



Consultation on proposed changes to bus routes EL1 and 387

Consultation Report

August 2013

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1 Introduction

Transport for London (TfL) recently consulted stakeholders and the public on proposed changes to bus routes EL1 and 387. The consultation opened on 11 June 2013 and closed on 22 July 2013.

This report explains some of the background to the scheme and consultation and summarises the responses.

Barking Riverside is a proposed 150 hectare mixed-use development site situated at Barking Reach with planning permission for 10, 800 homes, a district centre, secondary school, and two local centres (including the Rivergate Centre). The expected completion date for the entire development is 2033. Once completed the first two phases of the development will consist of 3,300 homes, the Rivergate local centre (with a primary school), health and nursery provision, and a secondary school.

New East London Transit routes EL1 and EL2 were introduced in February 2010 (which included the withdrawal of route 369 and the shortening of related route 179).

A recent refresh of plans for bus services in the area has been undertaken with new data becoming available and the requirement to take into account the redevelopment of Thames View Estate and the resultant loss of the EL1 bus stand at Bastable Avenue.

Route EL1 currently runs between Ilford Broadway and Thames View Estate 24 hours a day. We proposed to extend it to Barking Riverside (Mallards Road) via Renwick Road, Thames Road, Marine Drive and Galleons Drive. Frequencies will remain unchanged.

Route 387 currently runs between Little Heath, Haw Bush and Barking Riverside, Mallards Road. Two morning peak journeys on Mondays to Fridays are extended to Creekmouth, and two evening peak journeys start there. As usage is very low on these journeys we have proposed to withdraw them. The rest of the service will run as it does now.

We have carefully considered the views of the public and stakeholders and this report summarises this.

2 The consultation

The consultation was designed to enable TfL to better understand the views of bus users and stakeholders in and around the area.

The potential outcomes of the consultation are:

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

2.1 Consultation objectives

The objectives of the consultation were:

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

2.2 Who we consulted

The public consultation intended to seek the views of current users of the services. We also consulted stakeholders including the affected Councils, traffic police, London TravelWatch, Members of Parliament, Assembly Members and local interest groups. A list of the stakeholders we consulted is shown in Appendix B and a summary of their responses is given in Section 4.

2.3 Consultation material, distribution and publicity

In addition to an email to stakeholders the consultation was publicised in approximately 108 bus stops throughout the affected routes. Information included a summary of the proposals with a map, a link to our online consultation tool, and contact information. (copy in appendix A.)

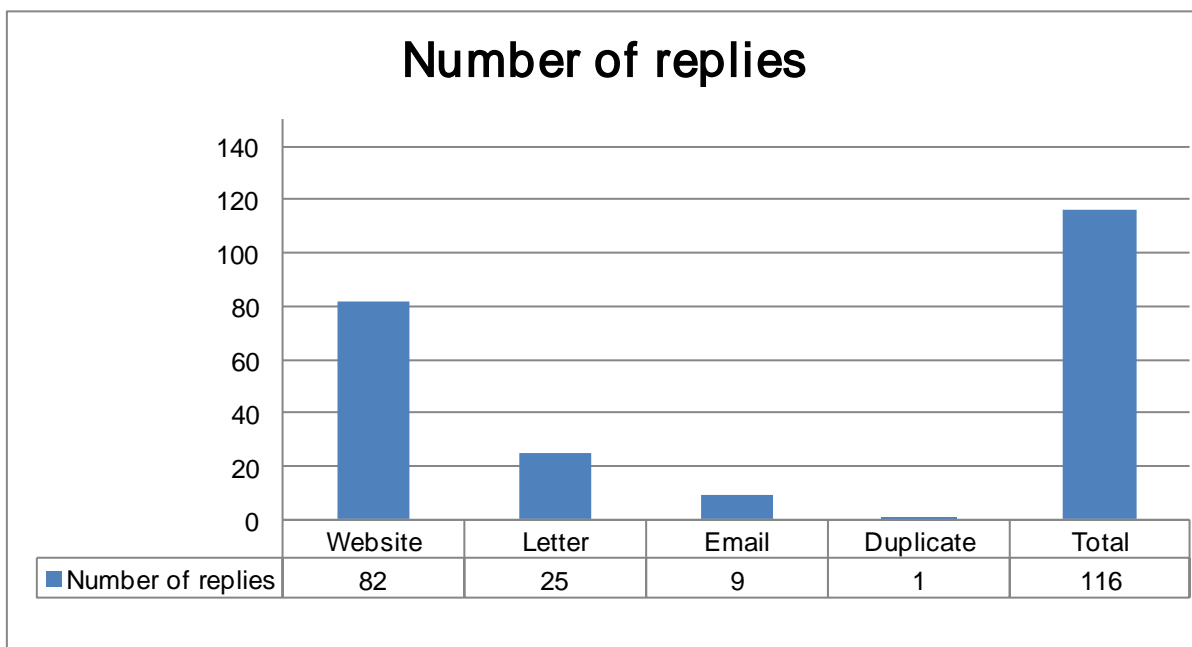
We asked 2 specific questions about the proposals and gave a free text response box so people could provide feedback.

