

Consultation on possible changes to bus routes 130 and 312

Consultation Report
December 2014

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1 Introduction

We consulted stakeholders and the public about proposals effecting routes 130 and 312. The consultation was open from 2 June to 7 July 2014.

In April 2010 Spring Lane Bridge in Woodside was closed to buses due to the introduction of a weight limit because of structural problems. As a consequence we had to divert routes 130 and 312. Route 130 was diverted at Shirley Road via Lower Addiscombe Road, Morland Road, Woodside Green and back to the normal line of route. Route 312 was diverted at Cherry Orchard Road to run via Morland Road, Woodside Green to the normal line of route.

Works to strengthen the bridge have now been completed and it is now possible to return both services to their original routeing.

We proposed to return both routes 130 and 312 to their original routeings via Spring Lane Bridge.

As the buses had been on diversion for over three years we looked at usage over the diverted routes. While some new links had been established, overall, more passengers would benefit from the restoration of the original alignment particularly as they will have faster journeys on route 130. Route 197 will continue to serve Morland Road and Woodside Green, running every 12 minutes most times and every 20 minutes during the evenings and Sundays.

We further proposed to extend route 130 from Norwood Junction to Thornton Heath Clock Tower via Selhurst Road, Park Road, Whitehorse Lane, Thornton Heath High Street and Parchmore Road. This would create new links between local centres in Croydon.

Consultation is required by the Greater London Authority (GLA) Act 1999 when a route change is proposed. In this instance given that both routes had been on diversion since 2010 we gave people the opportunity to comment on the extension of route 130 to Thornton Heath but also on our plans to return both routes to their pre-closure routes.

We have considered the views of the public and stakeholders and this document summarises responses to the consultation.

2 The consultation

The consultation was designed to enable us to better understand the views of local residents, businesses and stakeholders with regards to the proposal.

The potential outcomes of the consultation are:

- We decide the consultation raises no issues that should prevent us from proceeding with the scheme as originally planned.
- We modify the scheme in response to issues raised in consultation

- We abandon the scheme as a result of issues raised in the consultation.

2.1 Consultation objectives

The objectives of the consultation were:

- To give stakeholders and the public easily-understandable information about the proposals and allow them to respond
- To understand the level of support or opposition for the change
- To understand any issues that might affect the proposal of which we were not previously aware
- To understand concerns and objections
- To allow respondents to make suggestions.

2.2 Who we consulted

The consultation intended to seek the views of people who live near to the proposed route, current users of the service and other potential users. We also consulted stakeholders including the affected Councils, traffic police, London TravelWatch, Members of Parliament, Assembly Members and local interest groups. A list of the stakeholders we consulted is shown in Appendix C and a summary of their responses is given in Section 4.

2.3 Consultation material, distribution and publicity

We produced a letter outlining the proposals which was then distributed to around 2,200 households and businesses in and around the Spring Lane area. The area is shown in Appendix B.

The letter contained information about why we had developed the proposals and information informing people of the proposed extension to Thornton Heath for route 130 and the associated routeings.

A copy of the consultation material is shown in Appendix A and a map of the distribution area can be found in Appendix B.

People were invited to respond to the consultation using a variety of methods. They could respond via our freepost address (FREEPOST TFL CONSULTATIONS), by emailing consultations@tfl.gov.uk or by accessing the online consultation where they could let us know their views.

The online questionnaire asked nine questions, four generic questions and five specific questions relating to the proposals:

- What is your name?
- What is your email address?
- What is your organisation?
- How did you hear about this consultation?
- Do you currently use route 130?
- Do you currently use route 312?

- The extension of route 130 will provide new links to Thornton Heath. Would you use this route to Thornton Heath?
- What do you think of our proposals for the extension of route 130 to Thornton Heath?
- Do you have any further comments?

Of the five specific questions, four questions had pre-determined answers; Yes, No, No opinion, Not sure, Support, or Against. The remaining question gave people the opportunity to give us any other comments they had on the proposal.

