

**EQUALITIES IMPACT ASSESSMENT (EqIA):
CROYDON TOWN CENTRE BUS CHANGES**

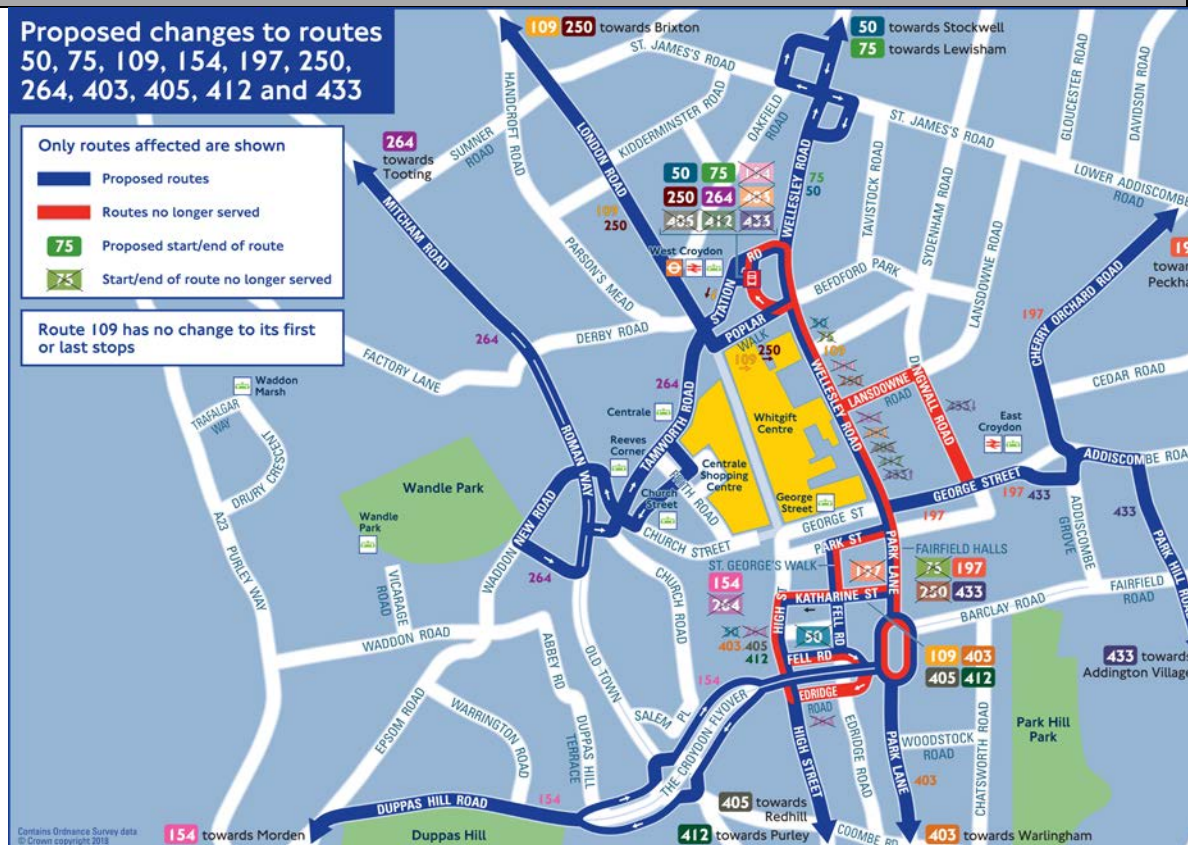
Purpose:

Transport for London (TfL) has a legal duty to eliminate unlawful discrimination, and to advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not (section 149 of the Equality Act 2010).

Bus services are planned in accordance with the 'TfL Bus Service Planning Guidelines', which actively give due regard to all London bus users. Through this EqIA, TfL are able to clearly demonstrate the consideration that has been given to each of the protected characteristics, as defined by the Equality Act 2010.

1. SUMMARY OF PROPOSAL AND RATIONALE			
Route	Overview	Proposal	Rationale
50, 75, 250 & 264	Routes come from the north of Croydon town centre, serve West Croydon Bus Station and terminate / stand in mid-Croydon	Would come from the north of Croydon town centre and terminate /stand at West Croydon Bus Station	Reduce excess bus capacity on Wellesley Road
154, 403, 405, 412 & 433	Routes come from the south of Croydon town centre, serve mid-Croydon and terminate /stand in West Croydon Bus Station	Would come from the south of Croydon town centre, and terminate /stand in serve mid-Croydon	Reduce excess bus capacity on Wellesley Road
197	Route comes from east Croydon, serves mid-Croydon	Would instead come from east Croydon, terminate /stand at Fairfield Halls	Provide new links to Fairfield Halls, free up stand space in mid-Croydon
433	Route comes from east Croydon, crosses Wellesley Road to terminate / stand at West Croydon Bus Station	Would come from east Croydon, terminate /stand at Fairfield Halls	Provide new links to Fairfield Halls and reduces excess bus capacity on Wellesley Road

