Croydon Town Centre Bus Changes Consultation

Consultation Report
July 2019
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Executive summary

We proposed changes to 11 bus routes serving Croydon town centre. These changes aim to make the bus network simpler and more efficient, and would make sure our resources are invested in the locations where passenger demand is highest. These changes are also in response to the ongoing construction and other changes to Croydon town centre and would help to maintain the reliability of bus services.

The proposals were subject to a public consultation which took place between 21 November 2018 and 13 January 2019.

For most routes, the proposed changes would mean buses no longer travel through the town centre but would instead terminate on the side from which they approach.

1,489 people responded to the questionnaire in total. There were a further 29 stakeholder replies.

We asked if respondents think our proposals will have an impact on their journey. 79 per cent of respondents said that the proposed changes would impact on their journey, while 17 per cent said it wouldn’t. The majority of the people who advised there would be an impact on their journey were opposed to our proposals.

Longer journey times was a concern for 955 respondents and 913 comments were received about requiring more interchanges in their journeys. There were 470 comments about a decrease in service. 429 comments were also received about decrease in comfort.

A reference to groups with protected characteristics\(^1\) and the accessibility of buses if the changes were to occur, were made by 352 respondents.

General support for the proposals was offered by 68 responses. Most of these said they were able to see the benefit of the scheme.

Next steps

We have completed our analysis of the consultation replies and have modified the proposals to take in to account the feedback we have received from members of the public and stakeholders.

We propose to:

\[\begin{itemize}
  \item Divert routes 50 and 197 to stand at Fairfield Halls
\end{itemize}\]

\(^1\) Protected characteristics relate to groups protected by law in the Equality Act 2010.
- Divert route 433 to stand in mid-Croydon at either Katherine Street or St. Georges Walk
- Retain route N250 serving East Croydon, Dingwall Road all evenings
- Changes to routes 109, 250, 264, 405 and 412 will progress as we originally proposed in the consultation
  - Curtail route 197 to Fairfield Halls
  - Curtail routes 250 (day route) and 264 (day and night services) to West Croydon Bus Station
  - Curtail routes 405 and 412 at Katherine Street
  - Route 109 will stand at Fell Road. There would be no change to first or last stops, live or dead mileage

These changes would be introduced in November 2019.

Following the bus network review, we will also be re-investing resources in the area to better match capacity to demand. We will be increasing the frequency on routes 60, 127, 130, 154, 249, 289, 314 and 466. These changes will take place around the same time.

We plan a series of local engagement nearer to the time of the changes so passengers can plan their journeys.

As a result of feedback received from the consultation and further work undertaken by us, we will now not be making changes to routes 75, 154 and 403.
1. About the proposals

1.1 Introduction

We proposed changes to 11 bus routes serving Croydon town centre. These proposed changes aim to help to make the bus network simpler and more efficient, and would ensure our resources are invested in the locations where passenger demand is highest. These changes are also in response to the ongoing construction and other changes to Croydon town centre and would help to maintain the reliability of bus services.

The proposals were subject to a public consultation which took place between 21 November 2018 and 13 January 2019.

1.2 Purpose

The way people travel around London is constantly changing. We need to have a public transport system that adapts to varying demand, while supporting economic growth and allowing Londoners to live, work and enjoy life in the Capital.

Buses play a unique role in the life of London. They are the most accessible form of public transport and they provide the widest and densest network of travel options for distances that are too long to walk or cycle. Good reliable bus services are fundamental to how our customers move around the city.

The bus network is crucial to London’s continued economic and social development, and will be vital in meeting the Mayor’s Transport Strategy target of 80 per cent of journeys being made using sustainable transport options by 2041.

We have reviewed how we operate bus services across Croydon town centre. As the majority of passengers do not travel across the town centre, we can reduce the number of buses crossing the town centre while maintaining existing links across Croydon.

Our review took into account the number of passengers using each bus route, journey times, and where people are traveling to and from.

We do not expect any changes to the frequency of these bus routes as result of the proposed changes. We expect the simpler bus services we propose to be more resilient to traffic congestion and to improve the overall reliability of the bus network in the town centre.
Croydon has a growing population and a £5.25bn major investment programme. Changes to the town centre would improve the public spaces and provide more homes. The Whitgift Centre will also be redeveloped by the Croydon Partnership.

We are working with Croydon Council and the Greater London Authority (GLA) to provide a sustainable transport network across Croydon, so people can get around easily and safely. We also want to make sure travel and traffic disruption in the town centre is minimised during the period of redevelopment. A simplified bus service which aims to reduce the impact on bus operations potentially arising from the construction works in and around Wellesley Road would likely benefit passengers through more reliable services.

**What we proposed**

- To terminate routes 50, 75, 250 and 264 at West Croydon Bus Station
- To terminate routes 154, 403, 405 and 412 in the mid-Croydon area (Katharine Street and St George’s Walk)
- To terminate routes 197 and 433 at Fairfield Halls
- Route 109 would stand at Fell Road. There would be no change to its first or last stop
- At night, 24-hour routes 250 and 264 would terminate at West Croydon Bus Station

![Map of Proposed Changes](image)

**Figure 1 Summary of all proposed changes.**
2. About the consultation

2.1 Purpose
The objectives of the consultation were:

- To give stakeholders and the public easy to understand information about the proposals and allow them to respond
- To understand the level of support or opposition for the proposed changes
- 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 Potential outcomes
The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the scheme as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with a revised scheme
- Following careful consideration of the consultation responses, we decide not to proceed with the scheme

Our conclusion and next steps are set out in Section 5.

2.3 Who we consulted
A full stakeholder list can be found in Appendix B.

An email was sent out to people who have registered their Oyster card and live or travel along any of the affected routes.

2.4 Dates and duration
The consultation was open between 21 November 2018 and 13 January 2019 (7 weeks).
2.5 What we asked

To assist with planning the network and who was responding, we wanted to know what buses in the area respondents took and how often they took them, this formed the first two questions (Q: Which of these buses do you use and how often do you use them?). Respondents could tick each route and then how often they used that route.

We then asked if the proposals impacted their journey (Q: Do you think our proposals will have an impact on your journey?). Respondents could select, yes, no, don't know and or Not applicable.

We then asked if people had any other specifics that they would like us to consider as part of our proposals (Q: Is there anything else you would like us to consider?). A free text box was provided for consultees to fill in.

We then asked for information about the consultee.

A full list of questions we asked can be found in Appendix C.

2.6 Methods of responding

Consultees could use our website https://consultations.tfl.gov.uk/buses/croydon-town-centre/ or our free post address, Freepost TfL Consultations. They could also email TfLconsultations@tfl.gov.uk with their feedback.

2.7 Consultation materials and publicity

We sent out emails to the general public and stakeholders on the day the consultation launched.

There were also flyers and posters put on as many bus stops where space was available to do so.

A copy of the email and posters can be found in Appendix A.

2.8 Meeting with stakeholders

There were two meetings that took place during the consultation:

- 3 December 2018 with London Borough Croydon, Croydon black and minority ethnicity (BAME) forum and TfL representative
- 11 December 2018 with London Borough Croydon, TfL and members of the public in a question and answer session
2.9 Analysis of consultation responses

The consultation analysis was outsourced for this consultation due to the number of responses received. After a tender process, Integrated Transport Planning Ltd. (ITP) were the successful bid and their analysis can be found in Sections 3 and 4.

To analyse open questions, of which there were two, responses were categorised within a common framework of ‘support’, ‘oppose’, ‘concern’, ‘suggest’. Each frame comprised multiple codes (sub-categories) to accommodate the themes that arose in the responses to each question.

The coding frames were initially developed from a sample of 10 per cent of the total responses, before undergoing two phases of validation – the first by a senior analyst and the second by TfL. This resulted in some codes being consolidated where they corresponded to themes that were deemed to be very closely connected.

Once the initial coding frame had been developed, analysis was progressed to the remaining 90 per cent of responses. This process required further codes to be developed for themes not encountered during the analysis of the initial sample. Further validation checks were undertaken throughout this mass coding exercise by a senior analyst and TfL. This process resulted in the finalisation of the coding frames.

For closed questions, responses were analysed to determine totals and percentages for each question.

The key findings from the consultation analysis are reported in Section 4. After removing duplicate and stakeholder responses, 1,489 people responded to the questionnaire in total. The code frames that were used to analyse these questions can be found in Appendix D.
3. About the respondents

3.1 Number of respondents

1,489 people responded to the questionnaire in total. There were a further 29 stakeholder replies.

<table>
<thead>
<tr>
<th>Respondents</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public responses</td>
<td>1,489</td>
<td>98%</td>
</tr>
<tr>
<td>Stakeholder responses</td>
<td>29</td>
<td>2%</td>
</tr>
<tr>
<td>Total</td>
<td>1518</td>
<td>100%</td>
</tr>
</tbody>
</table>

3.2 Distribution of respondents across Greater London

The outputs of the postcode mapping exercise show that the majority of respondents are based in and around Croydon, although there are responses from further afield including North London.

Figure 2 highlights post codes of respondent.
4. Summary of all consultation responses

The key findings from the consultation analysis are reported below. After removing duplicate and stakeholder responses, 1,489 people responded to the questionnaire in total. The code frames that were used to analyse these questions are given as Appendices to this document. Stakeholder replies were taken out of the public replies and are summarised in section 4.3.

4.1 Analysis of comments made in the open questions

To analyse open questions, of which there were two, responses were categorised within a common framework of ‘support’, ‘oppose’, ‘concern’, ‘suggest’. Each frame comprised multiple codes (sub-categories) to accommodate the themes that arose in the responses to each question.

4.1.1 Results of Open Question 1

The questionnaire posed two open questions. After removing duplicates and stakeholder responses, there were 1,167 responses to the first open question, “Is there anything else you would like us to consider?”. There were a number of themes to the responses to this question which were split between four categories: support, concern, oppose and suggest.

Please note, the sum of the numbers given in this section is not equivalent to the total responses to this question. This is because most answers reference more than one of the codes.

**Support**

- 68 responses offered **general support** for the proposals. Most of these said that they were able to see the benefit of the scheme and were generally short responses with little detail.

**Concern**

- 61 responses said that they expected the changes to **reduce travel into Croydon overall** and/or **have an impact on the economic wellbeing of Croydon town centre**. Many of these responses made reference to the current decline of shopping facilities in the town centre
- 352 responses made reference to **groups with protected characteristics** and **the accessibility of buses** if the changes were to occur. These responses were analysed in more detail as part of the second open question.

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2 Each category is termed a ‘frame’.
3 Protected characteristics relate to groups protected by law in the Equality Act 2010.
- 659 references to different aspects of journeys being made more difficult by the proposed changes
- 265 responses referred to an increased journey time as a result of the changes
- 126 responses referred to inconvenience, discomfort or stress caused by the proposals
- 90 responses showed concerns that the current poor public transport situation would be made worse by the proposed changes
- 68 responses stated that increased crowding on buses, in addition to an increased need to change buses would cause problems for boarding a second bus, mainly in relation to getting a seat or having to stand
- 48 responses suggested that the changes would cause increased crowding at bus stops
- 41 responses expressed concerns about incurring a higher fare as a result of increased journey time extending beyond the time limit of the hopper fare
- 287 responses were concerned that the bus route would no longer serve a destination which is important to them

Figure 3 highlights popular destinations people were concerned about.
• 20 responses claimed that **TfL were not doing enough to improve journey quality overall**

• 511 responses expressed concern in relation to the proposed **changes to bus stop locations** and route termini

• 69 responses were concerned about the **loss of intermodal integration** due to increased interchange distance

• 65 responses suggested that the **waiting environment** at proposed stops was insufficient (in terms of seating, lighting, shelter etc). Often this was emphasised in relation to the preferred waiting environment at West Croydon bus station.

• 59 responses were concerned that the changes would **deter people from using the bus network more generally**, and/or would **shift demand onto other modes** (including tram and private car)

• 18 responses considered that a number of bus routes terminating in the same location and/or using the same roads would **cause congestion**

• In total, 94 responses had **safety concerns** as a result of the changes
  
  o 66 of these were to do with the **safety of lone travellers at night**, either walking through Croydon or waiting at the proposed stops

• 28 responses were ‘**general**’ **safety concerns**. Some of these related to crossing busy roads with young children, or to the possibility of violent unrest as a result of the changes
Oppose

- 57 responses generally opposed the proposed changes. A number of responses opposed the proposed changes in relation to routes/bus stops/destinations, many in relation to specific bus routes:

Figure 4 highlights bus route consultees use.

The chart shows that the proposed changes to route 403 are by far the most strongly opposed. Generally, these oppositions were combined with comments that route 403 is the only bus that serves the Warlingham and Sanderstead area.

Suggest

- 71 respondents suggested alternative routing for the buses affected by the changes

- 50 respondents made suggestions relating to the bus timetables. 26 of these were requests to increase the frequency of the bus service, while 18 suggested that a night bus might be provided, either as a continuation of the current situation or as a new service

- 49 respondents suggested alternative locations for bus stops or termini than what had been proposed. This includes responses that suggested keeping the terminus the same as the current situation, but not those responses that simply opposed moving the terminus
• 24 respondents made suggestions relating to bus operations, including the extension of the hopper fare up to 2 hours, and the provision of easy-to-read signposting at the new proposed bus stops, to ensure passengers could understand and adapt to the changes.

• 13 respondents suggested that changes be made regarding other modes. 10 of these related to car use in Croydon, while the remaining 3 referred to trams.

• 48 respondents made other suggestions which were not directly related to this consultation.

4.1.2 Results of Open Question 2

The second open question referred to the Equalities Impact Assessment (EqIA): “We would welcome your views on whether you think we have correctly or incorrectly identified all the possible impacts on groups with protected characteristics. In addition, we would also welcome your views on our proposed mitigations.”

162 respondents responded to this question. 11 of these used this question to refer back to their answer to the first open question, and so their answer to the first question was analysed for this question as well.

In addition, 273 of the responses to the first open question referred directly to the impact of the proposals on protected equality groups, and so these were also analysed under this question. This allowed a more detailed breakdown of the ‘Physical accessibility’ tag for the first open question. This gives a total number of responses analysed under this question of 435.

