Consultation on proposed changes to bus route 483

Consultation Report
March 2020
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Executive summary

Between 15 November and 23 December 2018, we consulted on proposals to change bus route 483, which currently runs from Harrow Bus Station to Ealing Hospital.

The proposal was to extend the route from Ealing Hospital to Windmill Lane, making public transport accessible to even more parts of the local area. It would bring the bus network closer to:

- Around 2000 people who work on the Great Western Industrial Estate, so they would be within 400-600 metres of it;
- Around 350 households that are currently up to 1km from the bus network, so they would be within 400 metres of it.

Under these proposed changes the 483 would no longer stop within Ealing Hospital’s grounds but instead continue along Uxbridge Road, serving the existing bus stops: ‘Ealing Hospital’ and ‘St. Bernard’s Gatehouse’, which are located 120-140 metres from the main hospital building. The extension would also provide an additional three new bus stops on Windmill Lane.

We received 307 responses to the consultation (including three responses from stakeholders).

Of the 307 public responses, the majority (76 per cent) stated that they either supported or strongly supported the proposed changes, around 4 per cent neither supported nor opposed them 18 per cent said they opposed or strongly opposed them.

Summary of issues raised during consultation

- Welcomed bus services to areas currently lacking easy access
- Concerns were raised that the bus would no longer stop within the hospital grounds
- Concerns were raised about increased congestion, pollution and loss of privacy.

Next steps

We have reviewed all of the consultation responses and intend to extend the route as proposed but continue to stop within the hospital grounds from Spring 2020 once bus driver facilities and other facilities have been established and drivers trained.
1. About the proposals

1.1 Introduction

Bus route 483 (introduced in September 2016) is operated by Metroline West and currently runs between Harrow Bus Station and Ealing Hospital. Transport for London consulted on extending route 483 from Ealing Hospital to Windmill Lane (LB Ealing) having identified that substantial parts of the local area are remote to the transport network.

The proposed bus route extension offers huge advantages to those who live and work in the community, as there is a large area of land between Southall and Osterley where no rail or bus services are accessible. Some of the benefits of extending bus route 483 extension are:

- 350 households (Windmill Park Estate and in and around Tentelow Lane) that are currently up to 1km from the bus network would be within 400m of the bus network
- Around two-thirds of the Great Western Industrial Estate (GWIE) would be within 400m of the bus network, and the entire estate within 600m. This site employs at least 2,000 people
- It would share stops on Uxbridge Road, at Ealing Hospital and St Bernard’s Gatehouse, with main bus routes heading for destinations such as Uxbridge, Hayes, Hanwell, West Ealing, Ealing Broadway and Hanger Lane
- The route extension would cost little to implement

However, there are a couple of drawbacks:

- The 483 would no longer stand at stops within Ealing Hospital’s grounds, but instead will serve stops on Uxbridge road (Ealing Hospital and St. Bernard’s Gatehouse) just outside the grounds. This is being done for a number of reasons:
  - The journey time for through passengers would increase by at least 10 minutes if the route continues to serve Ealing Hospital grounds.
  - The route would become circuitous if it enters the hospital in both directions.
  - The extension would become too expensive to run if we continued to loop in and out of the hospital grounds in both directions.

- Withdrawing the 483 from the stops within Ealing Hospital grounds would increase the walking distance from Ealing Hospital’s main building to stops still served by the 483 by 120-140 metres (depending on the direction of travel). This will impact patients, visitors and staff of Ealing Hospital who use the bus route.
Implementation of the scheme depends on provision of a toilet facility for bus drivers at the Windmill Lane terminus.

TfL buses have conducted a route test, a cost benefit analysis, and several site visits.

In the consultation we also communicated our intention to reduce the frequency of the service from buses running every 10 min to every 12 min on Sunday shopping hours if the proposals are implemented. This would better match capacity to demand and allow resources to be reallocated to other routes on the bus network where the need is greater.