2. DETAIL OF CHANGES



The map above shows all the changes to routes in Croydon town centre. The red lines show parts of the network which would have a reduced service. The coloured boxes show where routes are proposed to stand and the crossed-out boxes show where they used to stand. Where numbers are crossed out without a box, this shows a section of route that would no longer be served. In total 49 buses per hour (bph) would no longer cross Wellesley Road, and 40 bph would continue to serve it on seven routes (60, 109, 166, 198, 407, 455 and 468). Routes 64, 119, 312 and 466 would continue to link mid-Croydon to East Croydon. Routes 197 and 433 would link Fairfield Halls to East Croydon.

Of the total daily trips of 190,000 on buses that cross Wellesley Road, 11,000 (6 per cent) would need to make one additional interchange to complete their journey.

These changes have been grouped as follows for assessment:

Ref	Route	Change	Detail
A	50 & 264	Terminate at West Croydon Bus Station	Routes 50 and 264 would terminate and stand at West Croydon Bus Station. Passengers wishing to continue their journey into mid-Croydon would be able to interchange at West Croydon Bus Station onto one of six routes at 34 bph.
B	75 & 250	Terminate at West Croydon Bus Station	Routes 75 and 250 would terminate and stand at West Croydon Bus Station. Passengers wishing to continue their journey into mid-Croydon would be able to interchange at West Croydon Bus Station onto one of six routes at 34 bph. Passengers wishing to access to Fairfield Halls would need to cross Park Lane.
C	109	Change to Standing in mid-Croydon	The bus would stand at Fell Road. There would be no change to first or last stops.
D	154, 403, 405, 412	Terminate in mid-Croydon	Routes 154, 403, 405 and 412 would come into Croydon from the south to terminate and stand in

	405 & 412		mid-Croydon. Passengers wishing to finish their journey could use one of six routes at 34 bph by walking to Park Street or Katherine Street.
E	197 & 433	Terminate at Fairfield Halls	Routes 197 & 433 would terminate and stand at Fairfield Halls. Route 433 would no longer directly serve West Croydon Bus Station. Passengers on route 433 wishing to continue their journey to West Croydon Bus Station could interchange at East Croydon onto routes 64 or 198 at 14 bph. This change is already in place on route 197.

3. IMPACT ASSESSMENT

According to the 2011 census data, the local demographics for Croydon are:

Ethnicity composition:

White - 55% (National Average 86%)

BAME - 45% (National Average 14%)

Disability composition:

Day to day activities not limited- 85.4% (National Average 82.1%)

Day to day activities limited a lot- 6.7% (National Average 8.5%)

Day to day activities limited a little- 7.9% (National Average 9.4%)

Age composition (Croydon):

0-17- 24.6% (National Average 21.3%)

18-24- 8.9% (National Average 9.4%)

25-44- 30.3% (National Average 27.4%)

45-64- 24.1% (National Average 25.4%)

65+- 12.3% (National Average 16.4%)

In this section, we will address each of the detailed changes listed in section 2 above, and demonstrate the consideration of their potential adverse impacts on the following protected characteristics defined by the Equality Act 2010:

- Gender Identity
- Marriage, Civil Partnership
- Ethnicity
- Disability
- Age
- Religion, Belief
- Sex
- Pregnancy, Maternity

We will summarise the extent of the impact of each change in terms of interchange using the following key:

- **Low:** Any interchange requirement is at the same stop or less than 200
- **Medium:** If the interchange is less than 400 metres.
- **High:** If an interchange point is greater than 400m away.

A. Terminate Routes 50 and 264 at West Croydon Bus Station

Impact on Passengers

- Terminating the 50 at West Croydon Bus Station would mean that out of 13,300 passengers per day, 1,000 would need to catch a different bus route to make the same journey, and 1,800 would need to interchange at West Croydon Bus Station in order to complete their journey into mid-Croydon.
- Terminating the 264 at West Croydon Bus Station would mean that out of 10,400 passengers per day, 2,000 would need to catch a different bus route to make the same journey, and 200 would need to interchange at West Croydon Bus Station in order to complete their journey into mid-Croydon.