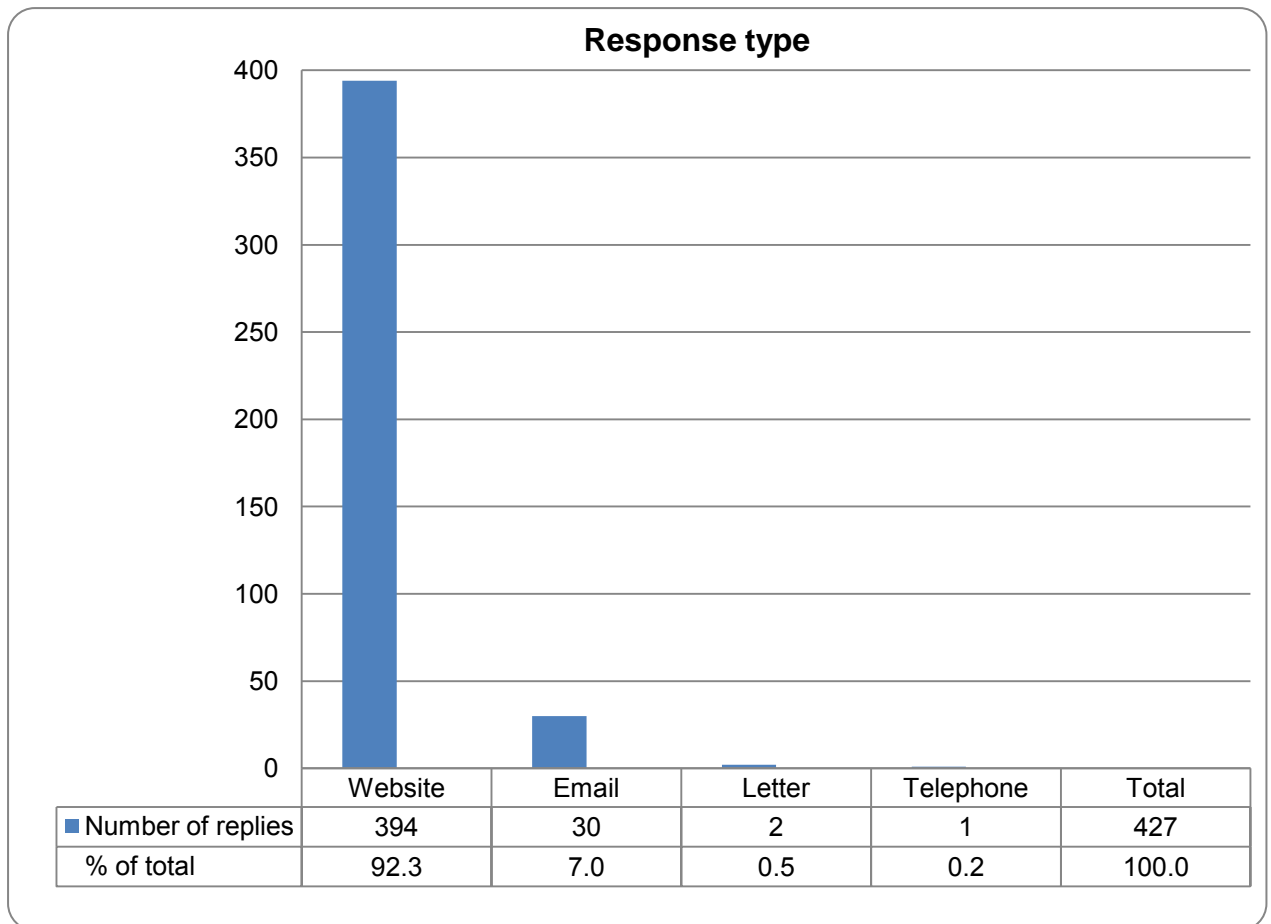
Braille, audio and large font versions of the consultation material were available, as was a translation service to other languages if requested.

The consultation was also advertised via an email campaign which uses Oyster card data to target customers who have registered as users of chosen routes.

There were also bus stop notices posted along the routes involved.

