Consultation on proposed changes to bus routes in Harrow town centre

Summary of responses

December 2010
Consultation on proposed changes to bus routes in Harrow town centre

Summary of responses

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1. Introduction

Transport for London recently consulted stakeholders and the public on proposals to reroute some bus services in Harrow town centre. This report explains the background to our scheme and consultation and summarises the responses.

1.1. About the proposals

We proposed to reroute southbound buses on routes 140, 182, 186, 258 and 340 to serve Station Road and College Road instead of Greenhill Way, Headstone Road and Kymberley Road. This would mirror the northbound routeings of these services, meaning that buses would serve the same roads in each direction.

We also proposed to reroute eastbound buses on routes 114 and 183 to serve Station Road (south of College Road) and Gayton Road instead of Station Road (north of College Road and Sheepcote Road (north of Gayton Road). This would mirror the westbound routeings of these services, meaning that buses would serve the same roads in each direction.

We developed our proposals after Harrow Council began work on its Station Road Project, which will modify Station Road to allow two-way bus operation.

TfL will consider the consultation results alongside other operational, cost and transport planning factors when deciding whether to go ahead with the service as proposed. We expect to make a decision about whether to go ahead in December 2010. We will then announce the outcome and write to everyone who responded to the consultation and supplied contact details.
2. The consultation

The public and stakeholder consultation ran between 23 July and 10 September 2010. It was designed to enable TfL to understand the views of local residents, bus users and stakeholders.

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 proposed
- 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 proposals.
- To understand any issues that might affect the proposals of which we were not previously aware
- To understand concerns and objections.
- To allow respondents to make suggestions.

2.2. Who we consulted

We carefully considered who might be affected by the proposals before deciding who to consult. The consultation was intended to seek the views of people who live and work in the affected area, as well as those who use the affected services. We sent consultation material to local residents and to known users of the affected services, whilst also publicising the consultation locally.

We also consulted stakeholders, including the affected councils, traffic police, London TravelWatch, Members of Parliament, Assembly Members and local interest groups. A list of the stakeholders we consulted is shown in Appendix C and a summary of their responses is given in Section 4.

2.3. Consultation material, distribution and publicity

2.3.1. Consultation leaflet:
We produced a leaflet explaining our proposals and seeking their views, and distributed this to around 3,000 local households and businesses that had not opted out of receiving marketing on the electoral register. A copy of this leaflet is shown as Appendix A. A list of the roads it was sent to is shown as Appendix B.
In order to seek the views of bus users not living in the leaflet distribution area, leaflets were handed out in Harrow town centre on Saturday 31 July and Thursday 5 August. Copies of the leaflet were also displayed in Harrow Bus Station, Harrow Civic Centre and in local libraries.

The leaflet asked six specific questions and also included a space for respondents to submit additional comments.

2.3.2. Website:
Content from the leaflet was displayed on the TfL website, along with an online form allowing users to respond to the questions and submit additional comments.

2.3.3. Email campaign:
We sent emails to around 36,000 email addresses given by registered Oyster card users who had travelled through Harrow on the affected routes. The email contained a link to the TfL website where people could read about and reply to the consultation.

2.3.4. Other publicity:
The consultation was also advertised using posters at bus stops and the local press.

2.3.5. Stakeholder consultation:
We wrote to stakeholders explaining the proposals and seeking their views. A list of the stakeholders we consulted is shown in Appendix C and a summary of their responses is given in Section 4.

People were invited to respond to the consultation by using a pre-paid reply slip attached to the leaflet, by using the online form on the TfL website, by emailing STEngagement@tfl.gov.uk, by writing to us, or by calling TfL Customer Services on 0845 300 7000.