1.3 Detailed description

1.3.1 Route 483

We proposed to extend bus route 483 from Ealing Hospital to Windmill Lane, to provide better transport links for people who live and work in the local area. As part of the proposal, the 483 would no longer stop within Ealing Hospital’s grounds, but instead serve existing bus stops on Uxbridge Road, 120-140 metres away from the main hospital building.
1.3.2 Map of proposed changes

- New stops located to allow buses to maneuver into offside right turn lane straight after in both direction.
- Great Western Industrial Estate
- Proposed stand/stop (toilet required within 150m)
- Existing stand used by routes 92, 292 and 483
- Route E5 that provides links to Southall
- Around 200-250 homes that are isolated from any form of public transport

(Additional notes and details on the map related to infrastructure changes and transportation improvements.)


2. About the consultation

2.1 Purpose

The objectives of the consultation were:

- To give stakeholders and the public easily-understandable information about the proposals and allow them to provide informed responses
- To understand the level of support or opposition for the change/s for the proposals
- 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

We sought the views of customers currently using route 483. We also consulted stakeholders including the London Borough of Ealing, Ealing Hospital, Transport for All, Age UK, local politicians, and local resident and community groups. A full list of the stakeholders consulted can be found in Appendix B.

2.4 Dates and duration

This was a six week consultation which ran between 15 November and 23 December 2018.
2.5 What we asked

The questionnaire asked a series of generic questions relating to name, email address, postcode, organisation name (if responding on behalf of a business, stakeholder or organisation), how they had heard about the consultation, and views on the quality of the consultation (respondents were also asked questions on the quality: to rate in a scale from very good to very poor; and to provide any comments).

There were four questions specific to the consultation:

- Do you use the 483 bus and how often do you use it? (Respondents were given a choice of six answers: Daily, 2-3 days a week, once a week, 1-2 times a month, rarely, never)
- What do you think about our proposals for route 483? (The choices for respondents were strongly support, support, neither support or oppose, oppose, strongly oppose, not applicable, I don’t use this route)
- Do you have any comments? (there was a free text box for respondents to provide comments)

2.6 Methods of responding

People were invited to respond to the consultation using a variety of methods. They could respond by accessing the online questionnaire; by using our freepost address at FREEPOST TFL CONSULTATIONS; or by emailing consultations@tfl.gov.uk

2.7 Consultation materials and publicity

We sent out emails to registered customers who use route 483. We also consulted stakeholders including the London Borough of Ealing, Transport for All, Age UK, local politicians, and local resident and community groups. We displayed notices at bus stops along the routes concerned where space was available.

2.7.1 Website

The consultation was published online via the TfL consultation website at consultations.tfl.gov.uk/buses/route-483/.

2.7.2 Letters and/or leaflets

Letters were sent to stakeholder addresses identified along either route who did not have an email address. See Appendix B.
2.7.3 Emails to public

We sent an email with a link to the online consultation to registered users of route 483. In total, 27,931 emails were sent out. See Appendix A.

2.7.4 Emails to stakeholders

An email about the consultation was sent to stakeholders including the London Borough of Ealing, Transport for All, Age UK, local politicians, and local resident and community groups. See Appendix B.

2.7.5 On-site advertising

Notices about the proposals were placed at bus stops along the route. See Appendix A.

2.8 Analysis of consultation responses

Analysis of the consultation responses was carried out in-house by TfL.

There were two ‘open’ questions - one seeking comments about the proposals and one on the quality of the consultation. One person conducted the tagging exercise; a draft coding frame was developed for responses to these questions, which was finalised following review by another member of the team. Responses received by letter or email were coded using the same framework.

There were 8 duplicate responses which were merged and deleted.
3. About the respondents

3.1 Number of respondents

<table>
<thead>
<tr>
<th>Respondents</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public responses</td>
<td>304</td>
<td>99.5%</td>
</tr>
<tr>
<td>Stakeholder responses</td>
<td>3</td>
<td>0.5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>307</td>
<td>100%</td>
</tr>
</tbody>
</table>

3.2 How respondents heard about the consultation (public respondents)

253 out of 303 public respondents answered this question.