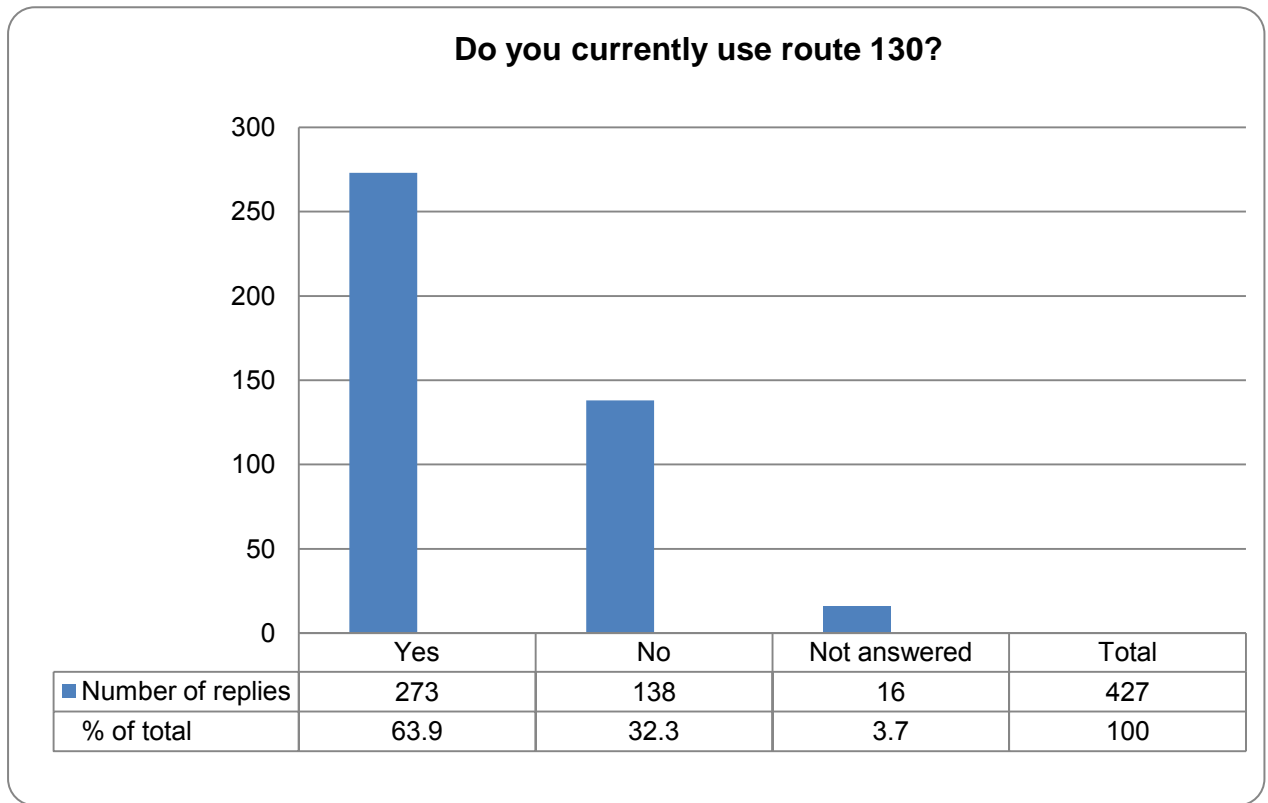
3 Responses from members of the public

We received a total of 427 public responses. There were 394 responses via the website, 30 via email, two via letter and one via a telephone call to Customer Services.