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

2.4. Meetings and site visits
TfL staff discussed the proposals at various meetings, including:
- An informal meeting with an officer from Harrow Council before the consultation.
- Public Transport Liaison Meeting at Harrow Council prior to the consultation in order to discuss the proposals with councillors, officers and other local stakeholders.
- Harrow Public Transport Users Association (HPTUA) Public Bus Meeting
- Station Road Project Steering Group meetings with Harrow Council and its contractors
3. Responses from members of the public

There were 318 responses from individuals and 8 responses from stakeholders. Individual responses are summarised below and stakeholder responses are summarised in section 4.

We asked six questions relating to the proposal and also invited respondents to add further comments. The results are summarised below.

Q1: Do you support the proposals described in this leaflet?

53.1% of respondents said that they supported the proposals. 28.6% said that they partly supported the proposals (mainly due to a desire for some degree of service to be retained on Greenhill Way). 15.4% said that they were opposed to the scheme.

<table>
<thead>
<tr>
<th>Response</th>
<th>Number of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>169</td>
</tr>
<tr>
<td>Partly</td>
<td>91</td>
</tr>
<tr>
<td>No</td>
<td>49</td>
</tr>
<tr>
<td>Doesn’t affect me/No answer</td>
<td>2</td>
</tr>
<tr>
<td>Not sure</td>
<td>7</td>
</tr>
<tr>
<td>Subtotal</td>
<td>318</td>
</tr>
</tbody>
</table>
Q2: Do you support routes 140, 182, 186, 258 and 340 being rerouted southbound to serve Station Road instead of Greenhill Way, Headstone Road and Kymberley Road?

45.3% of respondents said that they supported the proposal for the above routes to use Station Road in both directions. 21.7% said they supported the proposals, but felt that one route should still serve Greenhill Way. 19.8% said they did not support the proposals.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>Yes, but one route should serve Greenhill Way</th>
<th>No</th>
<th>Doesn't affect me</th>
<th>Not sure</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of responses</td>
<td>144</td>
<td>69</td>
<td>63</td>
<td>29</td>
<td>13</td>
<td>318</td>
</tr>
</tbody>
</table>

Q3: Do you support routes 114 and 183 being rerouted eastbound to serve Gayton Road instead of Station Road and the northern section of Sheepcote Road?

The majority of respondents (42.5%) said they were in favour of routes 114 and 183 being rerouted to serve Gayton Road. 19.8% said they did not support this proposal.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Doesn't affect me</th>
<th>Not sure</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of responses</td>
<td>135</td>
<td>63</td>
<td>97</td>
<td>23</td>
<td>318</td>
</tr>
</tbody>
</table>
Q4: Do you feel these proposals will improve your bus journey?

The majority of respondents (46.9%) said that they felt the proposals would improve their bus journey. 27% felt that they would not.

Q5: Are you responding as a local resident, business or bus user?

40.3% of respondents were bus users, 34.6% were residents and bus users and 18.2% were residents.
Q6: Where did you hear about this consultation?

The majority of respondents (60.7%) had heard about the consultation by email. An email had been sent to 36,000 registered Oyster users who had used the affected routes in Harrow.

3.1. Response types:

Of the 318 public responses, 221 were submitted through the TfL website, 92 used the prepaid reply slip attached to the consultation leaflet and 5 emailed stengagement@tfl.gov.uk.
3.2. Analysis by postcode

The consultation attracted responses from a wide area. However, the majority of the responses came from HA1 (Harrow centre) and HA3 (Kenton/Wealdstone) postcodes. The roads directly affected by the proposed rerouteings have HA1 postcodes.