People were invited to respond to us by accessing the online consultation, or directly via email.

The information was also accessible on the TfL website where people could respond using the online questionnaire form, or by email.

3 Responses from members of the public

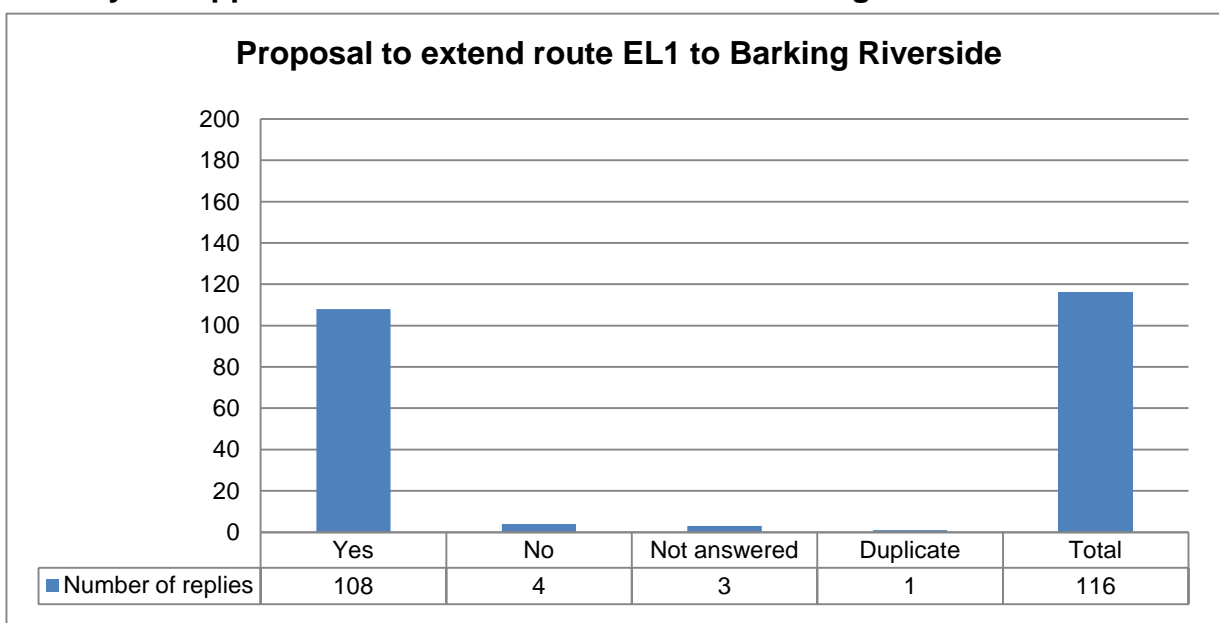
We received a total of 116 responses, 82 of which were submitted online, 9 responses came via email, and we also received 25 letters (scanned and emailed to us). One response was a duplication.