Many of the answers to this question did not appear to respond directly to the EqIA, instead highlighting the potential impacts on a variety of groups with protected characteristics. The coding frame for this question was broken down in a similar way to that for the first open question, split into: support, concern, oppose and suggest.

Support

• 1 respondent said that they thought the EqIA had correctly identified the potential impacts on groups with protected characteristics.

Concern

• 528 references to groups with protected characteristics were made in relation to the proposed changes. Clearly, many responses mentioned more than one of these groups. The most responses made reference to disabled people/people with mobility issues, and to the elderly. Only 5 people referred to ethnicity in their response.
Figure 5 highlights references to groups with protected characteristics.

- 129 responses made reference to **losing access to key destinations**. 32 of these responses were concerned about the loss of access to **West Croydon bus and train station**, mainly for the purposes of interchange to other modes or other bus routes. 29 responses were concerned about the loss of access to **shopping facilities** (with 15 of these making specific reference to the Whitgift Centre). 24 responses referred to reduced access to **hospitals** in the local area.

Figure 6 highlights destinations people are concerned about losing access to.
There were 367 references made to how the proposed changes would negatively impact on the journeys of those with protected characteristics:

- 119 responses expressed concerns about the need to walk between stops
- 105 responses expected there to be problems caused by interchanging for those with protected characteristics
- 32 responses were concerned about the increase in journey length as a result of the proposed changes
- 28 responses stated that the proposed stops did not provide sufficient facilities in terms of comfort (seating, shelter) and/or safety (CCTV, natural surveillance)
- 25 responses expressed concerns about increased waiting times when interchanging between buses
- 24 responses expected that those with characteristics would struggle to get a seat, particularly on the second bus if they were required to change buses
- 17 responses thought that the changes would cause mental distress to at least some passengers
- 9 responses considered it likely that the changes would increase crowding on buses, leading to problems for those less able to stand etc.
- 8 responses said that the proposed bus stop locations would make physical access to buses more difficult

46 respondents were concerned about the effect the changes would have on the attractiveness for the bus network overall, particularly for elderly and disabled people. 28 of these were concerned that the proposed changes would reduce people’s willingness/ability to travel at all. Some people were concerned that this would lead to isolation and a reduced quality of life, while others said it might have a detrimental impact on Croydon’s businesses (through loss of customer base). 18 of these were concerned that the changes would push demand away from public transport altogether and/or towards private car or taxi.

30 respondents expressed concerns about safety for groups with protected characteristics. 24 of these were concerned about people’s safety when walking between or waiting at bus stops in Croydon, particularly women. 6 of these thought that there was danger posed by the increased need to cross roads in order to interchange between bus stops and/or reach their final destination.

Oppose

- 7 people made statements of general opposition towards the proposed changes, with 4 of these suggesting that the proposals were not in the interests of the public/people with protected characteristics.
11 respondents made suggestions about how to mitigate the impacts of the changes on those with protected characteristics, or to improve the transport generally for people with protected characteristics. 5 of these were related to specific changes to bus routes or the location of bus stops, including continuing to link the main shopping areas with residential areas. Another 5 were related to bus timetabling. This includes maintaining bus routes during off-peak or night-time hours.

### 4.2 Analysis of closed question responses

We opened the consultation questionnaire with the following closed questions regarding the proposed bus route changes:

We asked what buses people used and how often they used them. Respondents could select one or more of the routes in scope of the consultation and indicate how frequently they used the bus route(s).

We then asked “Do you think our proposals will have an impact on your journey?”. If respondents ticked yes, they could then identify the following options of how their journey could be impacted:

- Journey time
- Amount of interchange
- Comfort
- Frequency of service

For all of our closed questions, responses were analysed in terms of totals and percentages for each question. The results are presented below.

#### 4.2.1 Results of closed questions

**Q1. Which of these buses do you use and how often do you use them?**

<table>
<thead>
<tr>
<th>Route</th>
<th>50</th>
<th>75</th>
<th>109</th>
<th>154</th>
<th>197</th>
<th>250</th>
<th>264</th>
<th>403</th>
<th>405</th>
<th>412</th>
<th>433</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily/nightly</td>
<td>66</td>
<td>48</td>
<td>69</td>
<td>56</td>
<td>39</td>
<td>75</td>
<td>45</td>
<td>163</td>
<td>53</td>
<td>83</td>
<td>134</td>
</tr>
<tr>
<td>2-3 times a week</td>
<td>84</td>
<td>52</td>
<td>76</td>
<td>44</td>
<td>43</td>
<td>87</td>
<td>45</td>
<td>137</td>
<td>40</td>
<td>92</td>
<td>69</td>
</tr>
<tr>
<td>Once a week</td>
<td>36</td>
<td>31</td>
<td>53</td>
<td>19</td>
<td>30</td>
<td>60</td>
<td>24</td>
<td>62</td>
<td>22</td>
<td>49</td>
<td>39</td>
</tr>
<tr>
<td>1-2 times a month</td>
<td>81</td>
<td>76</td>
<td>114</td>
<td>71</td>
<td>69</td>
<td>105</td>
<td>76</td>
<td>90</td>
<td>68</td>
<td>91</td>
<td>55</td>
</tr>
<tr>
<td>Rarely</td>
<td>169</td>
<td>182</td>
<td>202</td>
<td>162</td>
<td>186</td>
<td>165</td>
<td>191</td>
<td>159</td>
<td>180</td>
<td>170</td>
<td>118</td>
</tr>
<tr>
<td>Never</td>
<td>329</td>
<td>355</td>
<td>267</td>
<td>391</td>
<td>365</td>
<td>275</td>
<td>349</td>
<td>377</td>
<td>353</td>
<td>411</td>
<td></td>
</tr>
</tbody>
</table>
This shows that of those who use the bus route (i.e. excluding those that answered ‘Never’), routes 403 and 433 have the highest proportion of ‘Frequent users’ who responded to the consultation (passengers who use the route more than once a week). 59 per cent of respondents who use the 403 use it frequently, whilst 58 per cent of those who use the 433 do so frequently. In contrast, for the 197, 264 and 405 routes, only around 30 per cent of respondents use them more than once a week.

Q2. Do you think our proposals will have an impact on your journey?

Seventy-nine per cent of respondents said that the proposed changes would impact on their journey, while 17 per cent said it wouldn’t. Four per cent said that they weren’t sure, or that this question didn’t apply to them.

Q3. If yes, how do you think the changes will affect your journey?

<table>
<thead>
<tr>
<th></th>
<th>Journey time</th>
<th>Amount of interchange</th>
<th>Comfort</th>
<th>Frequency of service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase</td>
<td>950</td>
<td>913</td>
<td>158</td>
<td>68</td>
</tr>
<tr>
<td>Decrease</td>
<td>42</td>
<td>25</td>
<td>429</td>
<td>470</td>
</tr>
<tr>
<td>Stay the same</td>
<td>80</td>
<td>121</td>
<td>239</td>
<td>239</td>
</tr>
<tr>
<td>Don't know</td>
<td>34</td>
<td>42</td>
<td>251</td>
<td>302</td>
</tr>
<tr>
<td>Total answers</td>
<td>1106</td>
<td>1101</td>
<td>1077</td>
<td>1079</td>
</tr>
<tr>
<td>No answer</td>
<td>383</td>
<td>388</td>
<td>412</td>
<td>410</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1489</td>
<td>1489</td>
<td>1489</td>
<td>1489</td>
</tr>
</tbody>
</table>
Figure 8 highlights what the impact on journey time would be.

This shows that peoples’ main concerns about the proposals are the potential increase in journey time and the amount of interchange that would be required for them to complete their journey. More than 80 per cent of respondents said their journey time and amount of interchange would increase. Fewer people were strongly concerned about frequency or comfort – only around 50 per cent of people thought that the proposed changes would impact them in any way (increase or decrease). Around 20-25 per cent thought their comfort or the frequency of their service would stay the same, and around 20-25 per cent weren’t sure how it would affect them.

Q5. Do you have any comments on our Equalities Impact Assessment (EqIA)?
Figure 9 highlights people who had comments on the EqIA.

Only 1,231 of respondents answered this question. The vast majority (1,051) of respondents answered ‘No’. Only 180 respondents answered ‘Yes’. Their comments have been analysed as the second open question, given earlier in this document.

Q10. Are you (please tick all boxes that apply):

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A local resident</td>
<td>1153</td>
<td>77%</td>
</tr>
<tr>
<td>A local business owner</td>
<td>32</td>
<td>2%</td>
</tr>
<tr>
<td>Employed locally</td>
<td>277</td>
<td>19%</td>
</tr>
<tr>
<td>A visitor to the area</td>
<td>81</td>
<td>5%</td>
</tr>
<tr>
<td>A commuter to the area</td>
<td>242</td>
<td>16%</td>
</tr>
<tr>
<td>Not local but interested in the scheme</td>
<td>14</td>
<td>1%</td>
</tr>
<tr>
<td>A taxi/private hire vehicle driver</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>29</td>
<td>2%</td>
</tr>
</tbody>
</table>

This shows that the majority (77 per cent) of respondents are local residents. 35 per cent are employed locally or commute to the area. Two per cent own businesses locally, and 6 per cent were either visiting or not local but interested in the scheme. Note that respondents were able to choose more than one of these options so the percentage is that of the total answers for this question, not for the percentage of responses to the questionnaire as a whole.

Q12. How did you find out about this consultation?
Figure 10 highlights how people found out about the consultation.

Most people who responded to this question (50 per cent) found out about the consultation through an email from TfL. The next most popular responses were ‘Other’ (21 per cent), and ‘Social Media’ (19 per cent).

Q13. What do you think about the quality of this consultation?

Figure 11 highlights peoples view of the consultation material.
Most people thought the quality of the consultation was ‘Acceptable’, and more people thought it was ‘Good’ or ‘Very good’ than thought it was ‘Poor’ or ‘Very poor’.

The final set of closed questions dealt with the demographics of respondents. Of all respondents, 33 per cent were male, 45 per cent were female, and 21 per cent chose not to say. 1 per cent were transgender or gender neutral.

Of all respondents, 55 per cent were white, 8 per cent were black or black British, 6 per cent were Asian or Asian British, 4 per cent were mixed or of another ethnic group. Twenty-seven per cent chose not to say what their ethnicity was.

Seven per cent were under 25 years of age, 56 per cent were between 25 and 65, 12 per cent were over 65 and 24 per cent chose not to say.

Fifty-five per cent were heterosexual, 5 per cent were LGBT and 40 per cent chose not to state their sexuality.

Thirty-one per cent of respondents were Christian, with the next highest religious groups being Muslim (2 per cent), Hindu (2 per cent), and Buddhist (1 per cent). 23 per cent of respondents said they had no religion, and 37 per cent chose not to say.

Fifty-six per cent of respondents said they did not have a disability or long-term health problem, 13 per cent said they had a condition that limited them a little, and 5 per cent said they had a condition that limited them a lot. Twenty-six per cent of respondents chose not to say.

4.3 Summary of stakeholder responses

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

4.3.1 Local authorities & statutory bodies

London Borough of Croydon

It noted that Croydon is bucking the London trend with bus patronage growing by 8 per cent, whilst that in central London has fallen and largely stagnated elsewhere. They refer to The Mayor's Transport Strategy (MTS) that bus resources will be redeployed from central to outer London. In Croydon, it is clearly vital that any operational cost savings made in one part of the Borough (e.g. at Wellesley Road) are reinvested in Croydon to meet growing demand (and need) and MTS Healthy Street and Sustainable Transport mode share objectives. As a consequence, its acceptance of the rational for the proposed changes is staged. It fully appreciates the short term need to avoid operational impacts during the redevelopment of the
Whitgift Centre. However, during the period of development it needs to be able to fully understand and demonstrate how operational cost savings (made by not running so many services along the Wellesley Road), are being reinvested within Croydon. Otherwise, its expectation is that bus services on the Wellesley Road will revert to their current operation, once the redeveloped Whitgift Centre opens.

It further noted that the bus route proposal’s EqIA provides estimates of the numbers of passengers who would need to change buses within the town centre to continue to travel to the current bus terminating points. However, as the pedestrian environment continues to be improved, many passengers may choose to walk to their final destination within the town centre, rather than change onto another bus. However, there will always be an important proportion of the population for whom walking to their final destination or to interchange will be very difficult.

It stated the proposed bus route changes are based on a sound understanding of demand versus supply, along the Wellesley Road corridor. However, those individuals in the greatest need often generate little ‘demand’. If/when taking forward the route proposals, the demand-based route remodelling approach needs to be balanced with a ‘needs based’ approach.

It suggested that the Equality Act places a duty on bodies such as TfL to make reasonable adjustments. It suggests a reasonable and necessary adjustment is to reinvest some of the operational cost savings, in a new type of service within the town centre. This service should be shaped around the needs of those least able to walk to interchange / to reach their final destination in the town centre. TfL is embarking on trials of new ‘demand responsive’ bus services in other parts of London. It strongly encourages and welcomes working together to research and develop an innovative ‘needs responsive’ service to operate within the town centre.

It offers whatever help it can to assess the crime and disorder implications potentially arising from the proposals if implemented. However, at this stage concerns remain. It suggests TfL might fail in its duty under the 1998 Act. Therefore, it is pleased TfL officers are meeting with Croydon officers with responsibility for community safety.

A further concern was that as a local authority, its responsibilities extend beyond crime and disorder, to public health. In terms of the proposed bus route changes, the two are connected if there is an increased risk of young people being caught up in antisocial behaviour and / or violence, and hence increased risk of injury. As part of its public health activities, it is also pursuing ‘Super Zones’ focussed on certain schools, in part aiming to tackle the number of fast food outlets near to the schools. The proposed bus route changes and resulting interchange patterns of school students may well bring more of those students into proximity with fast food outlets within the town centre.
It suggested that a signal-controlled crossing on Station Road, connecting West Croydon Bus Station with the tram stop should be implemented as part of the proposals.

It concluded the reasons for TfL proposing the route changes are understood. Also, it is reassuring that operating cost savings to be made at the Wellesley Road, would be reinvested in bus other services in Croydon. However, a number of concerns still remain around the proposals which TfL needs to investigate. It has picked up a new willingness in TfL to work with Croydon Council to try and meet the challenges and opportunities that growth and change are bringing. It is vital that TfL and Croydon Councils continues working together to optimise the allocation of resources to deliver reliable bus services, meet growing demand and tackle unmet need.