Table 2: Analysis by postcode

<table>
<thead>
<tr>
<th>HA1 (Harrow)</th>
<th>HA3 (Kenton / Wealdstone)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Do you support proposals?</strong></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>38 (44%)</td>
</tr>
<tr>
<td>Partly</td>
<td>30 (35%)</td>
</tr>
<tr>
<td>No</td>
<td>17 (20%)</td>
</tr>
<tr>
<td>Doesn't affect me/No answer</td>
<td>0 (0%)</td>
</tr>
<tr>
<td>Not sure</td>
<td>1 (1%)</td>
</tr>
<tr>
<td><strong>Sub Total</strong></td>
<td>86</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Station Road reroutes?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>Yes, but one route should serve Greenhill Way</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Doesn't affect me/No answer</td>
</tr>
<tr>
<td>Not sure</td>
</tr>
<tr>
<td><strong>Sub total</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Gayton Road reroutes?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Doesn't affect me/No answer</td>
</tr>
<tr>
<td>Not sure</td>
</tr>
<tr>
<td><strong>Sub total</strong></td>
</tr>
</tbody>
</table>
3.3. Reasons for supporting the scheme:

Many respondents did not offer specific reasons for supporting the proposals, or offered generally supportive comments. Specific benefits cited by some respondents included:

- Reduced journey times
- Less confusing local bus network
- Reduced congestion
- Increased cost efficiency

3.4. Reasons given for opposing the scheme:

The main reasons for opposing the scheme related to concerns that the new arrangements would be less convenient for shoppers and that the width of Station Road would present congestion and safety issues. Comments included:

- Desire to retain bus services on Greenhill Way and Kymberley Road due to their proximity to the shops on St Ann’s Road and in the St Ann’s and St George’s shopping centres
- Concern that two-way buses on Station Road would cause congestion and safety risks due to the width of the road and number of pedestrians
- Concern that rerouting routes 114 and 183 via Gayton Road would make them less convenient for accessing shops on Station Road and St Ann’s Road – especially for people travelling from Kenton
- Concern that the changes would encourage more people to use the already crowded bus station
- Believe that the current system works well and does not need to be changed

TfL’s response to the main issues raised in this consultation will be available as a separate document to this consultation.
4. Responses from statutory bodies and other stakeholders

Some stakeholder responses were received as leaflets and marked as being from businesses. However, where we feel that the response represents a number of individuals or is from somewhere that generates significant numbers of visitors, we have classed these as stakeholders.

4.1. London Boroughs

London Borough of Harrow:

The council said that it generally supported the proposals as they are aligned with their aspirations to remove all one-way buses in the borough. However, it expressed concerns that removal of buses altogether from Greenhill Way would be a backward step. The council requested a two way bus service on Greenhill Way to provide a reasonable service to the large residential estate north of Greenhill Way. There is a preference for routes 182 or 140 to remain on Greenhill Way.

The council also requested that routes 114 and 183 serve Station Road and Sheepcote Road in both directions in order to retain links to the Station Road shopping area and to serve residents east of Sheepcote Road. It also contacted TfL after the consultation had closed to express concerns that the proposal to reroute eastbound services along Gayton Road would lead to stop M on Station Road becoming overcrowded, with queuing buses causing congestion in the area.

Other London Boroughs:

No other responses were received from London Boroughs.

4.2. Members of Parliament and Assembly Members

Caroline Pidgeon AM

Caroline Pidgeon submitted a response on behalf of one of her constituents who supported the route. This was included with the overall public consultation.

4.3. London TravelWatch

London TravelWatch expressed support for the proposal to introduce two-way operation of bus services. It said that it accepted TfL’s analysis regarding which roads should be served by routes 114 and 183.
4.4. North West London Hospitals NHS Trust
The NW London NHS Trust requested that a route be retained along Greenhill Way (preferably in both directions) and suggested either route 182 or 186. They said that this improve public transport access to Northwick Park Hospital for residential areas north of Greenhill Way.

4.5. Harrow Public Transport Users Association (HPTUA)
HPTUA said that it supported two-way bus operation wherever possible. It said that at least one route should use Greenhill Way in both directions and suggested route 182.

HPTUA also said that routes 114 and 183 should serve Station Road and Sheepcote Road in both directions, in order to maintain access to the Station Road shopping area and residential areas on Sheepcote Road. It suggested that a two-way bus service on Gayton Road could be provided by diverting routes H9 and H10 from Kenton Road.
Appendix A – Copy of consultation leaflet

1. About the proposed changes

London Buses is proposing to simplify bus services in Harrow town centre so that buses travel along the same roads in both directions.

