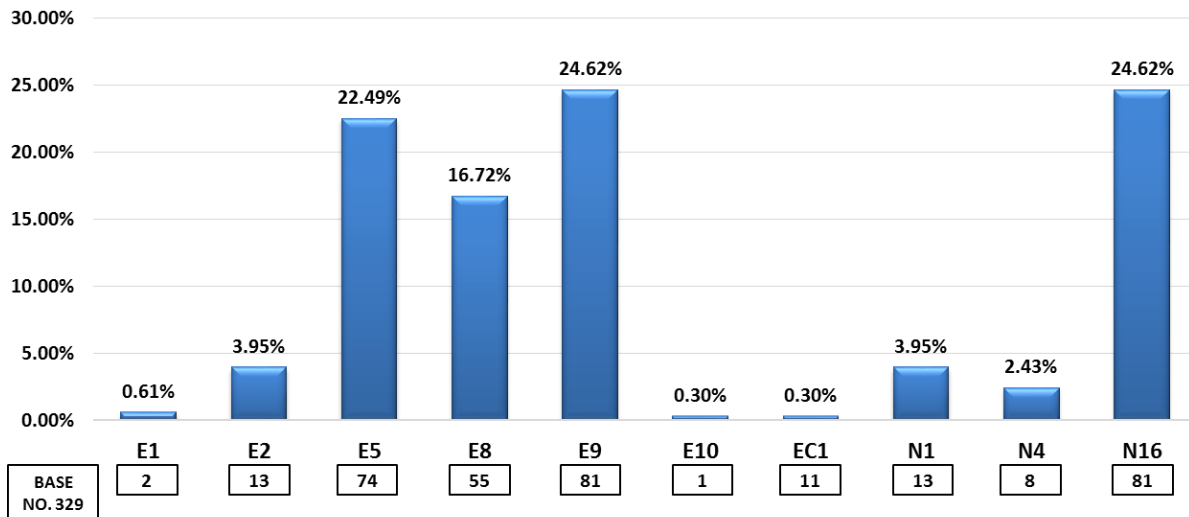
The chart above shows those respondents who stated "Yes" by postcode.

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

Bus	Count	Top Key Theme
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 Centrepoint. 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?

BASE NO.
1598

390
(24%)

1208
(76%)

- Yes
- No
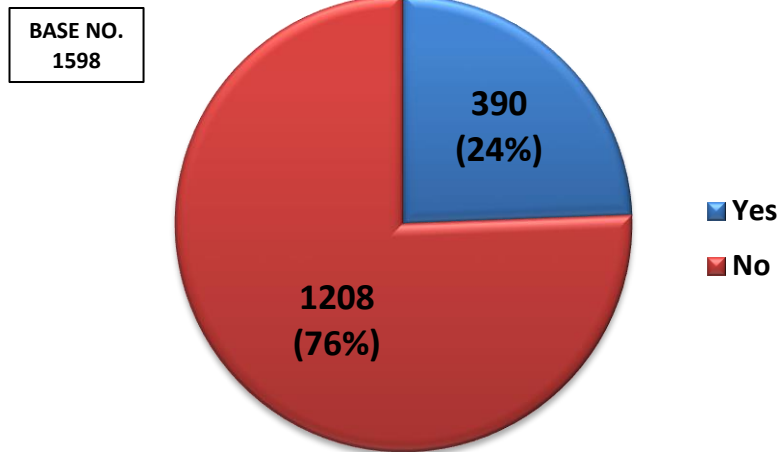
The chart above shows that the majority of respondents have not noticed any other changes to the bus routes they use (76%, 1208).