**London Borough of Croydon - Cllr Helen Redfern**

The respondent had concerns with routes 405, 403 and 412. The respondent highlighted that route 403 is the only bus through Sanderstead and is used by Purley Oaks and Riddlesdown residents after dropping off their children at Atwood and Gresham Schools. They also highlighted that since the frequency change in September 2018, the 412 route has had poor punctuality.

The respondent mentioned that many traveling from the south do so to reach the centre of town (e.g. Whitgift Centre/ Wellesley Road/Ruskin Square/connecting services) and the new routes drop passengers further away from these locations whilst the proposed Fell Road detour will make it a longer journey. They believe the impact of this include the following:

- People with mobility issues, parents with young children and those with heavy shopping may find the additional walk too far and may feel excluded from public transport
- People who work in the centre of town, connect with West Croydon train station (1km) and those in the Riddlesdown/Purley Oaks (600m) area all will have extended walks required for their journeys

The respondent is concerned there will not be a bus route on the east side of Park Lane for Fairfield Halls patrons to use to get home in Purley Oaks & Riddlesdown after a performance. They are concerned that many will simply choose not to travel over to Katharine Street in the dark to catch a bus. The respondent flags that with reduced parking options, this may be damaging for Fairfield Halls which is due to open later this year.

The respondent notes that the proposed stop to the east of Katharine Street is usually full of buses that are out of service. They question how this will be managed so passengers do not have to sit on queuing buses.
The respondent highlights that residents of Purley Oaks & Riddlesdown have few public transport options (and the 412 has had reduced frequency as of 1 September 1). They raise a concern that a more inconvenient bus service may cause a reduction in use that will then be used to justify to cut the service further. They raise this could impact the shopping centre and success of Fairfield Halls.

The respondent concludes by saying they hope TfL maintains the current level service and if there are to be amendments that the frequency be increased rather than the routes cut.

**London Borough of Croydon - Cllr Simon Hoar**

The respondent highlights that Croydon is one of only two Boroughs in London to have a growing demand for bus services and at 8 per cent growth is the leading Borough in the Capital. Croydon clearly has demand for more bus usage not less and with the multiple car free developments happening in and around the town centre, the consequent growing demand, the increased population in Croydon and the need for a better and more integrated public transport service to and through the town centre. They consider that these proposals will reduce bus provision for Croydon and make interchange between routes more difficult, especially for those physically less abled but who rely on buses for transport.

They note that shortening the routes from the south of the Borough is a significant disadvantage for bus passengers both in terms of accessing the northern end of the town centre and in the physical requirements of a 100m walk to transfer. Those accessing the town centre would not transfer onto another bus route and would instead have a much more significant walking distance from Katharine Street to North End or the Whitgift Centre rather than alighting from the bus on Wellesley Road next to the shopping centre.

They state the users of the 403 and 412 routes are particularly likely to be disadvantaged as they come from an area of the Borough already low on bus provision. The 412 was reduced as a service on 1 September, yet is the only route through the Riddlesdown area and the Elmfield Way area of South Croydon. The 403 is the only route from Warlingham and through Sanderstead where it crosses with the 412 so local residents will be doubly disadvantaged in accessing Croydon. These changes coupled with the reduction in service can only result in reducing usage and TfL justifying a further reduction in the services in the future.

They highlight that currently, the users of those routes who wish to change and travel further north or who simply wish to access the Whitgift Centre can do so on Wellesley Road or at the natural changeover point of West Croydon bus station – a large site specifically designed for bus routes to turn around that TfL are planning on renovating for greater capacity and access to West Croydon train station.
The respondent states that the new Westfield development will also be hampered by fewer bus routes stopping outside. These proposals will be detrimental to the long-term economic prosperity of the shopping area of Croydon.

They further note that coming from the north of the Borough to the town centre, passengers on the 50, 75, 250 and 264 are all disadvantaged as while they can still access West Croydon station, they are left short of the Whitgift Centre and the bus stops serving the underpass proving access to the shopping centre. They are also left a greater distance from East Croydon station, the main line from London to Gatwick and the south coast, than they currently are.

Passengers on the 433, whilst able to change at East Croydon bus station onto a different route serving the town centre are still disadvantaged with having to make the change for no good reason other than a whim of TfL to make changes that do not benefit the bus user.

Overall, the respondent states that the proposals do not benefit bus passengers and do not benefit Croydon town centre for public transport provision or economic development. In a Borough with increasing overall demand TfL should be improving the services not restricting them.

London Borough of Croydon – Cllr Simon Brew

The respondent highlights that Croydon is one of only two Boroughs in London to have a growing demand for bus services and at 8 per cent growth is the leading Borough in the Capital. Croydon clearly has demand for more bus usage: the multiple car free developments happening in and around the town centre, the consequent growing demand, the increased population in Croydon and the need for a better and more integrated public transport service to and through the town centre all need to be catered for.

The respondent notes that the proposals reduce bus provision for Croydon and make interchange between routes more difficult, especially for those physically less abled but who rely on buses for transport.

They highlight that TfL have justified these changes by saying that accessing West Croydon or Croydon University Hospital can easily be achieved on routes such as the 60, 64, 109 and 198 by changing at mid-Croydon i.e. along Wellesley Road; they evidence this by saying that the routes from the south of the Borough which will be cut short at Katharine Street (154, 403, 405 and 412) are only a 100m metre from alternative routes.
They state cutting short the routes from the south of the Borough is a significant disadvantage for bus passengers in several ways: access to the northern end of the town centre would much be more difficult, especially if passengers are unable to walk 100m. Those accessing the town centre are unlikely to transfer onto another bus route and would instead have a much more significant walking distance from Katharine Street to North End or the Whitgift Centre as compared with the current situation. Anyone who does decide to switch to another bus will have the added disadvantage of having to wait an average wait time for another bus, which will be several minutes at non-peak times.

They mention that users of route 403 and 412 are disadvantaged as they come from an area of the Borough already low on bus provision. The 412 was reduced as a service on 1st September 2018 yet it’s the only route through the Riddlesdown area and the Elmfield Way area of South Croydon. The 403 is the only route from Warlingham and through Sanderstead where it crosses with the 412 so local residents will be doubly disadvantaged in accessing Croydon. They believe that these changes coupled with the reduction in service will result in reduced usage and TfL justifying a further reduction in the services in the future.

They note that currently, the users of those routes who wish to change and travel further north or access the Whitgift Centre can do so on Wellesley Road or at the natural changeover point of West Croydon bus station, which is a large site specifically designed for bus routes to turn around and I understand that it is scheduled for renovation and expansion.

The respondent notes that the Westfield development will also be hampered by fewer bus routes stopping outside and the proposals will be detrimental to the long-term economic prosperity of the shopping area of Croydon.

They note that coming from the north of the Borough to the town centre, passengers on the 50, 75, 250 and 264 are all disadvantaged as while they can still access West Croydon station, they are left short of the Whitgift Centre and the bus stops serving the underpass providing access to the shopping centre. They are also further from East Croydon station, the main line from London to Gatwick and the south coast, than at present.

Passengers on the 433, whilst able to change at East Croydon bus station onto a different route which serves the town centre are still disadvantaged by having to make the change.

Overall, the respondent concludes the proposals do not benefit bus passengers and do not benefit Croydon town centre for public transport provision or economic development. In a Borough with increasing overall demand TfL should be improving the services not restricting them.

**London Borough of Croydon - Cllr Tim Pollard**
The respondent has concerns over many of these proposals. They comment that many of the changes relating to the overall connection strategy for Croydon, and in particular the changes to connections in the town centre, seem likely to reduce the appeal of using buses for cross-borough journeys and are potentially discriminatory against people with any mobility limitation. Across public bodies we are being urged to incentivise the reduction in car usage and a well-designed bus network with quick and easy transfers where no through-route can be sustained are an important contributor to taking people out of their cars. They note that they are most likely to take a bus travelling to their desired location, less likely to travel when it involves a second change and wait, and least likely to travel when the interchange requires a significant walk. They highlight this is more of an issue in winter, or for those who have mobility issues.

They note the consultation document states that accessing West Croydon or Croydon University Hospital can easily be achieved on routes such as the 60, 64, 109 and 198 by changing at mid-Croydon along Wellesley Road, but the incoming buses from the south of the borough terminate at Katharine Street (154, 403, 405 and 412) which is at least 100m away. They state for many residents this is not a show-stopper, but for some residents it may well be; and for all residents it is an inconvenience which makes using the bus less attractive.

Furthermore, they note the termination of these southern routes at Katharine Street limits the appeal of using these buses to access the Whitgift Centre. It is a 750m walk to get to Marks & Spencer from Katharine Street, probably too much for many older or less mobile residents.

In addition, they note that Sanderstead residents are most likely to use the 403 and 412 routes and this part of the borough is already low on bus provision. The 412 was reduced as a service on 1 September, yet is the only route through the Riddlesdown area and the Elmfield Way area of South Croydon. The 403 runs from Warlingham and through Sanderstead where it intersects with the 412. The proposed changes, coupled with the reduction in service already suffered, can only result in reducing usage further and this might be used to justify a further reduction in the services in the future.

They reflect that they know of colleagues with knowledge of the bus routes operating in other areas have similar concerns. They urge TfL to rethink the entire strategy focusing on Croydon to ensure that transitions are made easier, not harder, and that routes finish at the place residents are most likely to be trying to get to, rather than places which are most administratively convenient.

**London Borough of Croydon - Cllr Margaret Bird & Cllr Steve Hollands**

The respondents are concerned that with amount of new housing being proposed for Croydon as a whole and the lack of parking provided in the housing developments currently being approved by Croydon Council, that these proposed changes will
greatly disadvantage the growing population of Croydon. There is a need for a better and more integrated public transport service to and through the town centre.

The respondent states these proposals will reduce bus provision for Croydon and make interchange between routes more difficult, especially for those physically less able but who rely on buses for transport.

They consider cutting short the routes from the south of the Borough is a significant disadvantage for bus passengers both in terms of accessing the northern end of the town centre and in the physical requirements of a 100m walk to transfer. They mention those accessing the town centre would not transfer onto another bus route and would instead have a much more significant walking distance from Katharine Street to North End or the Whitgift Centre rather than alighting from the bus on Wellesley Road next to the shopping centre.

The respondent notes that currently, the users of those routes who wish to change and travel further north or who simply wish to access the Whitgift Centre can do so on Wellesley Road or at the natural changeover point of West Croydon bus station – a large site specifically designed for bus routes to turn around that TfL are planning on renovating for greater capacity and access to West Croydon train station.

They also note that the new Westfield development will be hampered by fewer bus routes stopping outside. These proposals will be detrimental to the long-term economic prosperity of the shopping area of Croydon.

They conclude by stating they do not believe the proposals will be to the benefit bus passengers or that Croydon will be best served by these proposals.

**London Borough of Croydon - Cllr Maria Gatland**

The respondent notes they have been contacted by a number of residents regarding their concerns about the proposed changes to the 412 and 403 bus routes.

The respondent highlights that Croydon is one of the two London boroughs with a growing demand for bus services, a growing population and numerous no car developments. South Croydon has a growing population and numerous developments with little or no car parking. They feel there is no justification for these changes.

They state that residents using the 403 and 412 bus services will be disadvantaged with the buses stopping short at Katherine Street. The interchange between routes will be difficult for elderly residents and those mobility problems. Residents who want to access West Croydon or Croydon University Hospital will be significantly disadvantaged. Residents who use these routes live in a part of the borough already low on bus provision. Route 412 has already been cut last September.
They also suggested that route 433 could be extended along Old Town / Roman Way, and the X26 stops be reinstated at Croydon Road/Purley Way.

Overall, the respondent considers that these proposals will disadvantage many residents who use these routes and leave them with even less service and choices. They urge TfL to relook again at these proposals.

**London Borough of Lambeth**

It noted concerns that routes 50 and 250 are proposed to terminate at West Croydon rather than continuing to serve the southern part of the town centre and critically to provide access to East Croydon station. It states connections by rail from parts of Lambeth, notably the Streatham area, to East Croydon are poor and therefore many Lambeth residents rely on access by bus. It noted changing buses at West Croydon will be detrimental to these users, particularly those with mobility difficulties. Furthermore, it states the data they hold suggests that a significant number of private car trips are already made between Lambeth and Croydon and these proposals are likely to increase car use further.

**London Borough of Lambeth - Cll Mohammed Seedat**

The respondent expressed concerns regarding the proposed termination of bus routes 250 & 50 at West Croydon station. They note that many Streatham residents are dependent on regular buses that continue beyond West Croydon station taking advantage of the high number of jobs in the Purley Way industrial area via connecting buses.

The respondent suggested a proposal of an X109 service that could be used as an express-shuttle for those travelling between Croydon, Streatham & Brixton. The number of buses on the route could be reduced accordingly allowing other routes to have higher utilisation.

**London Borough of Sutton – Cllr Mo Saqib**

The Councillor expresses concern over terminating the 154 bus service at Fairfield Halls instead of West Croydon bus station, as there is a substantial local population that is particularly reliant on the 154 bus. This includes residents on Roundshaw estate, Apeldoorn estate and residents on and west of Foresters Drive. They stress there is above average deprivation on the Roundshaw estate (approx. 1,900 homes).

They note the 154 currently allows the above groups of residents an easy, single ride straight into West Croydon, to access shopping venues or get the Overground up into London. Elderly and disabled residents in particular (and family or friends accompanying them) would be greatly inconvenienced by having to change buses to continue on to West Croydon. Residents need to be able to alight at the Whitgift Centre while it is still open for shopping (until the demolition in September 2019 to make way for the construction of Westfield). If the 154 terminates at Fairfield Halls,
residents would have to change buses to carry on to Whitgift, which is almost unnecessary given it would mean waiting for a short bus journey of just two more stops.

They appreciate that the 154 stopping at Fairfield Halls as currently also allows easy access to/from central London via East Croydon.

To address this, the councillor suggests (Recommendation A) rather than stopping all 154 services from going to West Croydon bus station, TfL should consider ensuring every alternate service continues to do so.