- Currently, buses on routes 140, 182, 186, 258 and 340 only serve Station Road northbound (towards Harrow Weald/Brent Cross). We are proposing to reroute southbound buses on these routes so that they also serve Station Road. The routes would no longer serve Greenhill Way, Headstone Road or Kynibury Road.

- Currently, buses on routes 114 and 183 only serve Gayton Road westbound (towards Harrow). We are proposing to reroute eastbound buses on these routes so that they also serve Gayton Road. The routes would no longer serve Greenhill Way, Headstone Road or Kynibury Road.

- New bus stops would be installed on Station Road and Gayton Road. See the map for full routing proposals and bus stop locations.

Why are we proposing the changes?

- **Simpler bus services**: buses would use the same roads in both directions, making services easier to understand – especially for passengers unfamiliar with the local network.

- **Shorter walking distance between Station Road shops and bus services**: southbound passengers would no longer need to walk to and from stops N and P on Greenhill Way.

- **Quicker bus journeys**: rerouting buses along Station Road rather than Greenhill Way will cut an average of 1.4 minutes from journey times. Rerouting buses along Gayton Road will cut an average of 1 minute from journey times.

- **Lower operating costs**: the shorter journey lengths and times will reduce operating costs, saving public money.

Affected services and frequencies:

**Rerouted along Station Road instead of Greenhill Way:**

- Route 140: Harrow Weald – Heathrow Airport (up to every 8 minutes)
- Route 182: Harrow Weald – Brent Cross (up to every 8 minutes)
- Route 186: Northwick Park Hospital – Brent Cross (up to every 20 minutes)
- Route 258: Watford Junction – South Harrow station (up to every 15 minutes)
- Route 340: Harrow – Edgware station (up to every 12 minutes)

**Rerouted along Gayton Road instead of Station Road and Sheepcote Road:**

- Route 114: Mill Hill Broadway – Ruislip (up to every 10 minutes)
- Route 183: Golders Green – Pinner (up to every 10 minutes)

Other local bus services in and around Harrow town centre:

We are not proposing to make changes to any other local bus services as part of this scheme.

What happens next?

The consultation is open from Monday 26 July to Friday 10 September. During this time we will consult with local residents, businesses, schools, community organisations and services, and residents. We will also advertise the consultation at bus stops and in the local press. If you are aware of any additional groups that we should contact, please provide their contact details.

TfL will review all responses to this consultation alongside financial, legal, safety and technical considerations. When a decision has been reached, London Buses will provide updates to stakeholders and any members of the public who have provided their contact details to us in relation to this consultation.

To have your say, please fill in the reply-paid feedback form attached, or visit: tfl.gov.uk/busrouticonsultation.
2. Map

NO CHANGES TO ROUTES
NOT SHOWN ON MAP
3. Have your say (comments deadline date: 10 September 2010)

Q1: Do you support the proposals described in this leaflet?
   Yes ☐ No ☐ Partly ☐ Not sure ☐

Q2: Do you support routes 140, 182, 186, 258 and 340 being rerouted southbound to serve Station Road instead of Greenhill Way, Headstone Road and Kimberley Road?
   Yes ☐ Not sure ☐
   Yes, but would prefer one route to remain on Greenhill Way ☐
   No ☐ Doesn’t affect me ☐

Q3: Do you support routes 114 and 183 being rerouted eastbound to serve Gayton Road instead of Station Road and the northern section of Sheepcote Road.
   Yes ☐ Not sure ☐
   No ☐ Doesn’t affect me ☐

Q4: Do you feel these proposals will improve your bus journey?
   Yes ☐ Not sure ☐
   No ☐ Doesn’t affect me ☐

Q5: Are you responding as a local resident, business or bus user?
   Resident ☐ Business ☐ Bus user ☐ Other (please specify) ☐

Q6: Where did you hear about this consultation?
   Leaflet through door ☐ Email ☐
   Poster at bus stop ☐ Press ☐ Other (please specify) ☐

Q7: Do you have any comments or suggestions relating to this proposal?