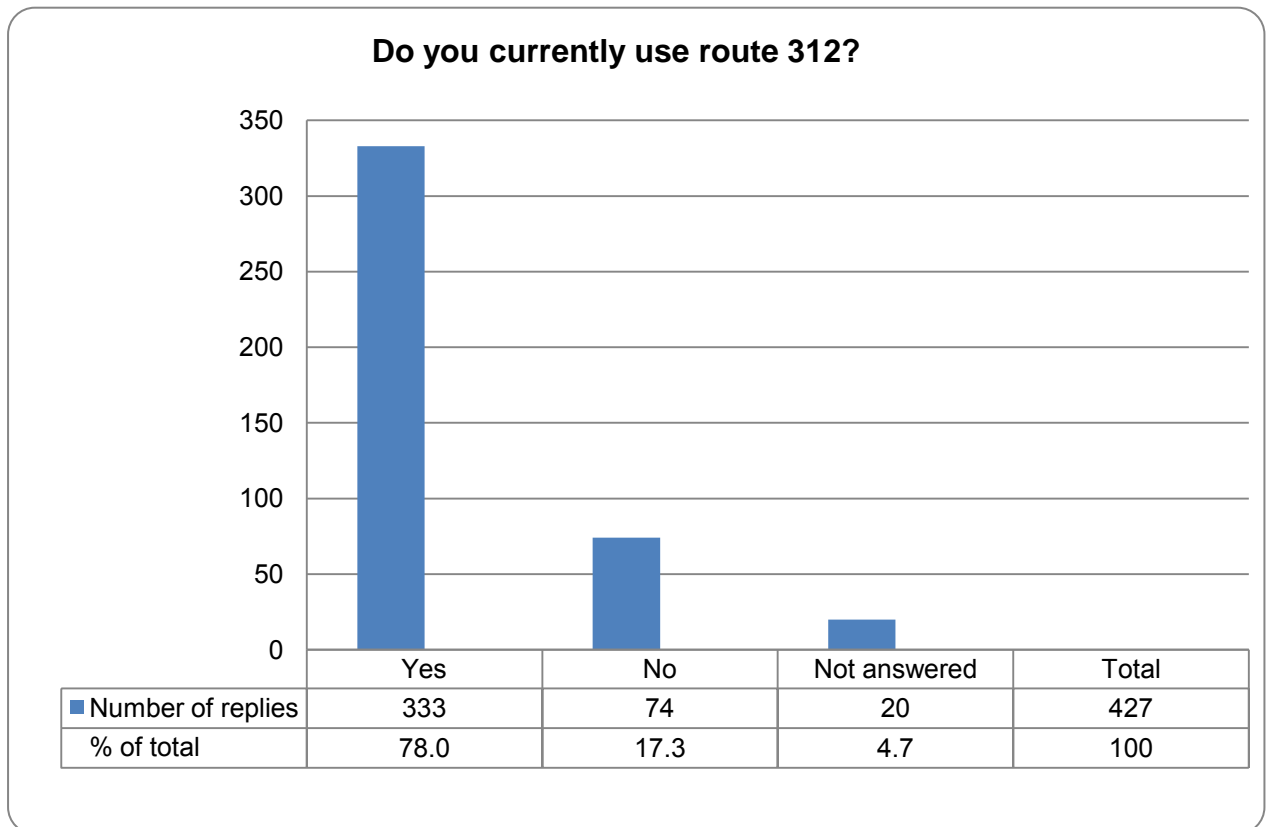


3.1 Public consultation results

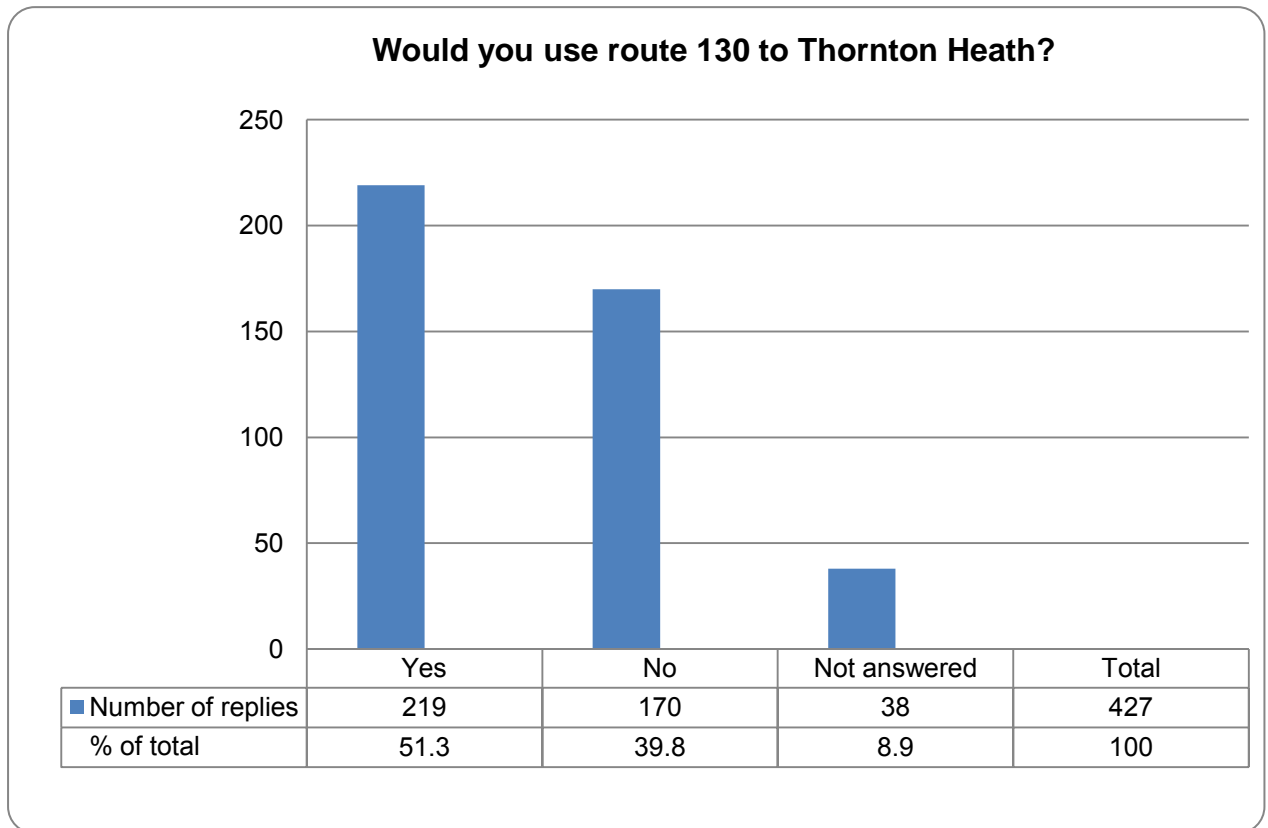