<table>
<thead>
<tr>
<th>How respondents heard</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received an email from TfL</td>
<td>71</td>
<td>23.43</td>
</tr>
<tr>
<td>Received a letter from TfL</td>
<td>81</td>
<td>26.73</td>
</tr>
<tr>
<td>Read about in the press</td>
<td>7</td>
<td>2.31</td>
</tr>
<tr>
<td>Saw it on the TfL website</td>
<td>25</td>
<td>8.25</td>
</tr>
<tr>
<td>Social media</td>
<td>25</td>
<td>8.25</td>
</tr>
<tr>
<td>Other</td>
<td>44</td>
<td>14.52</td>
</tr>
<tr>
<td>Not Answered</td>
<td>50</td>
<td>16.5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>303</td>
<td>100%</td>
</tr>
</tbody>
</table>

3.3 How respondents identified themselves

The majority of respondents identified themselves as local residents or employed locally.

<table>
<thead>
<tr>
<th>How respondents identified themselves</th>
<th>Number of respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Local Resident</td>
<td>205</td>
<td>67.66</td>
</tr>
<tr>
<td>A local business owner</td>
<td>2</td>
<td>0.66</td>
</tr>
<tr>
<td>Employed locally</td>
<td>61</td>
<td>20.13</td>
</tr>
<tr>
<td>A visitor to the area</td>
<td>13</td>
<td>4.29</td>
</tr>
<tr>
<td>A Commuter to the area</td>
<td>34</td>
<td>11.22</td>
</tr>
<tr>
<td>Not local but interested in the scheme</td>
<td>15</td>
<td>4.95</td>
</tr>
<tr>
<td>Other (Please specify)</td>
<td>6</td>
<td>1.98</td>
</tr>
<tr>
<td>------------------------</td>
<td>----</td>
<td>------</td>
</tr>
<tr>
<td>Not Answered</td>
<td>35</td>
<td>11.55</td>
</tr>
</tbody>
</table>
4. Summary of consultation responses

We received 303 responses to the consultation from members of the public and three from stakeholders. A summary of the responses from members of the public is set out in sections 4.1, 4.2 and Appendix D.

4.1 Overview of responses

Q.2 What do you think of our proposed changes to route 483

![Bar chart showing responses]

<table>
<thead>
<tr>
<th>Number of responses</th>
<th>183</th>
<th>48</th>
<th>12</th>
<th>16</th>
<th>37</th>
<th>2</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oppose</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strongly oppose</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not applicable (don't use the route)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not answered</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4.2 Issues commonly raised

Of the 307 people who responded to this consultation 67 (21%) provided a comment in the open text box for the scheme.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Stakeholder</th>
<th>Public</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concern that no longer serving Ealing hospital grounds would adversely impact patients and visitors</td>
<td>3</td>
<td>45</td>
<td>48</td>
</tr>
<tr>
<td>Concern that extending the route would add to congestion.</td>
<td>0</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Concern that extending the service and reducing the frequency will result in a worse service.</td>
<td>0</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Concern that extending the service would increase pollution</td>
<td>0</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Concern that extending the service would result in loss of privacy</td>
<td>0</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Concerns about location of bus stops</td>
<td>0</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Concerns that pollution may increase</td>
<td>0</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
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.

London Borough of Ealing

The Council generally welcomes extending bus routes to areas which are not currently served by public transport and, therefore, would welcome this element of the proposal, as it would provide a service to St Bernard’s Hospital and the Great Western Industrial estate. However, the Council cannot accept the loss of the service to Ealing Hospital as a consequence. Therefore, on balance, the Council’s strong opinion, therefore, that the route should serve BOTH Ealing hospital and the additional section to St Bernard’s Hospital and the Great Western Industrial estate.

The reasons for this are as follows:

Impact on Existing Bus Users to Ealing Hospital

The loss of the service to the hospital is something a number of our residents feel very strongly about. Whilst it is appreciated that the service will serve the Uxbridge Road, the distance from the bus stop on the Uxbridge Road to the front door of the hospital is over 150 metres from bus stop Q and 160 metres with the need to cross a dual carriageway section of road via bus stop P (see attached).