The Councillor notes, given the unreliability of Southern Rail trains, for the above mentioned groups of residents who travel back from London Victoria, if trains from London Victoria to East Croydon are delayed/cancelled, another option for those residents is to get a train to West Croydon and then get the 154 from there. Starting the 154 at Fairfield Halls removes this option for these residents. Ending 154 access from West Croydon would also mean these residents having to either i) wait at West Croydon for an unreliable Southern Rail train to take them just one stop along to Waddon, and wait again to get the 154 from there, or ii) get the 157 from West Croydon and either wait to change for the 154 along eastern Stafford Road, or continue on the 157 to central or western Stafford Road and face a longer walk from there.

In terms of those residents needing ease of access into London via the Overground, residents can get the 154 to Waddon station and then get a train from there. However, the respondent points out the unreliability of Southern Rail trains (as opposed to the better reliability of the Overground trains from West Croydon). When a London-bound train from Waddon is delayed or cancelled, residents can walk back outside the station and get the 154 into West Croydon.

The Councillor also notes that the proposed change would have a negative impact for those residents who work late shifts or have late social plans. This concern regards late shifts/social plans taking place around West Croydon (last 154 leaves West Croydon bus station at 02:00 hours Mon-Thurs, at 23:48hours on Friday, and is 24-hours on weekends) or, if up in London, then prior to the last Overground train arriving into West Croydon at 00:28hours. Trains run 24-hours to East Croydon from London terminals (Victoria/Bridge/St Pancras), however residents will then have to walk from East Croydon station down to the Fairfield Halls bus stop to catch the 154 bus. The respondent believes several residents have safety concerns about doing that walk to Fairfield Halls late at night. The Councillor asks TfL to consider, at least during late/overnight hours, running the 154 via East Croydon station (Recommendation B).
The Councillor also highlights that the bus stop outside Fairfield Halls is busy at peak times, with students, commuters, shoppers and others. They are concerned the proposed changes could exacerbate waiting crowds if even more passengers have to wait at that bus stop. Allowing the bus to travel from West Croydon helps to reduce the particularly busy nature of that bus stop and is more convenient for passengers who can comfortably get on at West Croydon rather than at Fairfield Halls.

They note Westfield, due to open Spring 2023, will draw many local residents and TfL will want to ensure residents use public transport where possible. A reduction in easy bus access to Westfield could incentivise car usage instead. It is vital that planning for Westfield includes good public transport links rather than proposing reductions.

They also raise concern that residents living nearest to Stafford Road bus stops would have their direct options to West Croydon halved to just the 157 bus and no longer the 154 bus.

The Councillor concludes that the proposed change will disrupt ease of access for the resident groups to easily shop or work in West Croydon, or to get the Overground into London. It also reduces flexibility when they already have issues with Southern Rail’s unreliability. The proposed changes would be disruptive for residents who are working/socialising late around West Croydon or from London via the Overground, especially with the 154 being 24-hours during weekends. The effect of all this is enhanced for Roundshaw residents who live in above average deprivation and deserve transport links that give them direct, good access to shops, job opportunities and additional transport links from the West Croydon terminal.

They ask for a meeting with TfL to discuss the proposals and their suggestions for the route 152 in more detail.

4.3.2 Government departments, parliamentary bodies & politicians

Chris Philp MP

The MP writes that, the 433 proposed change to terminate at Fairfield Halls rather than near West Croydon Station, will place an additional distance of around 200m between the bus terminating and West Croydon Station. For residents of the constituency, traveling from the south towards Croydon town centre, this loss of interconnectivity presents a number of difficulties, especially for those with mobility issues.

The MP further writes the difficulties that this creates are exacerbated by the fact many passengers change at West Croydon Station as route to Croydon University Hospital. These proposals will create unnecessary obstacle for patients who have
mobility problems or experience pain when boarding and leaving a bus. These proposals also suggest the removal of the 250 bus service from Katherine St, which will mean those attempting to reach the hospital will experience longer waiting times, and increased crowding levels.

A further point raised by the MP is the reliance on Katherine St for the 403, 405, 412 and the 109 service will create a total of 22 buses per hour attempting to use the stop. This will make the use of the stop difficult due to the number of buses attempting to use it simultaneously, and potentially create hazards for passengers having to step out into the road when boarding or alighting.

The MP raises concerns for those with mobility issues, all of whom are likely to make use of the route for Croydon University Hospital.

Those passengers who are able to do so will turn to either cars or taxis, which will increase the number of vehicles on the already overcrowded roads.

For those vulnerable passengers who also cannot afford a taxi, or are unable to drive or be driven, this will create unnecessary problems and anxiety. The MP has been contacted by a number of residents stating that they feel they will no longer be able to take the bus if these changes are implemented. These changes are therefore not in line with policy to increase public transport.

The MP also states that the East Surrey Transport Committee has made a series of recommendations for these routes with which they agree with:

The MP also made several suggestions

Route 433 – Should be extended to West Croydon, via the flyover to Old Town, Centrale and Tamworth Road. This would provide a direct link to Fairfield Halls from Selsdon and improve access to Centrale. It would also create direct access to Old Town for both East and West Croydon stations, providing an important boost for an area with no public transport at all.

Route 403 – Should continue to West Croydon as there are no alternative routes from Sanderstead.

Routes 405 and 412 – Should be redirected to East Croydon, this will allow an easy change for those attempting to reach Croydon University Hospital.

Steve Reed OBE MP

The MP notes our claim is to simplify and make the bus network more efficient, however they consider this to be a cut in services which will affect a substantial number of passengers in Croydon North.

They further state the proposal does not take into consideration why these routes run to their present destinations, nor the needs of passengers from the north of the
borough to access the centre of Croydon for work, education and leisure activities, including access to Croydon Library, Croydon College, the main shopping centre and offices, the newly refurbished Fairfield Halls [due to open later this year] and East Croydon Station, along with interchange to buses going to other parts of Croydon for schoolchildren en route to schools in the south or east of the borough.

They accept following the introduction of the hopper fare these changes will result in no additional financial penalty, but there will be a time and inconvenience factor, along with additional walking when there is no easy interchange between stops, thereby affecting those with reduced mobility.

They also fully understand the restraint on budgets imposed by central government, but feel that to impose such changes on one of the few London boroughs showing an 8 per cent increase in passenger usage does not make sense.

They further appreciate that changes will generally affect only a small percentage of bus passengers in Croydon, they will impact all of the constituents travelling to central Croydon, outlined below:

109 - While there is only a slight change of terminus, he would be happier if all the other routes continue to their existing terminus.

50 - This is the only bus from Melfort Avenue and Thornton Heath High Street to central Croydon via Whitehorse Road. Terminating this bus short will only transfer more passengers to the already overcrowded 468 route.

75 - This is the only bus from South Norwood and Selhurst which serves Croydon town centre, Croydon College and Fairfield Halls. The other service from South Norwood and Selhurst is the 157 which only serves West Croydon. Yet again, it will also cause more people to transfer to the already overcrowded 468 route between central Croydon and Northcote Road.

250 - This route provides an important link from Green Lane to central Croydon, Croydon College and the Fairfield Halls. Indeed, it is the only bus route from Norbury and Thornton Heath serving Fairfield Halls.

N250 - This is the only night bus service from the north of the borough servicing East Croydon station connecting with the all-night train service to Gatwick Airport. Without this, passengers with luggage would have to walk to West Croydon station or hope they could make a connection from the N68 which only runs every 30 minutes and stops in Wellesley Road rather than the bus station.

264 - This is the sole bus route from the Mitcham Road area. Croydon residents here have no alternative buses so this will affect all passengers who need to travel from this area to central Croydon. It is also the only bus route from central Croydon to St George’s Hospital, Tooting, and removing if from central Croydon will severely inconvenience outpatients, visitors and NHS staff.
N264 - Shortening this route to West Croydon will remove the continuity of the night bus network in Croydon. Currently all the night routes interconnect in central Croydon, this proposal mean passengers from the Mitcham Road area will no longer have direct connections with N68 and N119.

They request the proposals to be reconsidered.

**Croydon South Constituency Labour Party**

The opinion of the group was that the proposals were ill-thought-out because they didn’t fully take into account access to vital services, including local hospitals and other amenities. The inevitable increase in the number of interchanges will pose a major barrier to those who live and work in Croydon.

Whilst they understood the construction of Westfield will disrupt bus journeys, these proposed changes to routes create unnecessary disruption and there was a fear these links would be lost forever.

The proposals would result in a reduction of 11 bus routes and two night bus routes in Croydon. This would negatively impact on night-time provision in Croydon: connectivity would be damaged, inconveniencing shift workers, such as nurses and care-workers who rely on the current links.

They stated residents would lose direct links to a number of hospitals. Currently, route 250 provides a link to Croydon University Hospital; route 264 a direct link from Central Croydon to St George’s Hospital; and route 75 links Central Croydon to Lewisham Hospital. These links would be lost if routes 75, 250 and 264 terminated at West Croydon Bus Station. Hospital users need direct routes.

If Night Bus routes N250 and N264 terminate at West Croydon, there would be no connection with routes N68, 119 and 154 on Friday and Saturday in Central Croydon, or with the night train service at East Croydon.

As well as the changes to the routes, the proposed reduction of bus stops in Central Croydon close to shops, hospitals and other amenities will make it far less easy for users to access them.

They urge a reconsideration of the proposals.

**Croydon Liberal Democrats - John Jefkins MBE**

Croydon Liberal Democrats notes that hundreds of people who are now signing a petition they organised. To date they have found that most people are concerned about the cuts to routes from the south (403,405,412,433). They suggest that a compromise might be to only cut routes from the north - as they would still reach West Croydon station and the north of the Whitgift Centre shops.
4.3.3 Greater London Authority

Steve O'Connell AM

He is disappointed with the proposals which he believes will not benefit local residents or Croydon town centre in general. The proposals would result in fewer buses serving the town centre and make access to hospitals more complicated and difficult for those least able to get around who rely on public transport. He also states the proposed changes would have a detrimental effect on local businesses.

A further point raised was the consultation information was disingenuous, as it is precisely hospital patients who may well be unable to walk the additional 100m or find it difficult to do so.

A further note was that users of the 412 service have already been disadvantaged by the recent service reductions at the beginning of September. The 403 route changes added to those already in place will a doubling of problems for residents of Warlingham and Sanderstead who need to get to Croydon.

It was noted while users of the 50, 75 250 and 264 routes will still be able to reach West Croydon Station, they will not be able to easily get to the Whitgift Centre and the stops for the underpass to the shopping centre. Additionally, passengers will be left further from East Croydon Station which will mean longer travel times for commuters and other passengers.

It was stated that at a time when car transport is being discouraged and greener forms are travel are being promoted, it is disappointing to see TfL cutting bus services rather than encouraging people to use this greener form transport. If car use is to be reduced, more alternatives need to be in place. It is particularly disappointing to see the needs and concerns of the elderly and disabled ignored. During large parts of the day it is the elderly who use bus transport and it is they, in particular, who would bear the brunt of additional bus changes and longer walking times.

He requested TfL to withdraw this proposal and take a long, hard look at the needs and priorities of local residents.

Caroline Pidgeon AM

The respondent expresses concern that the changes appear to provide no increases in the frequency of bus services. They find this disappointing as bus usage has increased in Croydon.

She highlights TfL previously stated the reduction of frequency of bus routes in inner / central London is to support a redistribution of bus services to outer London Boroughs. A further note is there is no evidence to justify this claim in this consultation, as indeed was also the case in TfL’s recent consultation on bus routes in Richmond, Twickenham and Whitton.
It is further stated the proposals do not consider Croydon’s growing population. The changes contradict the objective of Croydon’s Growth Zone, to improve public transport in central Croydon.

There is support for the concerns of the East Surrey Transport Committee, who question whether these proposals have in practice already been decided with tenders already issued for shortened bus routes. It asked for this matter to be clarified.

A clarification is sought over a concern the proposals might be based on bus passenger figures before the May 2018 timetable changes that delivered more trains to West Croydon.

The respondent endorses the detailed comments and recommendations of the East Surrey Transport Committee, which will help maintain all the essential links across in central and West Croydon as well as providing new journey opportunities.

They comment that in this proposal, along with other bus route changes there is an assumption by TfL that changing buses is a simple process for everyone.

They detail that they championed a 1-hour bus ticket and fully accept that it has made changing buses easier and more affordable for many people. However, they remind TfL not to underestimate that changing buses can be challenging for some people, especially for older people and passengers with disabilities. Their view is a proposed 200m walk between stops is unacceptable.

It is stated that TfL’s proposals for bus changes in Croydon and indeed elsewhere would be more acceptable if very clear guarantees were provided in relation to the following issues:

- Provision of adequate shelter at bus stops
- Provision of accurate, timely information – bus indicators must be provided at all stops where passengers are likely to be changing buses. TfL’s current refusal to consider funding the provision of further countdown indicators needs to be revised
- The need to limit walking distances between stops
- The need to make sure bus drivers inform passengers of how and where they should change buses for key destinations

The respondent notes they plan to present the Mayor with a petition on opposing these changes. They also aware of a request for local bus users to meet with TfL officers to discuss alternative proposals, and they plan to participate.
They conclude by urging TfL to fully reconsider its proposals for bus changes in central Croydon.

4.3.4 Emergency services
Met Police, Croydon

The respondent considered it is unreasonable to expect a journey time to increase by an hour as a consequence of the changes.

They stated that it will not only affect school children but the elderly too, an extra hour outside during winter or a hot summer cannot be considered acceptable. Society is trying to encourage more use of public transport and away from private motor vehicles, this will have the opposite effect. ‘Potentially affect public order’ is a concern that cannot be dismissed.

They noted that school children who are adversely affected could become bored and that is when they become mischievous, either waiting for another bus at an interchange or, when having to walk the remainder of the route, should this occur the police does not have the resources to deal with an ongoing problem such as this.

They state they are not in support of these changes, as they divide the north and south of Wellesley Road along with the above.

4.3.5 Transport and road user groups
London TravelWatch

London TravelWatch has highlighted that while interchange between bus routes is a necessary and accepted part of many bus journeys, it does not believe the interchange is welcomed by bus passengers because it leads to delays and inconvenience. For some, it believes this inconvenience is considerable.