Q1. Do you currently use route 130?



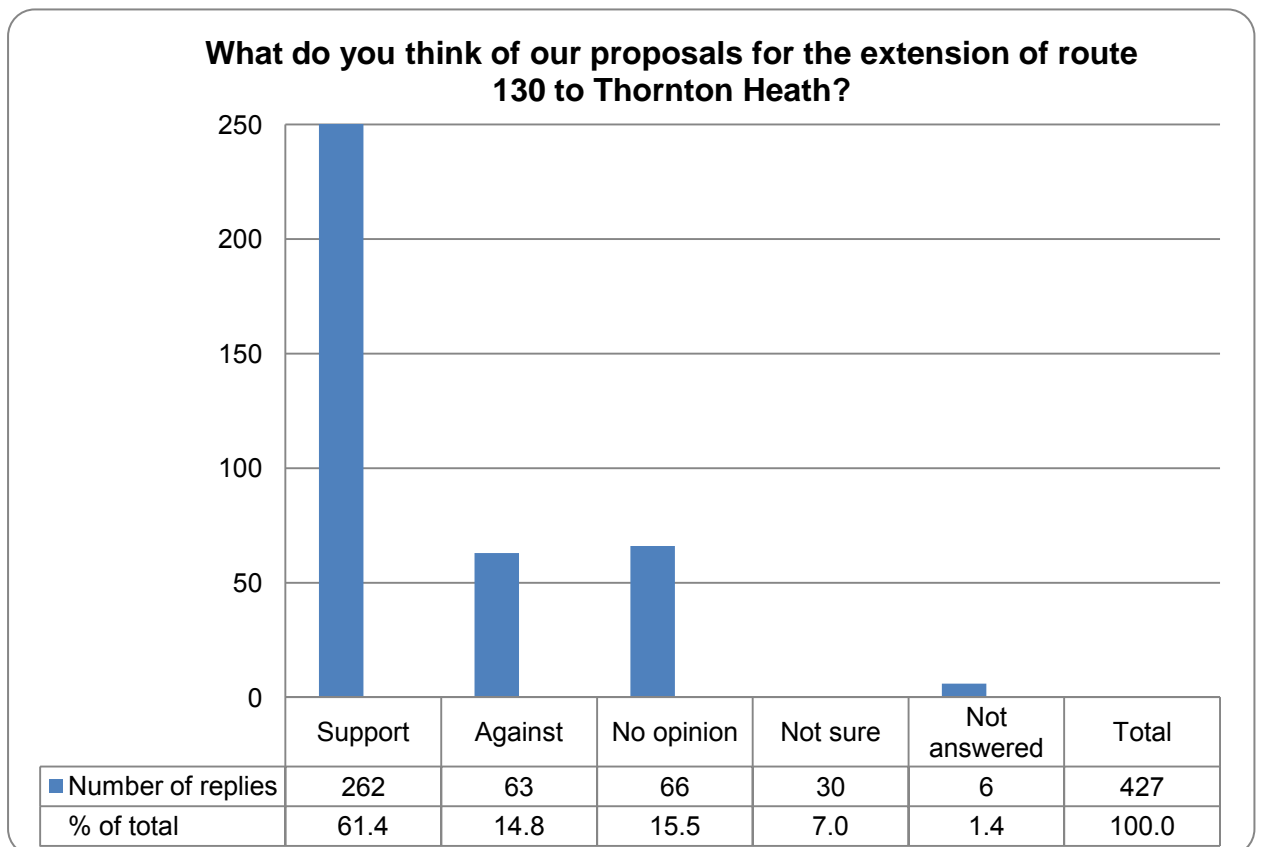
Q2. Do you currently use route 312?