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

Bus	Count	Top Key Theme
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

BASE NO. 1576

34.71%

65.29%
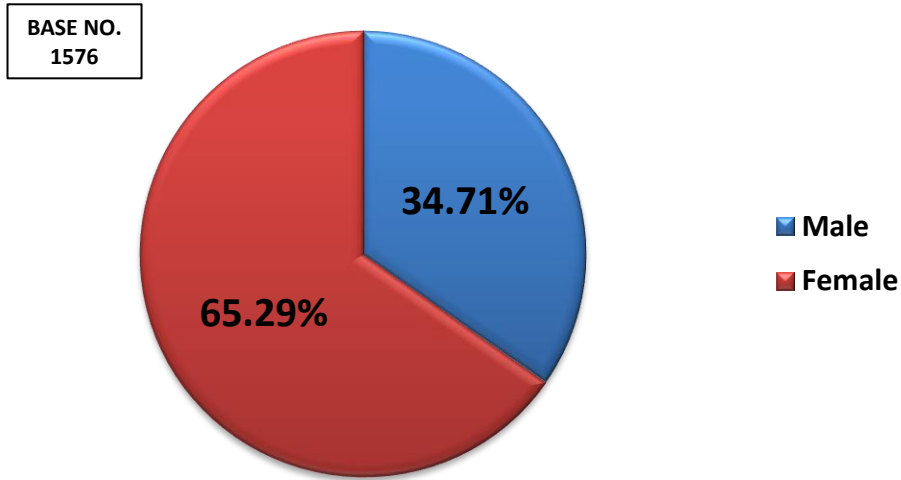
■ Male
■ Female

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

BASE NO. 1583

Age Group	Percentage
Under 16	1.96%
16-17	4.93%
18-24	7.83%
25-34	24.13%
35-44	21.23%
45-54	16.99%
55-64	12.57%
65-74	7.20%
75-84	2.72%
85+	0.44%
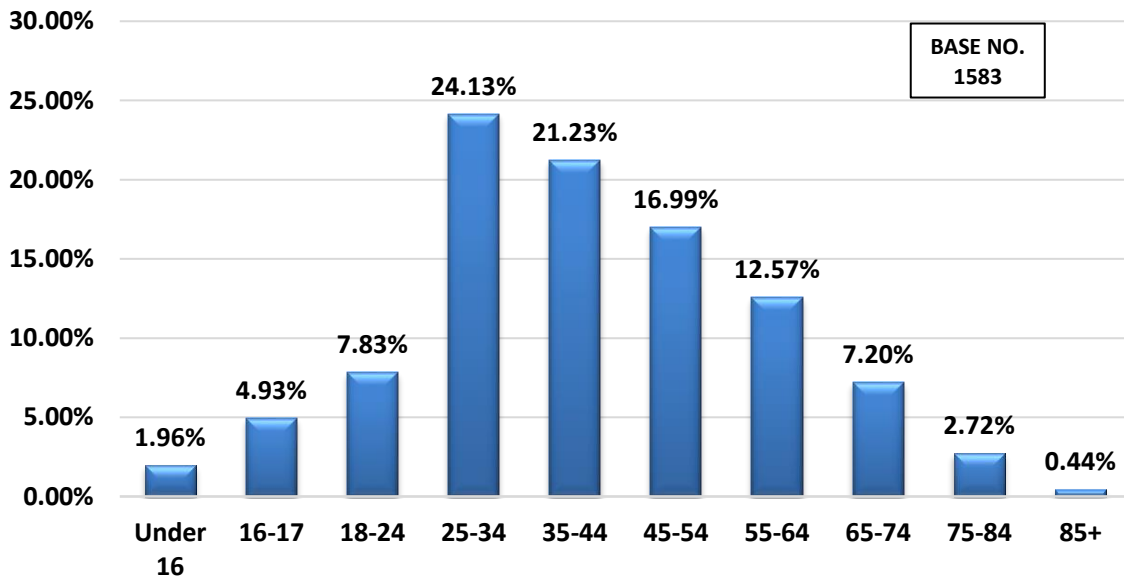
The highest percentage of respondents were in the 25-34 (382) age group. This was followed by 35-44 (336), 45-54 (269), 55-64 (199), 18-24 (124), 65-74 (114), 16-17 (78), 75-84 (43), under 16 (31) and 85+ (7).