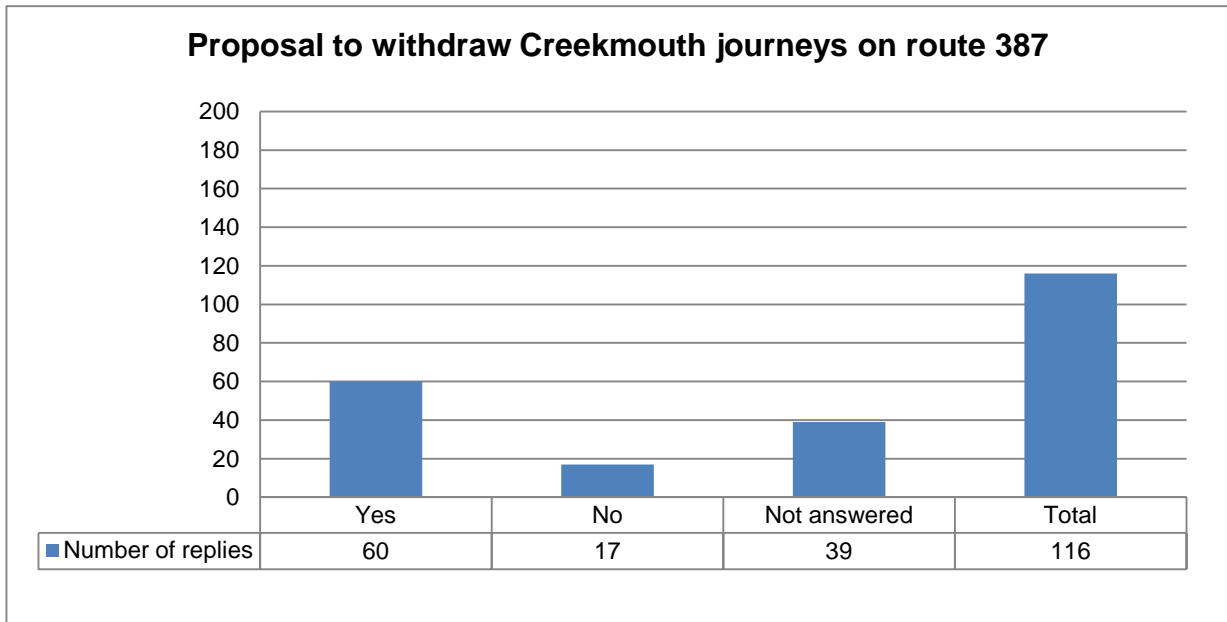
3.1 Public consultation results

We asked 2 specific questions. Not all respondents answered both questions and there was one duplicate.

Q1. Do you support the extension of route EL1 to Barking Riverside?



Q2. Do you support the withdrawal of the morning and evening peak journeys between Barking Riverside, Mallards Road and Creekmouth, on route 387?



Q3. Do you have any other comments or suggestions relating to this proposal?

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

On proposals to extend route EL1

Issue	Total
Yes, an extra route is needed	5
Concerned that the consultation is silent on any increased capacity on routes EL1 and also EL2 and 387 which are all linked	1
Concerns about consultation process – information and publicity	1
Helps cut waiting times	2
London Overground should take over C2C services	1
Negative - EL1 will not adequately address issue with connections to Barking Riverside	1
Negative - don't understand why we should be losing buses from our route	3
Passenger numbers have increased	8
Reinstate route 179 and merge with EL1	1
Route should be 24 hours	4
Should also review frequency of route	1
Speed up the process	2
Support - 387 route not efficient	1
Support - as long as doesn't affect ELT2	1
Support - cuts out the need for long journey to Barking	4
Support - good for access to George Carey school	2
Support - great idea	35
Support - Will be such a big relief for us if EL1 can be extended to Mallards Road	1
Support - will better match with route EL2	1
Support - although will only match demand for so long - need DLR extension	1
Support due to increased access to facilities (scanned letters with the same wording but different addresses supplied)	37
There is a capacity problem on the route	1
Will help when travelling at night	3
Will relieve congestion on 387	3
Would also like to see it extended from Ilford Broadway to Gants Hill	1
We don't want to lose our terminus on Bastable Avenue as the bus is already too crowded	2
Would like frequency increased	1
No comments	25