Q3. The extension of route 130 will provide new links to Thornton Heath. Would you use this route to Thornton Heath?



Q4. What do you think of our proposals for the extension of route 130 to Thornton Heath?



Q5. Do you have any further comments?

The table below summarises the comments and suggestions made by people responding to the consultation.

Comments and suggestions	Number of times raised
Route 197 is not frequent or reliable enough and needs extra capacity	108
Generally supportive views of the extension of route 130 to Thornton Heath or re-introduction of routes 130 & 312 via Spring Lane	81
This proposal will improve links to Thornton Heath	73
Please keep route 312 on Morland Road	71
Please keep both routes 130 and 312 on Morland Road	48
Generally against the extension of route 130 to Thornton Heath or the re-introduction of routes 130 & 312 via Spring Lane	37
Please keep route 130 on Morland Road	26
This will have an adverse affect on Lower Addiscombe Road residents and businesses	5
Please extend route 130 further to Thornton Heath Pond	5
Please use different route for extension to Thornton Heath	4
What would happen to route 130 on Crystal Palace matchdays?	4
Please increase the frequency of route 130	3
Please extend route 130 to Crystal Palace	2
Please convert route 312 to double decks	2
Can you re-route one of the buses to serve Harrington Road direct?	1
There will be an adverse affect on train capacity at Norwood Junction at peak times	1
The area needs a night bus	1
Please extend route 312 to Beckenham Junction	1
Please extend route 312 to Crystal Palace	1
Please extend route 312 to Thornton Heath	1
Can route 196 be converted to a 24 hour service	1
Can you re-route the 130 to serve Croydon University Hospital?	1

4 Responses from statutory bodies and other stakeholders

We received a total of 14 stakeholder responses. A summary of their responses can be found below.

London Borough of Croydon

The London Borough of Croydon supports both the extension of route 130 to Thornton Heath and the return of routes 130 and 312 to operate via Spring Lane. They also strongly suggested that they would like to see route 130 extended to serve Croydon University Hospital.

Cllr Pelling – Waddon Ward

Cllr Pelling supports both the extension of route 130 to Thornton Heath and the return of routes 130 and 312 to operate via Spring Lane.

Cllr Mann – Ashburton Ward

Cllr Mann supports both the extension of route 130 to Thornton Heath and the return of routes 130 and 312 to operate via Spring Lane. He also expressed a wish for route 130 to be extended to serve Croydon University Hospital.

Croydon Adult Learning and Training (CALAT) – (4 replies)

CALAT supports both the extension of route 130 to Thornton Heath and the return of routes 130 and 312 to operate via Spring Lane. The extension to Thornton Heath will greatly assist their students in accessing their site. They also suggest an alternative routeing for route 130 via South Norwood Hill and Whitehorse Lane instead of Park Road and Whitehorse Lane as this would probably be the routeing for Crystal Palace FC matchdays.

Croydon Green Party

The Croydon Green Party supports both the extension of route 130 to Thornton Heath and the return of routes 130 and 312 to operate via Spring Lane. They also suggest an alternative routeing for route 130 via South Norwood Hill and Whitehorse Lane instead of Park Road and Whitehorse Lane.