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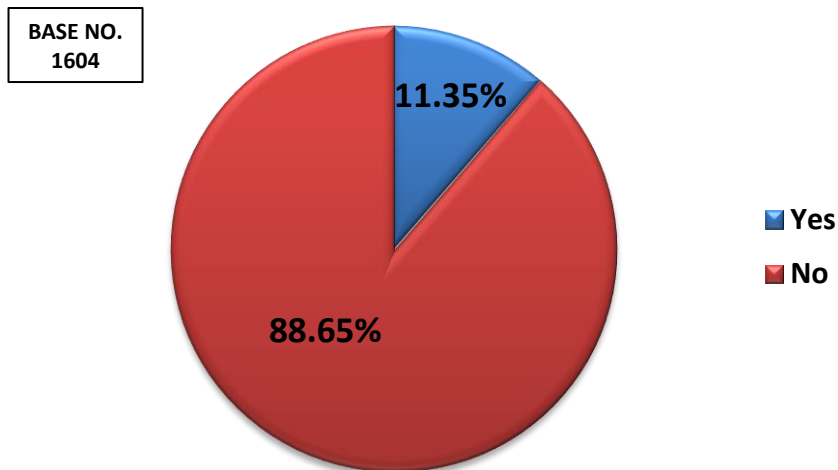
The majority of respondents stated that they did not have a disability (1422). Only a small percentage stated Yes (182) to this question.

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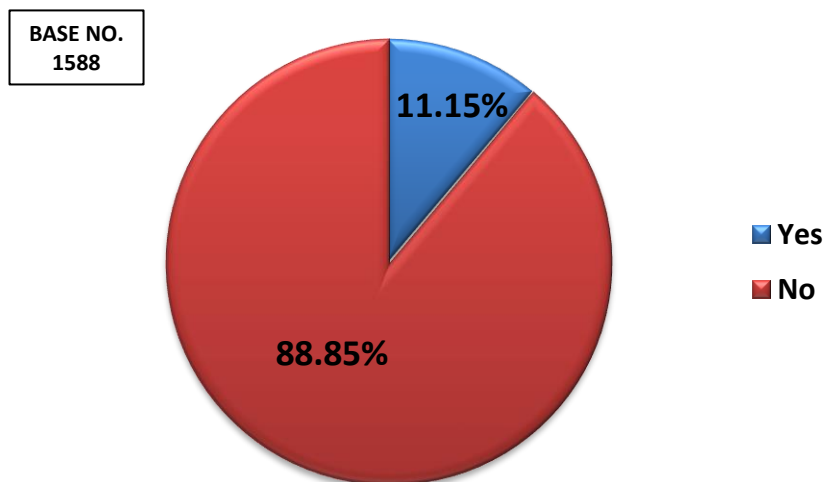
The majority of respondents stated that they did not have carer responsibilities (1411). Only a small percentage stated Yes (177) to this question.

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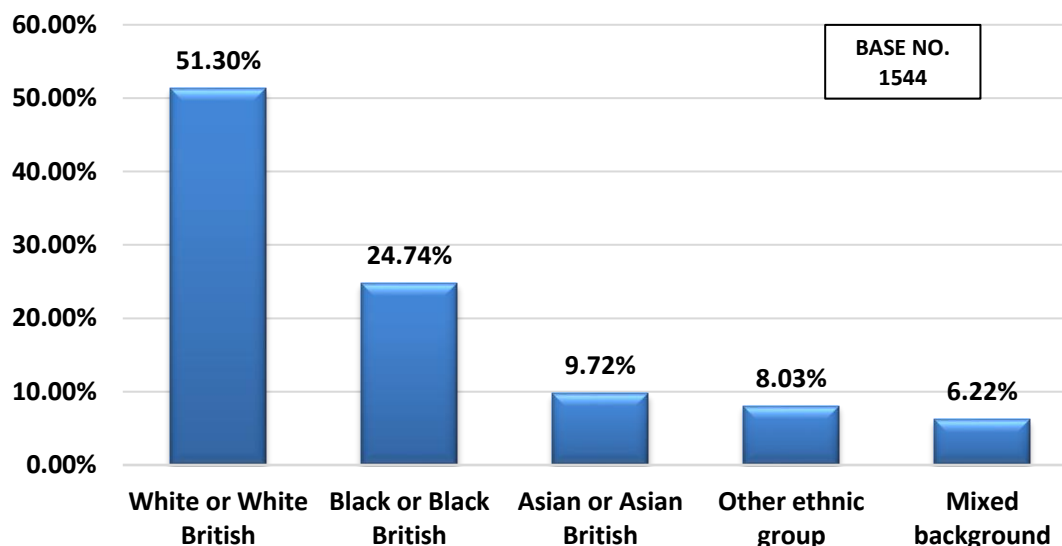
The majority of respondents were "White or White British" (792). This was followed by "Black or Black British" (382), "Asian or Asian British" (150), "Other ethnic group" (124) and "Mixed background" (96).