On proposals to withdraw the 387 Creekmouth journeys

Issue	Total
Support - journey is waste of time	3
Have never seen bus go to Creekmouth	1
Support - but frequency should be increased on rest of service	1
Support - if not well used / very people use it	12
Increase frequency	1
Negative - don't know why we should lose a bus route, used on Sundays to get to the market	2
Support – hope it leads to improved reliability	2
Support – should have been done sooner	1
Should consider rerouting so that buses straight from River Road onto Thames Road	1
Does not affect me	5
Could some 387 services be diverted to connect Barking Riverside to Dagenham Dock?	1
Negative - some people use it, don't take it away	3
Should consider rerouting so that buses straight from River Road onto Thames Road	1
Support due to decrease in factory employment in area	1
No comments	61

4 Responses from statutory bodies and other stakeholders

A total of 5 stakeholder responses were received (3 of which were from the London Borough of Barking and Dagenham). We did not receive a response from London TravelWatch . Below is a summary of the key points and issues raised.

London Borough of Barking and Dagenham

- Broadly support the proposal to extend route EL1 to Barking Riverside
- Concerns were raised by ward councillors Josephine Channer and Barry Poulton relating to overcrowding on buses and the need for increased capacity on routes EL1, EL2 and 387.
- There was also concern that the consultation did not provide enough information and was not publicised very well.
- The borough does not support the proposed withdrawal of the Creekmouth journeys on route 387.

London Borough of Redbridge

- Support the extension of route EL1

Havering & Redbridge Hospitals NHS Trust

- Welcomed the extension of the EL1 and hoped the shortening of route 387 would lead to improved reliability

London Buses

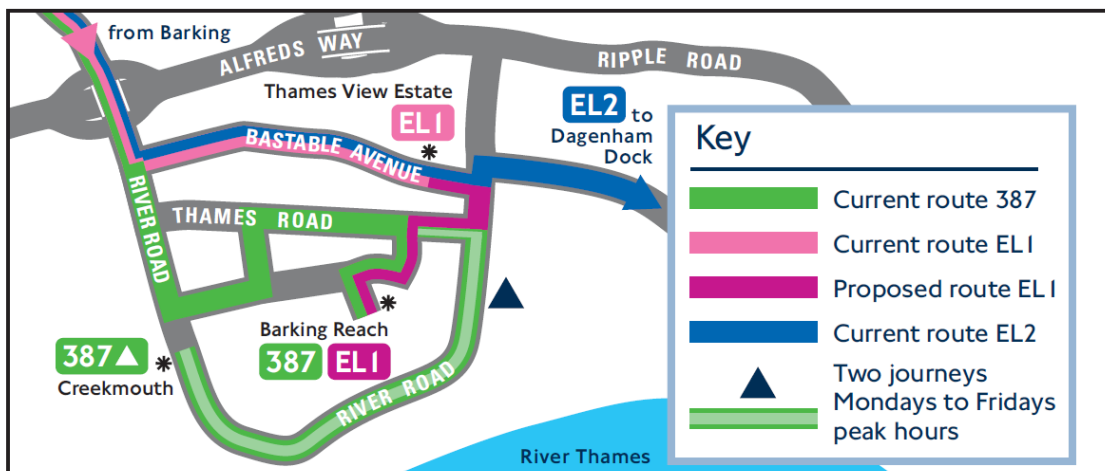
HAVE
YOUR
SAY

Proposed changes to routes EL1 and 387

Transport for London (TfL) would like your views on a proposed change to East London Transit route EL1 as part of the transport improvements for Barking Riverside.