Croydon Transport Focus

Croydon Transport Focus supports both the extension of route 130 to Thornton Heath and the return of routes 130 and 312 to operate via Spring Lane. They would like the interworking of routes 197 and 312 looked into to maintain an evenly spaced combined service between Portland Road and Central Croydon during the evenings and on Sundays. Additionally whilst they understand that Morland Road and Woodside Green will only be served by route 197, they ask if adequate resourcing can be allocated to ensure an end to end service.

They also have an aspiration for an increase in frequency on route 130 during Monday to Saturday evenings for greater compatibility with rail services at Norwood Junction.

Davidson Primary School Parents Association

Davidson Primary School Parents Association are against the removal of routes 130 and 312 from Morland Road and Woodside Green. They are concerned at the lack of capacity on route 197 if the proposals go ahead.

Department of Transport Accessibility Committee (DPTAC) – (2 replies)

DPTAC supports the extension of route 130 to Thornton Heath. They have no opinion on the changes to routes 130 and 312, but would like to us to ensure that we have considered local disability groups and the access that would be lost.

East Surrey Transport Committee

East Surrey Transport Committee supports both the extension of route 130 to Thornton Heath and the return of routes 130 and 312 to operate via Spring Lane. They also suggested that they would like to see route 130 extended to serve Croydon University Hospital.

Mencap – Supported living

Mencap are against the proposal to remove route 130 on Morland Road. They assist two supported living services in the area that rely on route 130 to access a day centre in Addiscombe and other local amenities.

Appendix A – Copy of the consultation material and map

London Buses

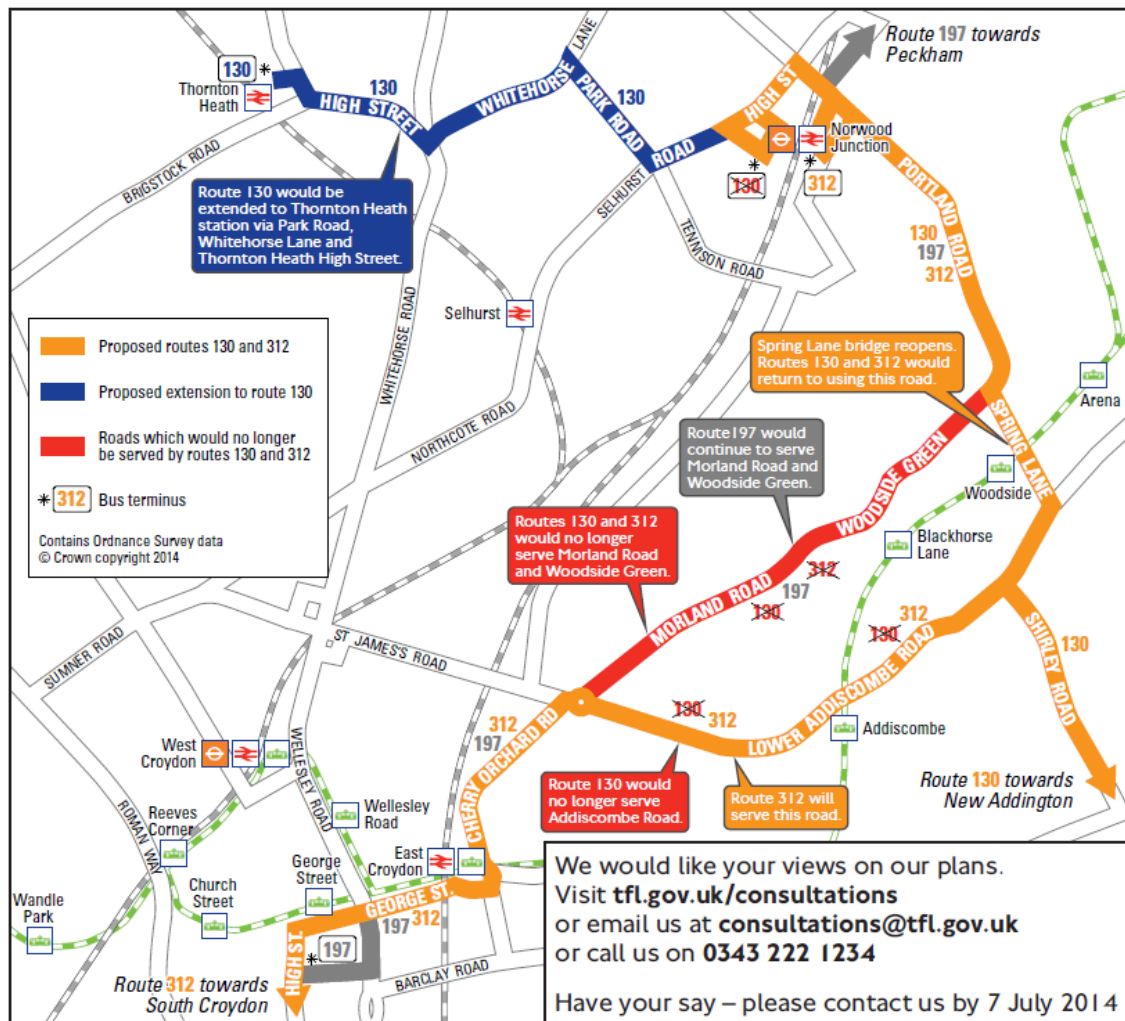
Changes to routes 130 and 312

HAVE
YOUR
SAY

We propose to extend route 130 from Norwood Junction to Thornton Heath station via Park Road, Whitehorse Road and Thornton Heath High Street.