In addition, the Council has recently undertaken a pedestrian public consultation survey of the Uxbridge Road; the section of the road outside Ealing Hospital scored one of the lowest marks for accessibility - the key issues were that it was difficult to cross the road because this section is too wide and fast traffic dominated the area (the results of this survey for this section is attached).

Therefore, in addition to the additional distance to travel, there are concerns about crossing the road at this point. Given that people attending Hospitals are often mobility disadvantaged, requiring these people to walk an additional distance at a location where there are existing issues about crossing the road is inconsiderate.

Benefits of the Extension

The PTAL rating of the Great Western Industrial Estate at Windmill Lane and navigator Road is zero, and the extension will obviously be a significant improvement on this. It will provide a potential bus route for patients and staff at St Bernard’s Hospital and the proposal helps to implement both the Mayor’s Transport Strategy and the LB Ealing Transport Strategy. St Bernard’s Hospital in particular are very
pro-active at making travel to their site more sustainable and active, which should be applauded.

**Alternative Response**

The Council does recognise that it may not be possible to, as the Council requests, provide a service to both locations. The Council understands the impact on bus resources and frequencies of route extensions. Therefore, if the Council’s request cannot be fulfilled, the Council objects to the proposed change of routeing. The reasons for this are as follows:

**Impact on Existing Bus Users to Ealing Hospital**

For the same reasons as outlined above, The Council believes that the negative impact on existing bus users would be greater than potential positive benefits that the proposal may bring.

**Volume of Users**

The Council’s analysis shows that there are more potential households and workers within 400m of the bus stop within Ealing Hospital than in the Industrial Estate and St Bernard’s Hospital. There are 3,127 (FTE) employees at Ealing Hospital alone*, there are also tens of thousands of patients and their visitors (some of whom will have disabilities and/or be in a vulnerable state).

Firstly, a significant proportion of the industrial estate is further than 400m from Windmill Lane, which is beyond TfL’s bus stop accessibility guidance. Secondly several properties in the south eastern corner of Ealing Hospital (e.g. Hilda Road) would also be more than 400m from a bus stop, which they are not currently. The Council, therefore, would argue that TfL’s figures within the consultation materials exaggerate the number of people who would benefit from the proposal by providing gross rather than net figures.

Hoped therefore that TfL would reconsider the proposals for route 483.
London TravelWatch

TravelWatch welcomed an extension to the route as this would help bring bus services to an area without any but voiced strong concern that the service should no longer serve the hospital as this would cause difficulties for patients and visitors alike.

Ealing Hospital

Ealing strongly opposed the termination of the service within the hospital. Many patients and those with disabilities would have difficulty negotiated the extra distance and incline to the bus stops.

4.4 Comments on the consultation

303 respondents provided a comment on the quality of the consultation and associated materials. 205 respondents (67.65 per cent) felt the quality of the consultation was good or very good, 49 (16.17 per cent) thought it was acceptable, and 12 (16 per cent) felt it was poor or very poor.

4.5 Response to Issues Raised

Concern that no longer serving Ealing hospital grounds would adversely impact patients and visitors.

Response

In light of responses to the consultation TfL will proceed by extending the 483 route and continuing to serve the hospital.

Extending the route will result in congestion

Response

Extending the route will provide an opportunity for car users travelling to Windmill Lane to use the bus instead thereby reducing congestion in the area.

Extending the service and reducing the frequency will result in a worse service.

Response

TfL no longer plan to reduce the frequency of the Sunday service.
Concern that extending the service would increase pollution

Response

Public transport is one of the most efficient modes of transport and providing this service will reduce car use and pollution.

Concern that extending the service would result in loss of privacy for people living near the new bus stops.

Response

When choosing the final locations of the new bus stops care will be taken to avoid or minimise loss of privacy for local residence.