Impact on Key Destinations

- **Croydon Council Offices:** passengers can currently access the council offices from routes 50 and 264 by alighting at Park Street, the High Street or Katharine Street. Those accessing from the 50 or 264 would need to interchange at West Croydon Bus Station.
- **High Street / shopping area:** the stops on Wellesley Road can currently be accessed by routes 50 and 264. Under the proposals passengers would need to interchange at West Croydon Bus Station.

Gender Identity	Marriage, Civil P'ship	Ethnicity	Disability	Age	Religion, Belief	Sex	Pregnancy, Maternity
			✓	✓			✓
Interchange assessment							
Destination of key locations	How to access	Stop location	Interchange distance	Potential adverse Impact			
Croydon Council offices	Interchange at West Croydon Bus Station	West Croydon Bus Station	0	Low			
High Street / Shops	Board / alight on Wellesley Road	From north, West Croydon Bus Station	0	Low			

B. Terminate Routes 75 and 250 at West Croydon Bus Station

Impact on Passengers

- Curtailing the 75 to West Croydon Bus Station means that out of 14,900 passengers per day, 2,800 would need to catch a different bus route to make the same journey, and 300 would need to interchange at West Croydon Bus Station in order to complete their journey into mid-Croydon. Passengers travelling to Fairfield Halls would need to catch an alternative service and alight at George Street and cross Wellesley Road.
- Curtailing the 250 to West Croydon Bus Station means that out of 26,100 passengers per day, 1,700 would need to catch a different bus route to make the same journey, and 1,400 would need to interchange at West Croydon Bus Station in order to complete their journey into mid-Croydon. Passengers travelling to Fairfield Halls would need to catch an alternative service and alight at George Street and cross Wellesley Road. Passengers travelling from mid-Croydon to Croydon University Hospital would need to catch an alternative service (60, 64, 109)

Impact on Key Destinations

- **Croydon University Hospital:** The hospital is currently served by routes 60, 64, 109 and 250. Taking the 250 away from mid-Croydon means customers would have three rather than four services direct to the hospital. They would face a frequency reduction from 32 to 23 buses per hour (bph). Alternatively they can travel to West Croydon Bus Station and where they will have a 32 bph service.
- **Fairfield Halls /Croydon College:** three services currently stand outside Fairfield Halls: 75, 197 and 250. Under our proposals this would change to

routes 197 and 433. Removal of routes 75 and 250 would mean that passengers travelling to Fairfield Halls would lose direct links from West Croydon Bus Station. Passengers currently using the 75 would lose direct links from Lewisham, Catford and Sydenham but would be able to interchange to the 197 in Penge, Anerley or South Norwood, just before Norwood Junction). Passengers currently boarding the 75 past South Norwood would need to interchange at West Croydon Bus Station onto one of routes 60, 109, 468 and alight on Park Street and cross Wellesley Road with an extra 200 metre walk. All passengers currently using the 250 would also access Fairfield Halls via an interchange on Park Street.

- **High Street /shopping area:** the stops on Wellesley Road can currently be accessed by routes 75 and 250. Under the proposals passengers would need to interchange at West Croydon Bus Station.

Gender Identity	Marriage, Civil P'ship	Ethnicity	Disability	Age	Religion, Belief	Sex	Pregnancy, Maternity
			✓	✓			✓
Interchange assessment							
Destination of key locations	How to access	Stop location	Interchange distance	Potential adverse Impact			
Croydon University Hospital	Interchange in mid-Croydon, no formal road crossings	Katherine Street /Park Street	Up to 200 metres	Medium			
Fairfield Halls / Croydon College	Alight at Park Street, cross Park Lane	Park Street	200 metres	Medium (formal road crossing but crosses busy road)			
High Street / Shops	Board /alight on Wellesley Road	From north, West Croydon Bus Station	0	Low			

C. Change to Standing in mid-Croydon to the 109.

No negative adverse impacts on equalities groups.

D. Terminate Routes 154, 403, 405 and 412 in mid-Croydon Bus Station

Impact on Passengers

- Terminating the 154 in mid Croydon would mean that out of 12,600 passengers per day, 1,100 would need to catch a different bus route to make the same journey, and 600 would need to interchange in mid-Croydon in order to complete their journey to West Croydon Bus Station.
- Terminating the 403 in mid Croydon would mean that out of 4,400 passengers per day, 1,100 would need to catch a different bus route to make the same journey, and 300 would need to interchange in mid-Croydon in order to complete their journey to West Croydon Bus Station.
- Terminating the 405 in mid Croydon would mean that out of 5,500 passengers per day, 500 would need to catch a different bus route to make the same journey, and 700 would need to interchange in mid-Croydon in order to complete their journey to West Croydon Bus Station.
- Terminating the 412 in mid Croydon would mean that out of 3,500 passengers per day, 300 would need to catch a different bus route to make the same journey, and 300 would need to interchange in mid-Croydon in order to complete their journey to West Croydon Bus Station.