It suggests bus services should be regarded as supportive of pedestrian trips and sustainable transport objectives in general. In outer London buses have been planned to go where passengers want to go. If they do not serve passenger objectives then fewer passengers will use them. It believes in outer London it is even more likely that poorer bus services to town centres, with additional interchange, will lead to more car and PHV use, not less. It adds congestion will not be reduced because of suppressed demand without anything to ‘lock in’ the benefits of any reduction in bus services.

Overall, London TravelWatch notes these proposals would result in considerable hardship for passengers because they would have additional changes or have to find different ways of travelling. It will mean less people use the bus to access Croydon.

London TravelWatch reminds TfL they have previously proposed the following:
• An extension of the operational hours of the red routes and bus lanes

• More bus and cycle only streets. It supports the Tottenham Court Road and Bank junction schemes.

• A review of waiting and loading on the streets buses use - to give bus services more priority on all the streets they use

Based on response from two local user groups, London TravelWatch would like the following two points to be investigated. Firstly, it thinks shoppers currently travel to one bus stop and return then home from a different stop and the proposals will limit opportunities to do this. Secondly, it has concerns that the proposals will reduce the opportunity for passengers to interchange at the Whitgift Centre stops.

London TravelWatch concludes by stating it does not support the principles behind these proposals because passengers will be inconvenienced and have longer and less reliable journeys. It believes bus services should, as far as is possible, serve passenger objectives with minimum interchange. It states bus services are the most space efficient vehicles on London’s streets and so performance issues should be addressed by reducing the volumes of other vehicles, not bus services.

Croydon Transport Focus

Croydon Transport Focus has reviewed the Equality Impact assessment and have the following comments.

It highlights the proportion of passengers currently using route 403 who will be required to either use a different bus to make the same journey, or interchange in mid-Croydon to complete their journey to West Croydon Bus Station is greater than any other proposed route truncation. More than 31 per cent of route 403 passengers would be affected compared with between 11 per cent and 21 per cent of passengers currently using the other routes proposed for truncation.

It disputes the assumption that users of 403 passengers would be able to use a different bus to make the same journey, as route 403 is the only route serving the corridor from Warlingham through Sanderstead to Croydon. Furthermore, out of the 24 bus stops served prior to the proposed mid-Croydon terminus, only the last 5 stops are served by any other bus, and of those, 3 stops (in the Selsdon Road area of South Croydon) will also lose the alternative through service to West Croydon (route 412).

It also highlights that TfL stated 2,000 passengers currently using route 264 would use a different bus to make the same journey, yet this is the only service to Croydon from Tooting and Mitcham so there are no alternative through services to mid-Croydon except from the last 3 stops immediately prior to the proposed West Croydon terminus; the reality is that passengers from all 25 stops prior to Reeves Corner would be adversely affected.
Although the numbers of passengers required to change to complete their journey along Wellesley Road (southbound or northbound) is usually smaller than the numbers who should be able to use a different bus to make the same (through) journey, in the case of three routes (405, 433, and 50) the position is reversed; in the case of the 50 nearly twice as many passengers (1,800) will have to change buses at West Croydon in to access what currently are the last 3 stops on the route (Whitgift Centre, Park Street, and Croydon Flyover). The respondent does not feel this is acceptable.

It notes it is stated passengers travelling to Croydon University Hospital from routes from the south that will be truncated in mid-Croydon would have three routes available from mid-Croydon viz. 60, 64, 109, and 250 (combined service reduced from 32 to 23 buses per hour). The respondent feels this is incorrect since, northbound route 64 does not call at any of the stops in Katharine Street, Park Street, or Park Lane; it’s nearest stop is in Wellesley Road at Electric House, and on the return journey from the hospital route 64 diverts along Lansdowne Road and Dingwall Road so comes nowhere near the proposed Katharine Street/ St. George’s Walk starting point for truncated southbound routes 154/403/405/412. Therefore, the reality for hospital passengers forced to change in mid-Croydon would be just two routes (60 and 109) meaning the reduction is from 32 buses per hour to just 15 buses per hour, which is less than half the current service level. The respondent does not feel this is acceptable.

The respondent highlights that passengers from the four busy routes from the north and northwest to be truncated at West Croydon Bus Station (50, 75, 250 and 264) would not have the full choice of onward southbound bus routes from a single location; whilst some routes do indeed depart from the bus station itself, others leave from Poplar Walk and yet others leave from the eastern side of Wellesley Road. From the bus station itself there would remain only three single-decker routes departing southwards to mid-Croydon (routes 166, 407 and 455) providing only 11 buses per hour (weekday daytimes), and only 8 buses per hour (evenings and all day Sundays). Depending on how well or not the timetables of these three routes are integrated, interchanging passengers could potentially have to wait up to 15 minutes for an onward southbound connection from the bus station.

The respondent notes the current sub optimal vehicle circulation arrangements at West Croydon Bus Station involve northbound buses on route 75 taking a convoluted anticlockwise loop from Wellesley Road to pick up at the northbound common stop B1 with route 157 towards Anerley. They suggest altering the internal layout of the bus standing areas within the bus station to allow route 75 to enter instead from the south via St. Michael’s Road and proceed directly to stop B1. This arrangement could also be adopted for route 468 to allow it to pick up with northbound route 50 if that is truncated in the bus station (as proposed). Bus vehicle mileage would be saved, bus congestion on Station Road reduced, and onboard
journey times for through passengers on route 75 reduced; the latter would improve the case for retaining route 75 through from mid-Croydon.

It notes the historic and ongoing difficulties with finding enough road space in the mid-Croydon area to create stands for terminating buses. It believes this has worsened with the recent pedestrianisation of High Street between Park Street and Katharine Street, and will be further adversely affected if the western half of Katharine Street is also pedestrianised as part of proposals to create a Town Square in front of the Town Hall. Evidently the number of routes terminating in the mid-Croydon area needs to be reduced. Therefore, it asks for their suggested replacement of route 407 with a combination of routes 403, 312, and 264 to be noted. This would in effect convert route 264 to a “through” route in the mid-Croydon area, thereby reducing the stand requirement. Moreover, if the routes from the south to be truncated short of West Croydon were instead diverted to terminate and stand at Dingwall Road or Sydenham Road this would leave only one route needing to terminate in the Katharine Street/St. Georges Walk/Fell Road area.

East Surrey Transport Committee

The East Surrey Transport Committee states the scheme is not right nor is in the interest of passengers. It notes over 16,000 passengers per day will be inconvenienced and people with reduced mobility will be severely inconvenienced with the loss of adjacent bus stop interchanges, resulting in passengers having to walk up to 200m to change buses. It notes there will also be a considerable loss of interchange with the tram.

It notes the proposals fail to take into consideration the needs and requirements of passenger to cross Croydon on the individual affected routes especially where there are no alternative routes such 264 and 403. The lack of alternative roads in central Croydon to Wellesley Road, the needs of out-patients, workers and visitors to other hospitals other than Croydon University Hospital, the reopening of Fairfield Halls which has all four routes from West Croydon removed. Nor does it provide additional access to the remaining retail and shopping areas.

It raises a point that the proposals conflict with the Mayors Transport Policy on the following grounds:

- It does not encourage people to use public transport by making it more difficult.
- It does not transfer resources from Central London to the outer boroughs
- It reduces public transport in the only London borough that has had an increase use of TfL bus service by 8 per cent
- It causes considerable inconvenience to people with disabilities and reduced mobility
- It increases pollution and reduces air quality in Croydon Town Centre
It further states this reorganisation of bus services should have been used as an opportunity to change the destinations of some bus routes where there are clear alternatives and to improve the bus network in central Croydon providing new links and journey opportunities. Not as a straight cut in services which looks like a fait accompli as new tenders have already been issued with shortened routes.

It also notes it does not comply with Croydon’s Growth Zone which has been agreed by Croydon Council, The Mayor and the Department of Communities and Local Government in which there is a commitment to improve public transport in Central Croydon.

The East Surrey Transport Committee suggests an alternative proposal as outlined below.

• Routes 154, 405 and 412 should be diverted from West Croydon to East Croydon to provide new journey opportunities and maintain same or adjacent stop interchange in central Croydon. The additional school journeys from Purley on route 405 would continue to and from West Croydon renumbered 615.

• Route 403 should continue to West Croydon as there is no alternative route from Sanderstead. This would maintain adjacent stop interchange in central Croydon and interchange with the Overground and Tram at West Croydon and other buses at Wellesley Road.

• Route 50 should be diverted to Reeves Corner via Tamworth Road. Providing new journey opportunities to Centrale, and Croydon Minster and improved interchange with the westbound tram at Church Street.

• Route 75 should continue to Fairfield Halls and Croydon College, maintaining same or adjacent stop interchange at Wellesley Road, Fairfield Halls and Central Croydon.

• Route 250 should continue to Fairfield Halls maintain same or adjacent stop interchange at Wellesley Road and Fairfield Halls.

• Route 264 should continue to Park Street to maintain same or adjacent stop interchange with south and westbound buses at Park Street and provide a connection to St Georges hospital from all other bus routes.

• Route 197 should continue to terminate at Fairfield Halls to provide a link from East Croydon station to Fairfield Halls.

• Route 433 should divert via Fairfield Halls then continue on via the Flyover and Old Town to provide a new link from East and West Croydon to Old Town in line with reconnecting Old Town proposal and additional route to Centrale.

• Route 109 remains unaltered and continues to stand in Katharine Street.

• Night routes 250 and 264 remain as now to maintain connectivity and interchange between all night routes as now.
• **Routes 75, 250, 154 and 403** continue to serve Fairfield Halls.
• **Routes 250 and 264** should be diverted from Park Street to Park Lane stop KD as their first stop to reduce out of service running and improve interchange with eastbound buses.
• **Two new bus stands** are required at Dingwall Road and Reeves Corner and the St Georges Walk one can be removed.

The East Surrey Transport Committee mentions several issues with the proposals. Too many people are affected: 190,000 people per day use the bus network to cross Croydon. The Consultation estimates that 91 per cent of passengers would be unaffected only 3 per cent would need to use a different bus and 6 per cent would need to change buses. This based on 190,000 passengers making cross Croydon journeys on all routes. Using the information in the Equality Impact Statement, the respondent believes 17 per cent of passengers would be inconvenienced which amounts a total 16,100 people per day before Fairfield Halls is reopened. An additional 6,000 on routes 264 from Tooting and 403 from Sanderstead must also be affected as they do not have an alternative route and the alternative for routes 75 and 412 are limited.

It states some of the assumptions are wrong in that it the proposal says that 6,100 passengers on routes 75, 264, 403 and 412 would need to use another route. Yet for routes 264 to Tooting and 403 to Sanderstead there are no alternative routes as they are solo routes. Passengers using route 412 would have opportunity to use route 64 at only one stop in Selsdon. While on Route 75 the only alternative would be 197 for those passengers boarding between Penge and Sunny Bank South Norwood. Route 197 is already a long route and is often full along this stretch and passenger may not get on the first bus. Route 75 is the only route between South Norwood and Selhurst to Central Croydon the parallel route is the 157 already only reaches West Croydon. Although there are still 10 routes that cross Croydon from either central Croydon or East Croydon, but these leave from 3 different locations and again at West Croydon they leave from 4 different locations depending or the passengers intended destination. None of them have a coordinated timetable and a passenger could be faced with a 20 minute wait to complete a short journey of two or three stops. In the case of West Croydon there will no longer be any route to Fairfield Halls, a distinct problem for those with reduced mobility.

The respondent states there are several reasons why passengers need to cross Croydon. Passengers from the south need to get to West Croydon to access the shops and offices at the northern end of the town, to interchange with the London Overground and GTR train services to Sutton and Epsom. As the tram runs in a loop round Croydon passengers from eastbound Trams need to interchange with buses at West Croydon or Wellesley Road.
Passengers from the north need to get to shops and offices in the centre of Croydon along with Croydon College, the main council facilities at The Town Hall and Bernard Weatherall House and the entertainment venues which include Fairfield Halls. The Central Library, The Clocktower, The Croydon Museum and the Grants Vue Cinema. They also need to interchange with westbound trams at East Croydon or George Street stops.

It believes the proposal fails to recognise the need of passengers to cross Croydon and the changes will inconvenience in excess 16,100 and this is before Fairfield Halls has reopened which will increase the number of people affected.

The respondent notes that currently, todays routes 75, 154, 250 and 403 serve Fairfield Halls. These are all well used, they provide an essential part of the cross Croydon network. Under the proposal all four of these routes are removed from Fairfield Halls. This may be only two stops short, but as there will be no connecting services from West Croydon it could add 10 to 15 minutes on to journey times which would have only taken a couple of minutes if they stayed on the bus. It notes TfL claim that passengers to these destinations from the 75 and 250 can change buses at West Croydon. However, there will no longer be any bus routes from West Croydon to Fairfield Halls or Croydon College. Route 250 is the only direct bus to Fairfield Halls from the north and the main entrance of West Croydon Station. In future passengers for Fairfield Halls and the College will be faced with changing buses and crossing Park Lane by the subway (which is often closed) or on the level across six lanes of traffic at the George Street junction. Passengers from routes 154 and 403 will have to cross eight lanes of traffic in Park Lane by pedestrian crossing or by subway. In both directions, rather than just one direction with southbound passengers no longer being able to use the stop directly outside Fairfield Halls and the Croydon College an additional distance of around 100m.

The terminating of route 197 permanently rather temporarily has some advantages in that it will provide a long asked for bus link from East Croydon to Fairfield Halls which is particularly important for people with reduced mobility who arrive at East Croydon and at present have to get a taxi. It is essential route 197 picks up passengers from stop KA outside Fairfield Halls so passengers with reduced mobility will have a bus back to East Croydon station without the need to cross eight lanes of traffic in Park Lane. Again, terminating route 433 at Fairfield Halls also provides a route from East Croydon which would provide a long asked for link from Selsdon and Park Hill direct to Fairfield Halls although a number of passengers would need to use or transfer to the routes 64, 198, 367 & 410 or the tram to reach West Croydon.