Additionally Spring Lane bridge at Woodside is currently being rebuilt and we plan to return routes 130 and 312 to run this way, as they had before a weight restriction was imposed on the bridge in 2010.

- Route 130 would run via Spring Lane instead of Lower Addiscombe Road, Morland Road and Woodside Green
- Route 312 would run via Lower Addiscombe Road and Spring Lane instead of Morland Road and Woodside Green



ROUTES 130 AND 312 CONSULTATION A4 TFL28291.05.14 (P)

MAYOR OF LONDON

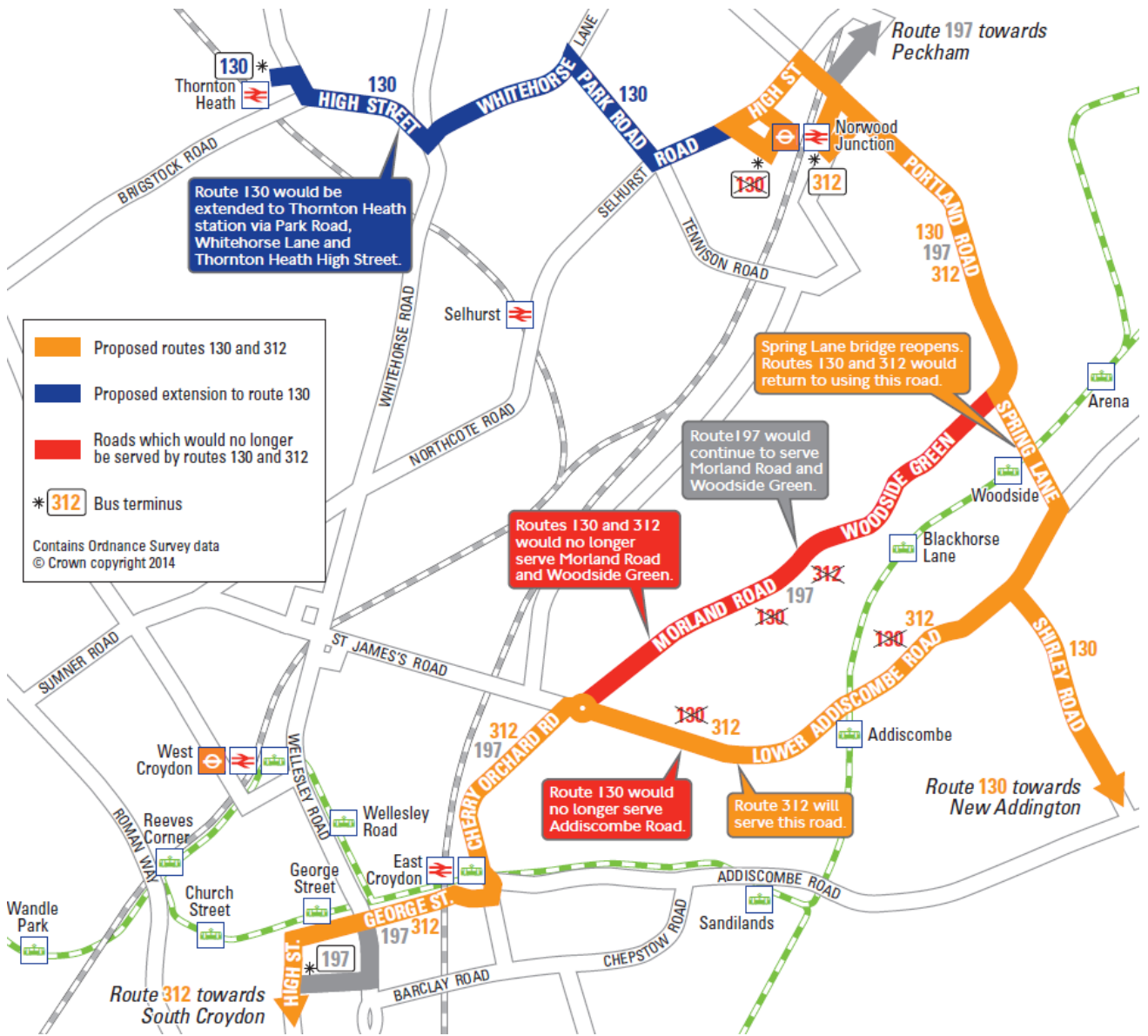
tfl.gov.uk

24 hour travel information
0343 222 1234*

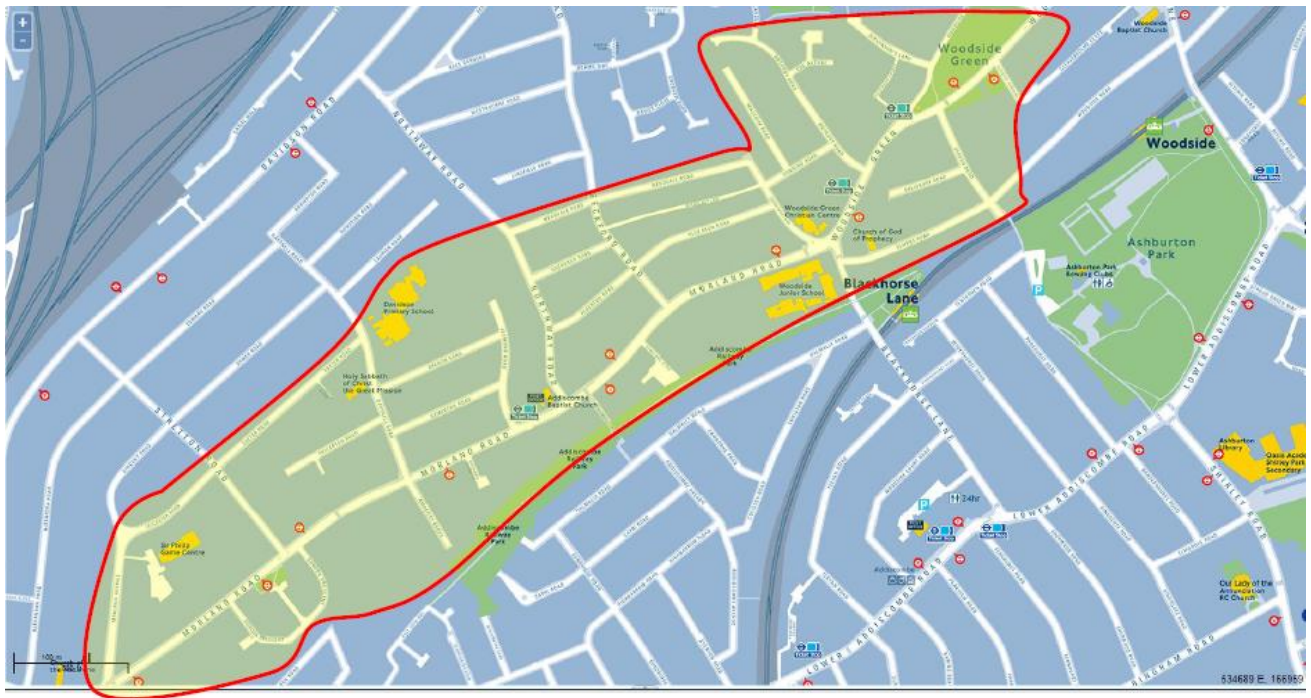
*Service and network changes may apply. See tfl.gov.uk/home for details.



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Appendix B – Letter distribution area



Appendix C – List of stakeholders consulted

London TravelWatch

Elected Members

Caroline Pidgeon AM	
Darren Johnson AM	
Gareth Bacon AM	
Jenny Jones AM	
Murad Qureshi AM	
Nicky Gavron AM	
Andrew Boff AM	
Victoria Borwick AM	
Tom Copley AM	
Stephen Knight AM	
Fiona Twycross AM	
Joanne McCartney AM	
Steve O'Connell AM	
Gavin Barwell MP	Croydon Central
Richard Ottaway MP	Croydon South
Steve Reed MP	Croydon North
Stephen Hammond MP	Wimbledon
Cllr Stephen Mann	Ashburton Ward
Cllr Andrew Pelling	Waddon Ward

Local Authorities

London Borough of Croydon

Police & Health Authorities	
Metropolitan Police	
Croydon Safer Transport Team	
Care Commissioning Group (CCG) Croydon	
London Ambulance Service	

Transport Groups	
AA	Green Flag Group
Association of British Drivers	Motorcycle Action Group
Association of Car Fleet Operators	Motorcycle Industry Association
British Motorcyclists Federation	Road Haulage Association
Freight Transport Association	

Local Interest Groups	
Broad Green & Waddon Neighbourhood Partnership	
Bromley & District Consumer Group	
Coulsdon College	
Croydon College	
Croydon Transport Focus	
East Surrey Transport Group	
John Ruskin College	
Older Peoples' Network Croydon	
Virtual Norwood Forum	

Other Stakeholders	
Action on Hearing Loss (formerly RNID)	London Older People's Strategy Group
Age Concern London	London Tramlink
Age UK	London Underground
Asian Peoples Disabilities Alliance	MIND
BT	National Children's Bureau
Campaign for Better Transport	National Grid
Confederation of British Industry (CBI)	Port of London Authority
CTC, The national cycling charity	RADAR London Access Forum
Disability Alliance	Rank and Highways Representative for Unite
Disabled Persons Transport Advisory Committee	RNIB
EDF Energy	Royal Mail
Greater London Forum for the Elderly	Royal Parks
Guide Dogs for the Blind Association	Sense
Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)	Sixty Plus
Joint Mobility Unit	Stroke Association
Living Streets	Sustrans
London City Airport	Sutton Centre for Voluntary Sector
London Cycling Campaign (Croydon)	Thames Water
London Fire and Emergency Planning Authority	The British Dyslexia Association