Impact on Key Destinations

- **Croydon University Hospital:** The hospital is currently served by routes 60, 64, 109 and 250. Taking the 250 away from mid-Croydon would mean that customers would have three rather than four services direct to the hospital.

They would face a frequency reduction from 32 to 23 buses per hour (bph). Alternatively they could travel to West Croydon Bus Station and where they would have a 32 bph service.

- **West Croydon Station:** All four routes would be withdrawn from West Croydon Station. Passengers on the 154, 403, 405 and 412 would need to interchange within mid-Croydon.

Gender Identity	Marriage, Civil P'ship	Ethnicity	Disability	Age	Religion, Belief	Sex	Pregnancy, Maternity
			✓	✓			✓
Interchange assessment							
Destination of key locations	How to access	Stop location	Interchange distance	Potential adverse Impact			
Croydon University Hospital	Interchange in mid-Croydon, no formal road crossings	Katherine Street / Park Street	Up to 200 metres	Medium			
West Croydon Station	Interchange in mid-Croydon, no formal road crossings	Katherine Street / Park Street	200 metres	Medium			

E. Terminate Routes 197 & 433 at Fairfield Halls

Impact on Passengers

- Curtailing the 197 to Fairfield Halls would have no effect on passengers as it is already in place. Cutting the 433 back to Fairfield Halls would mean that out of 5,500 passengers per day, 400 would need to catch a different bus route to make the same journey, and 700 would need to interchange at east Croydon in order to complete their journey to West Croydon Bus Station.

Impact on Key Destinations

- **Croydon University Hospital:** The hospital is currently served by routes 60, 64, 109 and 250. Taking the 250 away from mid-Croydon would mean that customers would have three rather than four services direct to the hospital. They would face a frequency reduction from 32 to 23 buses per hour (bph). Alternatively they could travel to West Croydon Bus Station and where they would have a 32 bph service.
- **West Croydon Station:** Route 433 is proposed to be withdrawn from West Croydon Station. Passengers would need to interchange at East Croydon with no additional walk distance.

Gender Identity	Marriage, Civil P'ship	Ethnicity	Disability	Age	Religion, Belief	Sex	Pregnancy, Maternity
			✓	✓			✓
Interchange assessment							
Destination of key locations	How to access	Stop location	Interchange distance	Potential adverse Impact			
West Croydon Bus Station	Interchange at East Croydon Station	East Croydon Station	0	Low			

Interchange acceptability assessment has not been undertaken at this stage

4. MITIGATIONS & OPTIONS CONSIDERED

- A review of buses in north and south Croydon is being undertaken to ascertain how the buses proposed to be saved from Croydon town centre could be redeployed throughout the Borough. This will identify any capacity problems and opportunities arising from future growth.

5. CONSULTATION FEEDBACK (to be completed post public consultation)

Comment(s)	Response/Action
<p>Fairfield Halls: Concerned that the proposals see the 75 no longer serve Fairfield, especially at a time when Fairfield is due to reopen; The slide deck states that "the proposals will match capacity to demand" - but Fairfield not yet open so how confidently can this exercise be undertaken?</p>	<p>The proposals do leave Fairfield Halls better connected to east than north and we are interested in the stakeholder wider response to that.</p> <p>Demand for Fairfield Halls is likely to be greatest outside the morning peak, where we expect there to be sufficient capacity</p>
<p>Hospital access: residents in mid-Croydon face a frequency reduction to Mayday (route 250). This is a concern.</p>	<p>There is a frequency reduction to the hospital but we are not proposing to remove any existing connections and we don't believe there is a capacity issue.</p>
<p>West Croydon impact: two routes, 466 & 468, see interchanges move from Fairfield to West Croydon station. Are there any community safety impacts in particular related to school pupils at the end of the school day interchanging and therefore potentially hanging around in West Croydon (close to McDonalds in North End where police have had some AS B challenges).</p>	<p>We will make sure local schools are specifically invited to contribute to the consultation. We will also ensure we engage the right people to review what public order issues that may arise.</p>
<p>Interchanges: the fact that overall trips requiring interchange would be 6%, there are three routes where the impact will affect one in seven passengers - routes 50, 405 and 433.</p>	<p>Noted on the interchange numbers. We encourage people to tell us what impact the changes have on them.</p>