The respondent raises an issue with access to NHS Hospitals. Although with the exception of route 250 the other routes 60, 64, 109, 198 and 289 serving Croydon University Hospital have been maintained and will continue to provide links from Central Croydon and East Croydon to the hospital, although the loss of 250 will
reduce the frequency by eight buses per hour from Central Croydon. Maintaining route 250 to Fairfield Halls will keep this link.

However, depending on the needs and the type of treatment residents of Croydon have to attend a number of other hospitals which include St Georges, Tooting and Kings College, Denmark Hill along with visitors and those that work there.

St Georges: The only bus route from both central and West Croydon is route 264 removing this from central Croydon means that there will no longer be interchange between 264 and existing routes 60, 119, 312, 405, 407, 412, 455, 466 and 468 in Katherine Street. All nine routes will lose same or adjacent stop interchange and along with routes 154, 403 which will lose its interchange at West Croydon and will require two changes rather than one along with additional waiting time.

Kings College: The only bus route from south, central and west Croydon to Kings College is route 468, although not directly affected by the changes our concern is that with the cut back to West Croydon of routes 50, 75 and 250. Passengers wishing to access Central Croydon from Thornton Heath and Whitehorse Road areas will try and use the quickest route to Central Croydon to avoid having to change at West Croydon. This is the 468 which already has capacity issues, and this will make it harder for existing passengers trying to go to Kings College hospital.

The respondent has concerns regarding interchange and connectivity. It notes by terminating routes 154, 403, 405 and 412 in central Croydon the entire existing same or adjacent stop connectivity in Katharine Street and Park Lane will be lost and replaced by walks of up to 200m with the need to cross at least one and frequently two major roads. The common interchange stop for west and southbound buses in Park Street not only loses it same stop interchange, but also loses the 405 and the 412 from the routes that stop there. Although passengers will be able to find a common stop for southbound buses at the next stop at Croydon Flyover this is situated on a narrow pavement and has no bus shelter for inclement weather and of course is another 200m walk and requires crossing at least one or two main roads. There is one slight exception to this in that the proposal the stand for route 109 moves to Fell Road, but it is proposed to keep the first 109 stop at the present stand in Katherine Street. However, this is also proposed to be the last, first stop and stand for routes 403, 405 and 412 which at present is only large enough for four buses at a time. The combined number of buses from routes 403, 405 and 412 are 12 buses per hour in the off-peak and 13 in the peak. These buses have varying layover times from 5 to 12 minutes. We are not sure how the 109 with 10 buses per hour will find room to actually serve this stop at the head of the stand when there are five buses already there. This will mean passengers may have to board from the middle of the road or the bus will miss the stop.

Terminating the 50, 75 and 250 at West Croydon creates the problem for passengers that onward buses leave from a number of different locations including
West Croydon bus station, Wellesley Road, St Michael’s Road and London Road depending on passengers’ destination. Passengers might be lucky with same or adjacent stop interchange, but on many occasions, they will also be faced with a 100m walk and depending on the service frequency they may be faced with a 15minute wait. Nor will there be any buses routes from any of these locations in west Croydon to Fairfield Halls or Croydon College. Currently they have through journeys or the same or adjacent stop interchange at Wellesley Road to four routes.

The respondent raises concerns around Night Bus connectivity. It notes today Croydon has a good all-night public transport service with all night trains from Central London and Gatwick Airport twice per hour throughout the night between 00.30 and 04.30. In addition, it has six all night buses services all week that serve East Croydon (64, N68, 119, 250). All these have good interchange with each other and trains at East Croydon. In addition, three more night bus routes serve West Croydon, Wellesley Road and Central Croydon (N109, 264, 154). The following night buses make connections with the Night Tube on Fridays and Saturdays nights at the following locations: N68 (Elephant and Castle), N109 and N250 (Brixton), 154 (Morden), 264 (Tooting Broadway).

All these night bus routes make connections with each other at either West Croydon or Wellesley Road. With the cutting back of route 250 and 264 this will be lost as the majority of night services run every 30 minutes this could mean making two changes instead of one or having to walk between East Croydon and West Croydon either way adding both inconvenience and considerable additional waiting and journey time. The respondent questions if we should be encouraging people and especially vulnerable people in the earl hours to walk between East and Central Croydon and West Croydon to change buses.

The respondent notes with the closure of the Wellesley Road entrance to the Whitgift Centre, it is important for the retail economy of Croydon that there remains good access to the remaining retail outlets in North End and Centrale. The tram and interchange with the tram become even more important as the tram provides access to all parts of the remaining shops with stops in George Street, Church Street, Centrale and West Croydon. It notes the proposal fails to recognise this and makes interchange with the tram more difficult for over 16,000 passengers per day. Bus access to and from both central Croydon and Centrale also becomes more important as does access via West Croydon. The cutting back of route 264 removes one of the two routes linking Centrale to central Croydon.

The respondent has concerns over air quality and bus stands in Central Croydon. It believes the proposal does little to reduce the need for stand space in Central Croydon or reduce the out of service running in Central Croydon. It keeps in use the poorly located bus stand in St Georges Walk which must be a serious health hazard to anybody working in the offices or the proposed residential accommodation above.
The respondent states there is an alternative that can reduce the number of buses using Wellesley improve the reliability of the bus network, improve the range of journey opportunities continue to serve Fairfield Halls and Croydon college from the north of the borough maintain the night public transport and bus connectivity. Improve interchange with the tram. Improve air quality with changed the bus stand arrangements and reduced out of service running. It would also provide improve bus links to the Croydon Growth Zone areas of Dingwall Road and Lansdown Road.

There suggestions are as follows, described by route:

**Route 403** should remain at West Croydon as there is no alternative route from Sanderstead and the need to maintain connections with the Overground and eastbound trams at West Croydon and continue to serve Fairfield Halls. Also maintains the link between West Croydon Bus station and Fairfield Halls.

**Routes 154, 405 and 412** should be diverted to East Croydon to provide new journey opportunities and maintain existing north and southbound same or adjacent stop interchange in Central Croydon and improve both east and west connections with the tram at East Croydon, while improving access to the Croydon Growth Zone area of Dingwall Road and Lansdown Road. Route 154 would continue to serve Fairfield Halls *(Driver may be able to use the toilets on East Croydon station)*.

**Route 405 school journeys** between West Croydon and Purley would remain and be renumbered 615.

**Route 264** should remain at Central Croydon as there is no alternative route to Tooting and it is the only route for St George’s Hospital it needs to connect with all other buses in central Croydon. It should stand at Fell Road/Flyover to eliminate the existing St Georges Walk Stand and return via Park Lane stop KD to reduce out of service running and make adjacent stop connections with all eastbound Buses 119. 154, 166, 312, 403, 405, 412 and 466. It would still make same stop connections with Routes 60, 109, 407 & 455 at Wellesley Road or West Croydon.

**Route 75** should continue to Fairfield Halls and Croydon College as it has the greatest number of people affected and is the only route from South Norwood and Selhurst as the alternative route 157 already only reaches West Croydon. It would maintain eastbound tram connections at Wellesley Road and not make westbound connections any worse than now.

**Route 50** should be diverted at West Croydon and continue via Tamworth Road to a new stand at Reeves Corner. This would improve bus access to the remaining shops via Centrale and improve westbound tram connections at Church Street. It would also provide improved bus links to Croydon Minster and it would also provide same stop interchange with route 264 to St Georges Hospital.
Route 250 should continue to Fairfield Halls to maintain direct links from Thornton Heath and London Road to Fairfield Halls and Croydon College. It also maintains connection with the eastbound tram at Wellesley Road and makes connections with westbound trams no worse. On leaving Fairfield Halls it should call at stop KA then return via stop KD in Park Lane again making same or adjacent stop connections with eastbound buses and reducing the out of service running in Central Croydon. Routes 60 and 455 will still have same or adjacent stop connections at Wellesley Road or West Croydon.

Route 197 should continue to terminate at Fairfield Halls. However, it should also call at stop KA and KC to provide direct access to and from Fairfield from East Croydon Station which has long been asked for.

Route 433 should be diverted to Fairfield Halls as proposed. This would provide the long asked for direct link to Fairfield Halls from Selsdon and Park Hill. Also See reconnecting Old Town

Route 109 could remain on its present stand in Katharine Street. Consideration should be given to the long asked for reinstatement of this route to South Croydon to improve the cross Croydon links from Croydon University Hospital to South Croydon and the restaurant quarter.

Night routes:

N109, 250 and 264 should remain at their existing terminals or failing that should be diverted to East Croydon.

Other routes 194 consideration should be given to withdraw route 194 as from casual observations this has the least carry over of passengers between East and West Croydon This could be diverted to Park Street to make connections with other southbound buses and stand at Fell Road/ Flyover and pick up from Park Lane stop KC with route 119.

Reconnecting Old Town: This area which is just half a mile from Croydon town centre has no public transport at all. A bus to serve this area has been a long-standing request of local residents. Croydon Council have also recently submitted a plan to improve the area including providing it with a bus service. Diversion of route 433 to Fairfield Halls provides the opportunity to extend route 433 to West Croydon via the flyover, Old Town, Centrale and Tamworth Road. This would provide the Old Town area with a direct bus route to both East Croydon and West Croydon. It would provide an addition bus link to the remaining shopping areas via Centrale and
passengers from Forestdale especially those with reduced mobility could remain on the bus to reach West Croydon.

The respondent also raises the issue of bus stands. It states there is a problem in Central Croydon and the present road layout, location of bus stands and routing causes a considerable amount of out of service running and poor air quality in areas such as St Georges Walk. For over 10 years it has been proposed that additional stands could be provided at Wandle Road near Old Town, However, these would be difficult to access via either Whitgift Street or Scarbrook Road due to their configuration which also now contains many residential properties. This location would also require a lot of out of service running.

It notes for the Route 109 stand Katharine Street, TfL proposes to replace the existing 109 stand/stop with a stand for routes 403, 405 and 412, with the 109 standing at the current 50 stand in Fell Road/Flyover. Route 109 would still use the stop at the head of the stand. It believes this is wrong as passengers to and from routes 403, 405 and 412 will lose all their existing same or adjacent stop connections both north and southbound, requiring between 100m and 200m walk. In addition, this stand can only hold four buses if it is to keep the stop at the head clear. The respondent is of the view that 12 buses per hour on these routes and 10 buses per hour on route 109 will be too many and passengers will often have to step into the road when alighting or boarding a bus.

The 264 Stand St Georges Walk: For 154 to replace 264 which at present uses this hastily created stand which cannot be very good for the office or proposed residential accommodation above. You can also see the damage to the underside of the building that this stand along with passing vehicles done.

Route 75, 250 and 197 Fairfield Halls Bus stand and stop KA: It is proposed to remove routes 75 and 250 from the stand to make the temporary arrangements for 197 permanent and to remove routes 75, 154 and 403 from bus stop KA leaving no routes from the north or to the south serving Fairfield Halls.

The East Surrey Transport Committee then proposes some suggestions to TfL for Stops and Stands.

They state that if their proposals were adopted that both the St George's Walk stand and the Wandle Road stands would not be needed.

**New stop and Stand at East Dingwall Road East Croydon for routes 154, 405 and 412:** Diverting these routes to Dingwall Road East Croydon which is lightly used with a new set down stop outside AMP House with a second stop and stand near Carolyn House and the Dingwall Road entrance to East Croydon station. Buses
would leave the stop/stand and circulate the roundabout and use the existing southbound stop in Dingwall Road.

This would have a number of advantages by proving both new journey opportunities and better links to central and south Croydon from East Croydon and this part of the Croydon Growth area. Bus drivers at the stand may also be able to use the toilet facilities at East Croydon.

To enable these stops and a stand would require a removal of a small section of the northbound cycle lane. There would be no change to southbound cycle lane. To check whether this would cause any problem to cyclist they undertook several hour-long surveys of the number of cyclist using both the northbound and southbound cycle lanes. Only a small number of cyclists using the northbound cycle lane would be affected ranging between two and 15 per hour. The studies also showed that traffic in Dingwall Road was considerably lighter than most other roads in central Croydon.

**New Stand at Reeves Corner for route 50:** Diverting route 50 via the Bus station and Tamworth Road would provide new journey opportunities, access to the shopping area via Centrale and improved westbound tram connections at Church Street along with improved access to Croydon Minster area. They believe there is room to provide a stand here by using the existing 264 stop and 264 stopping at the same stop as 157, 410 and 455 or by using part of the lightly uses loading bay on the opposite side of the road.

**Existing 109 stand Katherine Street:** Can continue to be used by 109 and N109.

**Existing 50 and 264 stand in Fell Road/Flyover:** Can continue to be used by route 264 and 194 if diverted.

**Existing 75, 250 and 197 stand:** Can continue to be used by 75, 250 and 197 and 433 if this route is not extended.

**Existing Stop KE Park Street:** This would no longer be served by routes 250 and 264 which would stop at stop KD reducing congestion at stop KE and providing same or adjacent stop interchange for Croydon University and St Georges Hospitals with all eastbound buses. This would also reduce out of service running in central Croydon.

**West Croydon Bus Station:** Would have additional room for northbound routes 468 and N68.

Croydon Mobility Forum - John Osborne/Yusuf Ali Osman
The Croydon Mobility Forum (CMF) endorses the response provided by East Surrey Transport Committee. It raises concerns the proposals will make it harder to cross the town centre by bus meaning users will need to walk up to 200m potentially crossing one or two significantly busy roads. It highlights the proposals will make it harder to access the town centre for people with disabilities or elderly residents to access the town centre.

The respondent states TfL has not given sufficient priority on the needs of the borough's disabled and elderly residents. It argues if a bus does need to terminate on one side of the town, it should offer an interchange, for example adjacent to a tram stop (e.g. Reeves Corner) or adjacent to a stop which would provide a bus to cross the town centre.

The respondent supports TfL's encouragement of walking as a way of improving the health of London's residents, but displays concern that this is not always possible for elderly and disabled residents. They request for TfL to maintain an accessible interconnected public transport network, which they believe the current proposals do not do. It highlights the CMF are happy to work with TfL to improve their proposals.