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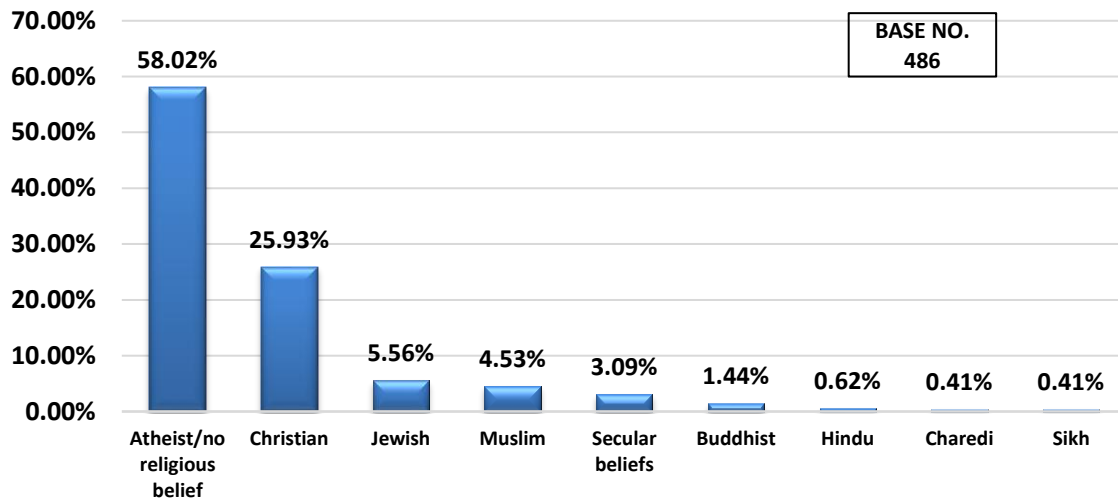
The majority of respondents stated that they were "Atheist/no religious belief" (282). This was followed by "Christian" (126), with all other religious beliefs accounting for a much smaller response (78 combined – 16.05%).

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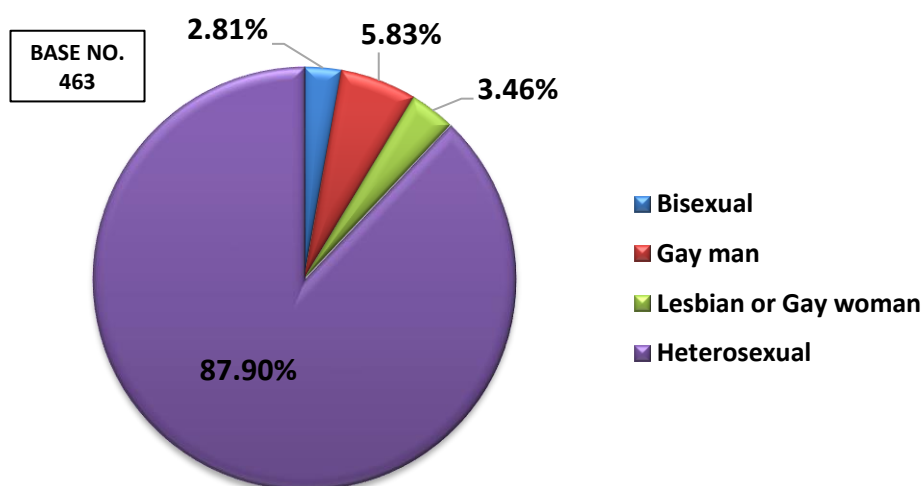
The majority of respondents stated that they were "Heterosexual" (407). All other sexual orientations accounted for a much smaller percentage (56 combined – 12.10%).

__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

N4
(12 - 2.6%)

N16
(112 - 24.3%)

E10
(2 - 0.4%)

E5
(102 - 22.1%)

E9
(115 - 25.0%)

E8
(76 - 16.5%)

N1
(20 - 4.3%)

EC1V
(1 - 0.2%)

E2
(18 - 3.9%)

E1
(3 - 0.7%)