5. Next steps

We have reviewed all of the consultation responses and intend to extend the route as proposed but continue to stop within the hospital grounds from Spring 2020 once bus driver facilities and other facilities have been established. The extended service is planned to be introduced on 18 April 2020.
Appendix A: Consultation materials

Text of the stakeholder email:

Subject: Proposed changes to bus route 483

CRM (to be sent to 483 customers Friday 16th November)

Dear customer,

We would like your views on changes we are proposing to make to bus route 483, which currently runs from Harrow Bus Station to Ealing Hospital.

The proposal is to extend the route from Ealing Hospital to Windmill Lane to make our bus network more accessible to even more parts of the local area.

Under these proposed changes the 483 would no longer stop within Ealing Hospital’s grounds. The route would instead continue along Uxbridge Road, serving the existing bus stops ‘Ealing Hospital’ and ‘St. Bernard’s Gatehouse’, which are located 120-140 metres from the main hospital building. The route would extend to Windmill Lane providing an additional three new bus stops. For more information and to share your views, please click here.

Please note that the proposals can only go ahead once appropriate toilet facilities for bus drivers can be found at Windmill Lane, where the bus would terminate.

The consultation will run until Sunday 23 December 2018.

Yours faithfully

Local Communities and Partnerships – West
Transport for London
Copy of bus stop notice:

Have your say
Proposed change to route 483

We are proposing to extend bus route 483 from Ealing Hospital to Windmill Lane, to provide better transport links for people who live and work in the local area. As part of the proposal, the 483 will no longer stop within Ealing Hospital’s grounds, but instead serve existing bus stops on Uxbridge Road, 120-140 metres away from the main hospital building.

For further information, or to let us know your views:
Visit consultations.tfl.gov.uk/buses/route-483
Email consultations@tfl.gov.uk
Write to FREEPOST TFL CONSULTATIONS or Phone us on 0343 222 1155

To have your say, please contact us by Sunday 23 December 2018.

MAYOR OF LONDON
# Appendix B: List of stakeholders consulted

## Local Authorities

<table>
<thead>
<tr>
<th>Local Authority</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>London Borough of Ealing</td>
<td>Chris Cole</td>
</tr>
<tr>
<td>London Borough of Ealing</td>
<td>Russell Roberts</td>
</tr>
</tbody>
</table>

## Elected Members

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cllr Julian Bell</td>
<td>Council Leader, London Borough of Ealing</td>
</tr>
<tr>
<td>Cllr Lily Bath</td>
<td>Deputy Leader, Hounslow Council</td>
</tr>
<tr>
<td>Dr Onka Sahota</td>
<td>Assembly Member, Ealing and Hillingdon</td>
</tr>
<tr>
<td>Rupa Huq, MP</td>
<td>Member for Ealing Central and Acton</td>
</tr>
<tr>
<td>Virenda Sharma, MP</td>
<td>Member for Ealing, Southall</td>
</tr>
<tr>
<td>Steve Pound, MP</td>
<td>Member for Ealing, North</td>
</tr>
</tbody>
</table>

## Local Interest Groups / local stakeholders

- West London Mental Health NHS Trust
- North West London Hospitals
- WWT Residents Forum
- Jersey Practice
- Windmill Park Under 5s
- Snowflakes Day Nursery and Montessori
- Three Bridges Primary School
<table>
<thead>
<tr>
<th>Alzheimer’s Society</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian Peoples Disabilities Alliance</td>
</tr>
<tr>
<td>Campaign for Better Transport</td>
</tr>
<tr>
<td>Disability Rights UK</td>
</tr>
<tr>
<td>Transport for All</td>
</tr>
<tr>
<td>Ealing Centre for Independent Living</td>
</tr>
<tr>
<td>Ealing Parent &amp; Carer Forum</td>
</tr>
<tr>
<td>Norwood Green Residents Association</td>
</tr>
<tr>
<td>West Ealing Neighbours</td>
</tr>
<tr>
<td>Ealing Passenger Transport Users’ Group</td>
</tr>
</tbody>
</table>