**Love Norbury Residents Associations Transport Committee**

Love Norbury Residents Associations Transport Committee highlight concerns the proposed shortening of 50 / 250 bus routes south from Norbury to terminate at West Croydon Bus Station will increase the problems of bus users wishing to get into the town centre, requiring them to either walk along North End, or changing on to another bus, which will increase journey times. It states this is likely to increase the number of passengers transferring on to the 109 bus route e.g. at Norbury London Rd stops, or at Thornton Heath Pond. It is concerned the interchange implications of the proposed changes to the routes through the town centre will particularly disadvantage disabled and elderly members of the public including those wanting to access Croydon Town Hall and Clocktower services, the Market and Fairfield Halls when they reopen later this year.

The respondent notes whilst the 109 route is unaltered, it will be harder to get on to buses as it is the only bus along London Rd going through the heart of Norbury into/from the Town Centre Rd. It states route 109 buses are already often over capacity, with passengers sometimes having to wait for 2-3 buses before there is room for them to get on. They highlight a more frequent service will be needed. They also raise a concern that route109 often terminates at Thornton Heath Pond on a south bound journey when it is running late, requiring passengers to wait for the next one.

It also states that as the 109 will continue to go into the town centre, there is no reason why the 50 and 250 could still not do so.

**Riddlesdown Residents’ Association (RRA)**
Riddlesdown Residents’ Association (RRA) is concerned about the impact of the proposed changes on their residents’ lives. Riddlesdown is a mature residential area, of just under 1,500 homes, with residents of all ages.

It notes many RRA members have reviewed the proposals for Croydon Town Centre Bus Changes against the background of the 412 bus service reduction on 1 September 2018, so the proposed changes are considered to be an attempt to reduce bus mileage. That view is reinforced by the fact there are no improvements in the consultation.

It supports the Hopper Fare; however, the under-lying suggestion that most journeys will need two (or more buses) is a source of distress for many residents of all ages, particularly the older residents and parents with children. It highlights the challenge for older residents to walk long distances to complete planned journeys. It notes currently the Whitgift Centre (Wellesley Road) stops allow 412 passengers to catch a bus to Croydon University Hospital or St. Georges Hospital.

The RRA asks for the impacts of these proposals to be mitigated, as, if implemented, they will cause issues to both current and potential future bus users.

It notes the sacrifice of West Croydon Bus Station, as a part of the TfL (London Buses) mileage reduction, is not sensible, but if buses are taken out of purpose-built bus stations there needs to be a substitute network of (perhaps new) interchange opportunities.

The respondent notes that for reaching CUH or St. George’s, the 412 to the Swan and Sugarloaf northbound stop (where bus drivers are changed, giving supporting staff presence) for a 468, which would then call at West Croydon Bus Station, and the Poplar Walk stops before resuming its journey north providing a link to services for the two hospitals. Changing from the 412 well before Croydon would mean more wheelchair scope – as the 468 starts from the Swan and Sugarloaf Stop. It notes this is just one example of how passengers will be helped to feel cared for, and all need to be publicised.

It concludes by stating that the multiple curtailments of bus routes are expected to cause many difficulties for passengers. It hopes revisions can be made after six months – preferably earlier - of unsatisfactory service.

**East Coulsdon Residents’ Association**

East Coulsdon Residents’ Association is concerned the proposals will result in the loss of same stop connections in Katherine Street, Croydon with buses to both Croydon University Hospital and St George’s Hospital on both routes 405 and 466.
It highlights as a result of the 405 not continuing along Wellesley Road to West Croydon Bus Garage the 405 will no longer stop at Park Street which has interchange opportunity for routes 60, 166 and 466, reducing the opportunity to catch any of these buses to Coulsdon. The first common bus stop for all four buses is at the Flyover and this will mean intending passengers will have to walk much further and cross two major roads.

It notes the proposals will make coming to Croydon itself less attractive and more difficult for those attending hospital outpatient clinics. These passengers are often less able or less mobile such as the elderly, mothers with children etc.

It also raises terminating the 405 at Katherine Street means people travelling to the Whitgift Centre will be unable to alight at the Wellesley Road entrance which is more convenient. There are also issues for those at West Croydon and connecting to the Overground.

It notes the result of the additional walking caused by the proposals will cause hardship to many residents both the elderly and those with young children, especially as Coulsdon and Purley are the areas where the largest number of elderly residents live within Croydon.

It concludes by asking TfL to reconsider the termination of the 405 at Katherine Street.

**Coulsdon West Residents’ Association**

Coulsdon West Residents appreciate the range of bus services available in Coulsdon which provide scope for relatively easy and convenient travel to most parts of Croydon and beyond. The key for easy travel is that many buses stop at the same point giving a convenient choice to board buses for the whole journey or just part of a journey before the routes diverge. This is particularly important for less mobile passengers, (wheelchair users, the elderly, the disabled and those with young children), who may have difficulty travelling several hundred yards to board their chosen bus.

It is disappointed with the proposed changes to the 405 Route, which passes through Coulsdon on route to Redhill, and note its termination in central Croydon rather than at West Croydon will cause unnecessary problems for patients attending both Croydon University and St. Georges’ hospitals, particularly if the stops are located in geographically separate locations.

It is also aware of Croydon residents needing to attend East Surrey Hospital either as patients or to visit friends or relatives admitted there, for whom the 405 is invaluable.
CWRA respectfully requests that TfL reconsiders these proposals.

**South Croydon Community Association**

South Croydon Community Association believes TfL is going to inconvenience many passengers who use these routes that terminate at West Croydon - the gateway to the Overground and mainline rail. Journey times will be increased, and no consideration is being given for the elderly or people with disabilities or mothers and parents with children and prams. They state the loss of an integrated policy of routes between different modes (road and rail) is a retrograde step.

4.3.6 Business groups

**South West London Law**

The respondent notes there are only three more stops from Lunar House Croydon to the flyover. It states when a route 50 bus terminates at West Croydon instead of Central Croydon over 50/60 passengers have to get off the bus and wait for another, which arrives crowded and not everyone can get on.

4.4 Petitions and campaigns

4.4.1 Petition submitted by Croydon Liberal Democrats

We received a petition of 64 names and covering letter from the Croydon Liberal Democrats, presented by Caroline Pidgeon AM at the London Assembly (Plenary) meeting held on 7 February 2019. The petition opposed the changes to bus routes and asked to keep buses serving Wellesley Road and West Croydon Station.

4.5 Comments on the consultation

As part of the consultation survey we asked, ‘what do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?’

- 1,280 respondents (84 per cent) provided information on this
- 461 respondents (30 per cent) advised us it was adequate. There were 376 respondents (25 per cent) who provided a good rating and 217 (14 per cent) stated is was very good.
- 147 respondents (10 per cent) rated it as poor and 71 (5 per cent) advised it was very poor. For those who have rated it as poor and very poor, the main issues are with advertising the consultation on bus stops and more widely with
some people requesting it should have been advertised on buses and bus stops. Others raised concern about people who use the buses but did not receive an email, being able to take part in the exercise.
5. **Next steps**

We have completed our analysis of the consultation replies and have modified the proposals to take in to account the feedback we have received from members of the public and stakeholders.

We propose to:

- Divert routes 50 and 197 to stand at Fairfield Halls
- Divert route 433 to stand in mid-Croydon at either Katherine Street or St. Georges Walk
- Retain route N250 serving East Croydon, Dingwall Road all evenings
- Changes to routes 109, 250, 264, 405 and 412 will progress as we originally proposed in the consultation
  - Curtail route 197 to Fairfield Halls
  - Curtail routes 250 (day route) and 264 (day and night services) to West Croydon Bus Station
  - Curtail routes 405 and 412 at Katherine Street
  - Route 109 will stand at Fell Road. There would be no change to first or last stops, live or dead mileage

These changes would be introduced in November 2019.

Following the bus network review, we will also be re-investing resources in the area to better match capacity to demand. We will be increasing the frequency on routes 60, 127, 130, 154, 249, 289, 314 and 466. These changes will take place around the same time.

We plan a series of local engagement nearer to the time of the changes so passengers can plan their journeys.

As a result of feedback received from the consultation and further work undertaken by us, we will now not be making changes to routes 75, 154 and 403.

Our responses to the main issues raised are available in Section 6.
6. **Response to issues raised**

Below are our responses to issues most frequently raised during the consultation.

6.1 **Concerns about increased interchange**

Concerns were expressed that passengers with mobility issues would have difficulty with an additional walk distance of 150 – 200m. To see how this could be addressed, a route-by-route review was undertaken to identify what opportunities exist for passengers who currently use the proposed withdrawn sections of the routes to undertake same or adjacent stop interchange. We found if the plans were implemented as proposed then some passengers on routes 75, 154 and 403 would lose access to same stop or adjacent stop interchange. People using route 75 who board or alight between Portland Road and Cromwell Road would lose same stop interchange for journeys travelling to Fairfield Halls. Passengers currently travelling southbound on route 154 from Fairfield Halls would no longer have a route to board that they could then change on to. In addition, a significant number of passengers travelling south from West Croydon, Wellesley Road or Fairfield Halls would lose access to same stop interchange onto route 403.

Passengers on other routes will have the opportunity to interchange onto another route at the same or an adjacent stop in order to complete journeys that they currently make.

It would be possible to make sure all passengers have access to same stop interchange if routes 50, 154 and 403 are retained at their current termini. Therefore, passengers using route 75 would have the opportunity for same stop interchange onto route 50 to continue to Fairfield Halls and routes 154 and 403 would continue to stand at West Croydon. This would also make sure a direct link between West Croydon and Fairfield Halls was retained.

An issue raised was the impact on accessibility to hospitals. The loss of route 250 in mid-Croydon will mean that passengers will face a reduction in service when trying to directly access Croydon University Hospital, but will still be able to use high-frequency routes 60 and 109.

Concerns were expressed about passenger safety and security interchanging between or waiting for night bus services, particularly given that most night buses have 30-minute frequency. In addition, it was noted there would be a loss of connection to the night train service at East Croydon Station. One way to resolve this would be to retain the night service element of 24-hour route 250, which will continue to stand at East Croydon, Dingwall Road.
6.2 Alignment with wider Mayoral policy

Concerns were expressed that the scheme does not align with the Mayor’s Transport Strategy (MTS). The MTS objectives are Healthy Streets, A Good Public Transport Experience and Access to Jobs & Homes. Investment in the bus network is vital to achieve mode shift, air quality, safety and supporting housing and growth in Croydon. The 2018/19 TfL Business Plan clearly lays out the financial constraints under which we are operating.

We are committed to increasing bus mileage in outer London to meet these objectives. However, our financial constraints mean we need to make best use of our resources.

Between 2014/15 and 2017/18, bus journeys in the London Borough of Croydon increased by 8 per cent, which was in contrast to the trend in the rest of London. Significant growth in housing, education and employment in Croydon is planned in the coming years.

Therefore, we have been working with London Borough of Croydon to develop a bus strategy for the borough that looks at how resources saved in the town centre can be redeployed within the borough where they are required. Frequency increases on routes 60, 127, 130, 154, 249, 289, 314 and 466 have been approved subject to costs. Furthermore, we and LB Croydon are working to identify how future growth in housing and employment can be served by investing in the bus network in the future. This involves plans to investigate the business case for new links in areas currently unserved by the bus network.

An analysis of ticket data has shown that this growth has primarily occurred on concessionary tickets and there has been a significant transfer from travelcards to contactless payments. In addition, the distribution of growth has varied across the borough. Routes that have seen the most significant growth include the 127 and 289 which serve Purley and the 466 which links New Addington to Coulsdon via Croydon. The capacity on these and all other routes will be kept under continuous review.

6.3 Availability of real time information

Our current policy is to provide real time information on bus arrival times on our website, which can be accessed through computers or smart phones.
6.4 Bus service change proposals

As part of the consultation, a number of service change proposals were received. Some of these would require new infrastructure to be put in place and we will investigate these options as part of our study.

6.5 Crime and disorder

A particular concern was from the potential for disorder from additional school children crossing the town centre in the afternoon. A review of the number of education passes used on routes affected by the proposals was undertaken.

<table>
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<tr>
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<td>71</td>
<td>70</td>
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<td>75</td>
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<td>17</td>
<td>41</td>
</tr>
<tr>
<td>412</td>
<td>349</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4212</strong></td>
<td><strong>433</strong></td>
<td><strong>249</strong></td>
</tr>
</tbody>
</table>

*Table 1 – school children affected by the proposals*

Of the 4,212 school children who use these services daily, 249 would have access to an alternative service and 433 would need to make an additional interchange. Of the 433, some are likely to choose to walk across the town centre instead whilst others will take alternative services.

6.6 Air quality

A concern was expressed about the health impacts of poor air quality arising from buses standing in mid-Croydon. We are working to deliver a London-wide Euro VI emission bus fleet by the end of 2020. To achieve this, buses will either be replaced with new vehicles or retrofitted with an improved exhaust system to meet Euro VI emissions.
Dear Test email recipient,

We would like your views on proposed changes to the following bus routes serving Croydon town centre: 50, 75, 109, 154, 197, 250, 264, 403, 405, 412 and 433.

We are proposing that some bus routes terminate on the side of the town centre from which they approach, so they would no longer serve the whole town centre. Customers who would need to interchange to reach their destination could do so within one hour without additional charge using the Hopper fare.

Find out more and share your views.

The consultation will run until Sunday 13 January 2019.

Yours sincerely,

Geoff Hobbs
Director of Public Transport Service Planning

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These are our consultation email updates. If you no longer wish to receive these emails, you can unsubscribe.
Dear Stakeholder

We would like your views on proposed changes to bus routes 50, 75, 109, 154, 197, 250, 264, 403, 405, 412 & 433 serving Croydon town centre.

We are proposing these bus routes terminate on the side of the town centre from which they approach, so they would no longer cross the town centre.

These proposed changes would help maintain reliability of services in Croydon by making the bus network simpler and more efficient, and would ensure our resources are invested in the right locations. They would also ensure the impact on bus operations, potentially arising from the construction works in the town centre, is minimised. Customers who would need to interchange to reach their destination could do so within one hour without additional charge using the Hopper fare.
We are keen to hear your views on how these proposed changes could impact on you, and if you have any specific comments or suggestions.