[Blank space for comments]

Please write your postcode in the space below. This will help us understand the needs of each area.
Postcode ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Please write your contact details in the space below if you would like us to let you know the outcome of our decision.
Name: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Address: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Email: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Transport for London will use the data supplied on this form for the purpose described in section 1. It will not be passed on to other names of TFL and will be deleted after the consultation period has been completed and a decision made.
Appendix B – List of roads consulted

Angel Road
Becket Fold
Bonnersfield Close
Bonnersfield Lane
Byron Road
Clarendon Road
College Road
Courtfield Avenue
Courtfield Crescent
Crofts Road
Duffield Close
Fairholme Road
Francis Road
Gayton Road
Grange Road
Greenhill Road
Greenhill Way
Havelock Place
Headstone Road
Hill Crescent
Hill Road
Hindes Road
Junction Road
Kymberley Road
Lowlands Road
Lyon Road
Manor Road
Northwick Park Road
Oakley Road
Old Mews
Radnor Road
Sheepcote Road
Springfield Road
St Ann's Road
St Johns Road
St Kilda's Road
Station Approach
Station Road
Welldon Crescent
Wellesley Road
William Carey Way
Appendix C – list of stakeholders consulted

Members of Parliament

Bob Blackman MP (Harrow East)
Angie Bray MP (Ealing Central & Acton)
Mike Freer MP (Finchley & Golders Green)
Barry Gardiner MP (Brent North)
Nick Hurd MP (Ruislip, Northwood & Pinner)
Glenda M Jackson MP (Hampstead & Kilburn)
John McDonnell MP (Hayes and Harlington)
Matthew Offord MP (Hendon)
Stephen Pound MP (Ealing North)
John Randall MP (Uxbridge & South Ruislip)
Virendra Kumar Sharma MP (Ealing, Southall)
Sarah Teather MP (Brent Central)
Gareth Thomas MP (Harrow West)
Theresa Villiers MP (Chipping Barnet)

London Assembly Members

Gareth Bacon AM
Richard Barnbrook AM
Richard Barnes AM (Ealing and Hillingdon)
Andrew Boff AM
Victoria Borwick AM
Brian Coleman AM (Barnet and Camden)
Dee Doocey AM
Nicky Gavron AM
Darren Johnson AM
Jenny Jones AM
Caroline Pidgeon
Murad Qureshi AM
Navin Shah AM (Brent and Harrow)
Mike Tuffrey AM
Local Authorities:
London Borough of Barnet
London Borough of Brent
London Borough of Ealing
London Borough of Harrow
London Borough of Hillingdon

Police & Health Authorities:
Metropolitan Police Service
Barnet Primary Care Trust
Brent Primary Care Trust
Ealing Primary Care Trust
Harrow Primary Care Trust
Hillingdon Hospital NHS Trust
Hillingdon Primary Care Trust
NHS London
Northwick Park Hospital
West London Mental Health NHS Trust

Other stakeholders:
Asian Womens Welfare Association
BAPS Swaminarayan Sanstha
Barnet Safer Transport Team
Brent LINk
Ealing LINk
Ealing Passenger Transport Users' Group
East Finchley Bus Watch
Harrow LINk
Harrow Public Transport Users' Association
Heathrow Airport Tourist Information Centre
Hillingdon LINk
Hillingdon Tourist Information Centre
London Cycling Campaign
Medway Estate Residents' Forum
North London Strategic Alliance
North West London Chamber of Commerce
Park Royal Partnership Ltd
Southall Transport Action Group
The Clubhouse
The Royal Parks
West Twyford Residents' Association