Route EL1 currently runs between Ilford Broadway and Thames View Estate. We are proposing to extend it to Barking Reach via Renwick Road, Thames Road, Marine Drive and Galleons Drive.

We are also proposing to withdraw the limited service on route 387 to Creekmouth, as usage is very low. Route 387 would continue to run between Barking Riverside and Little Heath.



For further details or to let us know your views on these proposals:

Visit: tfl.gov.uk/consultations
Email: STEngagement@tfl.gov.uk
Telephone: **0845 300 7000**

To have your say – please contact us by **Monday 22 July 2013**.

Appendix B – List of stakeholders specifically consulted

General Stakeholders

Greater London Forum for the Elderly
The British Dyslexia Association
Campaign for Better Transport
National Grid - electricity
Asian Peoples Disabilities Alliance
Association of British Drivers
Road Haulage Association
Sutton Centre for Voluntary Sector
Joint Mobility Unit
British Motorcyclists Federation
Green Flag Group
MIND
EDF Energy
Motorcycle Industry Association
Sixty Plus
Disabled Persons Transport Advisory Committee
Living Streets
Disability Alliance
Stroke Association
London City Airport
Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)
RNID
Freight Transport Association
Confederation of British Industry (CBI)
Royal Parks
Motorcycle Action Group
Thames Water
Royal Mail
AA Motoring Trust
AA Public Affairs
National Children's Bureau
London Ambulance Service NHS Trust
London Older People's Strategy Group
RADAR London Access Forum
Port of London Authority
RNIB
Guide Dogs for the Blind Association
BT
London Underground
Age Concern London
Campaign for Better Transport
Association of Car Fleet Operators
National Grid
BT
Age UK

Sense
London Cycling Campaign (Redbridge)
South Leytonstone Area Development Association (SLADA)
London Cycling Campaign
DABD (UK)
Brentwood Bus & Rails User' Association
London TravelWatch

Elected Members

Mr	Richard	McGreevy	Principal Transport Officer	Greater London Authority
Ms	Caroline	Pidgeon	London Assembly Member	Greater London Authority
Mr	Darren	Johnson	London Assembly Member	Greater London Authority
Mr	Gareth	Bacon	London Assembly Member	Greater London Authority
Ms	Jenny	Jones	London Assembly Member	Greater London Authority
Ms	Katrina	Ramsey	Assistant to Mike Tuffrey AM	Greater London Authority
Ms	Mary-Clare	Connellan	Greater London Authority	Greater London Authority
Mr	Murad	Qureshi	London Assembly Member	Greater London Authority
Ms	Nicky	Gavron	London Assembly Member	Greater London Authority
Mr	Peter	Tonkin	Relationships & Governance Manager - Transport	Greater London Authority
Mr	Andrew	Boff	London Assembly Member	Greater London Authority
Ms	Victoria	Borwick	London Assembly Member	Greater London Authority
Mr	Tom	Copley	London Assembly Member	Greater London Authority
Mr	Stephen	Knight	London Assembly Member	Greater London Authority
Ms	Fiona	Twycross	London Assembly Member	Greater London Authority
Mr	Iain	Duncan Smith	House of Commons	House of Commons
Mr	Mike	Gapes	House of Commons	House of Commons
Mr	Roger	Evans	London Assembly Member	Greater London Authority
Mr	John	Cryer	House of Commons	House of Commons
Mr	Lee	Scott	House of Commons	House of Commons
Mr	Jon	Cruddas	House of Commons	House of Commons
Ms	Margaret	Hodge	House of Commons	House of Commons
Mr	John	Biggs	London Assembly Member	Greater London Authority

Local Authorities

London Borough of Redbridge
London Borough of Barking & Dagenham
London Councils

Police & Health Authorities

Royal Borough of Kingston Upon Thames
Barking, Havering and Redbridge University Hospitals NHS Trust
Metropolitan Police
Redbridge Safer Transport Team
Metropolitan Police
Metropolitan Police - Community Police
Barking & Dagenham Safer Transport Team