For full details and to share your views, please visit tfl.gov.uk/croydon-town-centre-buses

This consultation will run until Sunday 13 January 2019.

Yours sincerely

Muhammed Mashud

Local Communities and Partnerships

Transport for London
Appendix B: List of stakeholders we contacted regarding the consultation

<table>
<thead>
<tr>
<th>Organization</th>
<th>Contacted Organization</th>
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<td>AA Access in London Action on Disability</td>
<td>Action on Disability</td>
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<td>Action on Disability and Work UK Action on Hearing Loss Age Concern London</td>
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<td>Ann Frye Anxiety Alliance Anxiety UK</td>
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<td>Association of Town Centre Management</td>
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<td>Brakes Group Brewery Logistics Group</td>
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</table>
Croydon Accessible Transport (CAT)  Croydon College  Croydon Safer Transport Team
Croydon Transport Focus  CTC  Cycle Confidence
Cycle Experience  Cycle Systems  Cycle Training UK (CTUK)
Cycle Training UK (CTUK)  Cyclelyn  Cycle-wise Thames Valley
Cycling Embassy of Great Britain  cycling4all  Cyclists in the City
DABD (UK)  Dbrief Monthly  Department for Transport
Design for London  DHL  Dial-a-Cab
Direct Line Group  Disability Alliance  Disability Network Hounslow
Disability Rights UK  Disabled Go
Disabled Persons Transport Advisory Committee  Dogs for Good
DPDgroup UK  DPTAC
East and South East London Thames Gateway Transport Partnership
EDF Energy  Ehlers Danlos Support UK
ELB Partners  English Heritage  English Heritage - London
Euromix Concrete  European Dysmelia Reference Information Centre
Evolution Cycle Training  Federation of Wholesale Distributors (FWD)
Fowler Welch  Freight Transport Association
Freight Transport Association  Friends of Capital Transport
Friends of the Earth  Future Inclusion  GBM Drivers
GBM Drivers  GeoPost UK  GLA
GLA Strategy Access Panel members  Gnewt Cargo  Greater London Authority
Greater London Forum for Older People Greater London Forum for the Elderly
Guide Dogs for the Blind Association  HA Boyse and Son  Health Poverty Action
Hearing Dogs UK  Heart of London Business Alliance
ICE –London  In & Around Covent Garden
In Holborn  Inclusion London
Independent Disability Advisory Group  Institute for Sustainability
Institute of Advanced Motorists  Institute Of Couriers  Institution of Civil Engineers
James Bikeability  John Lewis Partnership
Joint Committee on Mobility for Disabled People (JCMD)
Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)

Joint Mobility Unit
Kelly Group
Learning Disabled service User

Leonard Cheshire Disability
Licenced Private Hire Car Association

Licenced Taxi Drivers Association
Living Streets
Living Streets - Merton

Living Streets – Sutton
Living Streets Action Group

Living Streets London
London Ambulance Service

London Association of Funeral Directors
London Bike Hub
London Cab Drivers Club

London Chamber of Commerce and Industry (LCCI)
London City Airport

London Councils
London Cycling Campaign

London Cycling Campaign (Croydon)
London Cycling Campaign (Merton)

London European Partnership for Transport

London Fire and Emergency Planning Authority
London Fire Brigade

London Gypsies & Travellers
London Older People's Strategy Group

London Private Hire Board
London Region National Pensioners Convention

London Strategic Health Authority
London Suburban Taxi-drivers' Coalition

London TravelWatch
London Visual Impairment Forum

London Wetland Centre (South)
London Wetland Centre, Richmond

London Wildlife Trust
Look Ahead
Loomis UK

Lupus UK
Marks & Spencer
Martin-Brower UK

McNicholas
Mencap

Merton and Sutton Safer Transport Team

Merton Community Transport (MCT) Mitcham
Metropolitan Police

MI6
MIND
MITIE

Mobile Cycle Training Service
Mode Transport
Motorcycle Action Group

Motorcycle Industry Association
MS Society
National Autistic Society

National Grid
National Grid – electricity
National Motorcycle Council

NHS CCG Bromley
NHS CCG Camden
NHS London

No Panic
North West London Hospitals NHS Trust

Nutmeg
Ocean Youth Connexions

Office Depot
On Your Bike Cycle Training
<p>| Organisation of Blind Afro Caribbeans (OBAC) | Pan-London Dementia Alliance |
| Parkinson's UK | Philip Kemp cycle training |
| Parliamentary Advisory Council for Transport Safety (PACTS) | Philip Kemp cycle training |
| Planning Design | Port of London Authority |
| Public Health Team in WCC, LBHF and RBKC | Private Hire Board |
| RAC Motoring Foundation | Rail Delivery Group |
| Riverford | Reynolds |
| RNIB | Road Danger Reduction Forum |
| Roadpeace | Royal Institute of British Architects |
| Royal Institute of Chartered Surveyors | Royal London Society for Blind People |
| Royal Mail | Royal Mail Parcel Force |
| Royal Society of Blind Children | Royal Town Planning Institute (RTPI) |
| Sainsbury's Supermarkets | Scope |
| Sense | Sight Centre in Bromley |
| Sixty Plus | Smiths News |
| South East London Vision | South Mobility Forum Croydon |
| Space syntax | Spokes Cycling Instruction |
| Stroke Association | Sustrans |
| Sutton Community Transport | Sutton Rail Users' Forum |
| The Advocacy Project | The Association of Guide Dogs for the Blind |
| The British Dyslexia Association | The British Motorcyclists' Federation |
| The Canal &amp; River Trust | The Clubhouse |
| The Driver-Guides Association | The London Legacy Development Corporation |
| The Royal Geographical Society | The Royal Parks |
| Thomas Pocklington Trust | TKMaxx |
| Tour Guides | TPH for Heathrow Airport |
| Trailblazers, Muscular Dystrophy UK | Transport Focus |
| Transport for All | Uber |
| Unions Together | Unite the Union |
| Unite the union London Central Cab Section | 68 |</p>
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[www.cyclinginstructor.com](http://www.cyclinginstructor.com)
Appendix C: Consultation questions

Below is a list of the questions we asked in the consultation

We asked what buses people used and how often they used them. 50, 75, 109, 154, 197, 264, 403, 405, 412 and 433.

Respondents could select how frequent they use the bus. Daily, 2-3 times a week, once a week, 1-2 times a month, rarely or never

We then asked

Do you think our proposals will have an impact on your journey?

Respondents could answer Yes, No, Don’t know or N/A

If respondents ticked yes there was a table of options

<table>
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<th>Decrease</th>
<th>Stay the same</th>
<th>Don’t Know</th>
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<tr>
<td>Comfort (space available on bus)</td>
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<td>Frequency of service</td>
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<td>Please select only one item</td>
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</table>
We then provided a free text box for comments.
We then asked if respondents had any comments on the EqIA.
If they selected yes, there was a free text box to capture these.
There were then some questions about the respondent themselves.
What is your name?
What is your email address?
Please provide us with your postcode?
Are you (please tick all boxes that apply):
A local resident, A local business owner, Employed locally A visitor to the area,
A commuter to the area, Not local but interested in the scheme, A taxi/private hire vehicle driver, Other (please specify)
If responding on behalf of an organisation, business or campaign group, please provide us with the name:
How did you find out about this consultation?
Received an email from TfL, Received a letter from TfL. Read about in the press,
Saw it on the TfL website, Social media or Other (please specify).
What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?
Gender: Please select only one item
Male, Female, Trans female, Trans male, Gender neutral, Prefer not to say.
Ethnic Group:
Please select only one item
Asian or Asian British – Bangladeshi, Asian or Asian British – Chinese, Asian or Asian British – Indian, Asian or Asian British – Other, Asian or Asian British – Pakistani, Black or Black British – African, Black or Black British – Caribbean, Black or Black British – Other, Mixed – Other, Mixed – White and Asian, Mixed – White and Black African, Mixed – White and Caribbean, Other Ethnic Group, Other Ethnic Group – Arab Other Ethnic Group – Kurdish, Other Ethnic Group – Latin American, Other Ethnic Group – Turkish, White – British, White – Irish, White – Other, Prefer not to say.
Age: Please select only one item


Sexual Orientation:

Please select only one item, Heterosexual, Bisexual, Gay man, Lesbian, Other, Prefer not to say.

Religious faith:

Please select only one item, Buddhist, Christian, Hindu, Muslim, Sikh, Jewish, Other, No religion, Prefer not to say.

Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Please include problems related to old age)

Please select only one item, Yes, limited a lot, Yes, limited a little, No, Prefer not to say.
## Appendix D: Code Frames for open questions

### Open Question 1 Code Frame

<table>
<thead>
<tr>
<th>Code Frame</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EQIA</strong></td>
<td>Out of scope/Doesn't make sense</td>
</tr>
<tr>
<td></td>
<td>Question/Requires response</td>
</tr>
<tr>
<td></td>
<td>Concerns with consultation process</td>
</tr>
<tr>
<td><strong>Support - General</strong></td>
<td></td>
</tr>
<tr>
<td>Concern/oppose - Will reduce travel to Croydon overall/economic impact on town centre</td>
<td></td>
</tr>
<tr>
<td>Concern/oppose - Physical accessibility/equality</td>
<td></td>
</tr>
<tr>
<td>Concern/oppose - Journey concerns (Increased journey time/higher fare/overcrowding)</td>
<td></td>
</tr>
<tr>
<td>TfL not doing enough to improve journey quality in general</td>
<td></td>
</tr>
<tr>
<td>Increased journey time (either due to long walk or interchange time)</td>
<td></td>
</tr>
<tr>
<td>Inconvenience/decreased comfort/stress</td>
<td></td>
</tr>
<tr>
<td>Higher fare due to journey increasing beyond 60 minutes/more than 2 buses</td>
<td></td>
</tr>
<tr>
<td>Overcrowding at bus stops due to changes</td>
<td></td>
</tr>
<tr>
<td>Issues w changing/Overcrowding/lack of seat on second bus</td>
<td></td>
</tr>
<tr>
<td>Changes will make current PT situation ’even’ worse</td>
<td></td>
</tr>
<tr>
<td><strong>Concern/oppose - Safety</strong></td>
<td></td>
</tr>
<tr>
<td>Safety of lone travellers walking/waiting at night</td>
<td></td>
</tr>
<tr>
<td><strong>Concern - Changes to bus stop location/destination/termini</strong></td>
<td></td>
</tr>
<tr>
<td>Bus route will no longer serve home/other important destination/other transport</td>
<td></td>
</tr>
<tr>
<td>Buses terminating/using same road together would cause congestion</td>
<td></td>
</tr>
<tr>
<td>Increased pressure on other modes as a result/deter from PT use</td>
<td></td>
</tr>
<tr>
<td>Waiting environment at proposed stops is insufficient/inappropriate</td>
<td></td>
</tr>
<tr>
<td>Loss of intermodal integration/interchange due to bus stop distances</td>
<td></td>
</tr>
<tr>
<td><strong>Oppose - General/other</strong></td>
<td></td>
</tr>
<tr>
<td>Oppose - Changes to bus routes/bus stops/destinations/termini for</td>
<td></td>
</tr>
<tr>
<td>412</td>
<td></td>
</tr>
<tr>
<td>197</td>
<td></td>
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<td>75</td>
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<td>154</td>
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<td>264</td>
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<td>403</td>
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<tr>
<td>433</td>
<td></td>
</tr>
<tr>
<td>405</td>
<td></td>
</tr>
<tr>
<td><strong>Suggest - Alternative bus stops/destinations/termini</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Suggest - Bus timetable</strong></td>
<td></td>
</tr>
<tr>
<td>Maintain/create current route as night bus</td>
<td></td>
</tr>
<tr>
<td>Increase frequency</td>
<td></td>
</tr>
</tbody>
</table>

73
<table>
<thead>
<tr>
<th>Suggest - Alternative bus routing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Suggest - Bus operations</strong></td>
</tr>
<tr>
<td>Hopper fare extension (to 2 hours)</td>
</tr>
<tr>
<td>Good signposting of new layout at bus stops/better information</td>
</tr>
<tr>
<td><strong>Suggest - Other modes</strong></td>
</tr>
<tr>
<td>Reduce overall through traffic (private modes)</td>
</tr>
<tr>
<td><strong>Alternative suggestions (not directly related to consultation)</strong></td>
</tr>
</tbody>
</table>

**Open Question 2 Code Frame**

<p>| <strong>Mention of non-Equality Groups</strong> |
| <strong>Out of scope/doesn’t make sense</strong> |
| <strong>References previous answer</strong> |
| <strong>Questions/Requires response</strong> |
| <strong>Consultation/EQIA comments</strong> |
| <strong>Comments about proposals (not EQIA)</strong> |
| <strong>Support - General</strong> |
| <strong>Concern for protected characteristic: General public/no particular group</strong> |
| Elderly people (age) |
| Schoolchildren (age) |
| Disabled/mobility issues/health issues (disability) |
| Parents with buggies/young children/pregnant (pregnancy/maternity) |
| Women (gender) |
| Ethnicity (ethnicity) |
| <strong>Concern: Reduced access to key destinations</strong> |
| Access to West Croydon train/bus station |
| Access to hospitals |
| Access to shopping facilities |
| <strong>Concern: Journey concerns</strong> |
| Problems with walk/transfer between stops |
| Problems with interchanging |
| Inconvenience with journey length |
| Proposed stops do not offer enough facilities (e.g. space, seating, safety, lighting surveillance) |
| Issues related to waiting |
| Concerns with second bus (lack of seat, buggy space or wheelchair space) |
| Mental distress as a result of changes |
| Changes will increase overcrowding on buses |
| Proposed stops will be harder to physically access buses |
| <strong>Concern: Safety</strong> |
| Safety when walking/waiting |
| Danger when crossing roads |
| <strong>Concern: attractiveness of PT</strong> |
| Push demand from PT to cars/taxi |
| Reduce ability/willingness to travel overall |
| <strong>Oppose: General/other</strong> |
| <strong>Oppose: Proposals not in the interests of the public</strong> |</p>
<table>
<thead>
<tr>
<th>Suggest: General/other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suggest: Bus routes/waiting spots</td>
</tr>
<tr>
<td>Suggest: Bus timetabling</td>
</tr>
</tbody>
</table>