



Consultation on proposed extension of route 488 to Dalston Junction Station

Summary of responses

March 2010

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Contents

Section		Page
1	Introduction	3
2	The consultation	4
3	Responses from members of the public	6
4	Responses from statutory bodies and other stakeholders	10
5	Petitions and joint letters	10
Appendices		
A	Copy of the consultation leaflet	11
B	List of roads consulted	15
C	List of stakeholders consulted	16

1. Introduction

London Buses consulted stakeholders and the public on proposals on proposals to extend route 488 to Dalston Junction Station, during October and November 2009. This report explains the background to the scheme and consultation and summarises the responses.

We proposed that route 488 would operate between Dalston Junction Station and Bromley-by-Bow. It would use new single deck vehicles and would run every 12 minutes during the daytime (Monday to Saturday) and every 15 minutes during each evening and on Sundays.

The scheme was developed in order to satisfy a number of long-standing requests for bus services. The route would provide Rendlesham Road, Downs Road and parts of Shacklewell Lane in Dalston with a bus service for the first time. It would also provide a further link to the new East London Line station at Dalston Junction.

On-going liaison and engagement with affected councils and other key organisations informed the development of the route 488 proposals to public consultation stage. This included borough liaison meetings, site visits, route tests and evaluation of public requests. This allowed us to design the bus service proposals and develop them to public and wider stakeholder consultation.

We have also consulted on proposals to alter the southern terminus of route 488. This consultation has closed and we intend to implement this proposal during April 2010.

Proposals for bus stops and other highway changes on the roads which will be newly served are to be the subject of a separate consultation by the London Borough of Hackney.

2. The consultation

The public and stakeholder consultation ran between 9 October and 20 November 2009. It was designed to enable TfL to understand local opinion about the proposed new route.

The potential outcomes of the consultation were:

- To decide the consultation raises no issues that prevent us from proceeding with the scheme as originally proposed
- To modify the scheme in response to issues raised in consultation
- To 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 service.
- To understand any issues that might affect the route 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 new route before deciding who to consult. The consultation was intended to seek the views of people who lived near to the proposed route and of other potential users. In order to achieve this, we decided to target households and businesses on all of the roads which route 488 would serve under the proposals, as well as those within approximately 300 metres of the proposed extension. We also consulted stakeholders including the local Boroughs and London TravelWatch.

2.3. Consultation material, distribution and publicity

We produced a leaflet explaining our proposals and distributed this to around 4,200 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 streets we consulted is shown as Appendix B.

The leaflet was also sent by post and electronically to stakeholders including the councils, London TravelWatch, Members of Parliament, Assembly Members and local interest groups. A list of the stakeholders who we consulted is shown in Appendix C.

In addition we also sent copies of the leaflets and posters for display to a number of schools, Homerton Hospital and local interest groups in the area.

The leaflet invited people to respond by using an attached pre-paid reply slip, by emailing customerservices.buses@tfl.gov.uk, by using the TfL website, by post or by calling Customer Services on 0845 300 7000.

The same information was also available on the TfL website. People could respond on the reply slip included in the leaflet, via the form on the website, or by letter, telephone, textphone or email. Braille, audio and large font versions of the consultation material were available, as was a translation service to other languages.

The consultation was also advertised in the local press and in "Hackney Today", Hackney Council's fortnightly newsletter.

2.4. Meetings and site visits

TfL staff discussed the proposals at public transport liaison meetings with Hackney Council and Tower Hamlets Council prior to the consultation in order to discuss the proposals with officers and other local stakeholders.

We held two route tests, on 12 August 2009 and 13 January 2010, where a 10.8 metre bus was driven along the entire proposed route, though 10.2 m buses will be used on the route. This was attended by various TfL staff, Hackney Council officers, and the Metropolitan Police. The route test concluded that the bus could safely use the proposed roads and that some alterations to parking restrictions could be beneficial and the introduction of bus stops to some roads. Potential locations for bus stops were identified. (The local Council will consult separately on these)

3. Responses from members of the public

There were 397 responses from individuals and 5 responses from stakeholders. Individual responses are summarised below; stakeholder responses are summarised in section four.

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

Table 1: Public consultation results.

Do you support the overall proposals?		
Yes	294	74%
No	82	21%
No Answer	13	3%
Not sure	8	2%
Total	397	100%

The proposal will improve my bus journey		
Yes	259	65%
No	74	19%
Doesn't affect me	42	11%
Not sure	22	6%
Total statement view	397	100%

In favour of bus route serving Kenninghall Road?		
Yes	261	66%
No	34	9%
Doesn't affect me	92	23%
Not sure	10	3%
Total	397	100%

In favour of bus route serving Downs Road?		
Yes	263	66%
No	42	11%
Doesn't affect me	84	21%
Not sure	8	2%
Total	397	100%

In favour of bus route serving Shacklewell Lane?		
Yes	279	70%
No	62	16%
Doesn't affect me	52	13%
Not sure	4	1%
Total	397	100%

In favour of bus route serving Rendlesham Road?		
Yes	224	56%
No	57	14%
Doesn't affect me	110	28%
Not sure	6	2%
Total	397	100%

3.1. Analysis by street

- The highest number of responses were from Amhurst Road (65 responses), Shacklewell Lane (59), Monteagle Way (off Rendlesham Road, 25) and Kenninghall Road (23).
- In each case the majority of residents were in favour of serving the roads concerned. This includes Shacklewell Lane where 70% of all responses were in favour of serving this road. However 42 out of 59 responses from Shacklewell Lane itself were opposed.

Table 2: Analysis by street

I am in favour of a bus route serving sections of Shacklewell Lane (roads with 10 responses or more)					
Road	Yes	No	Doesn't affect me	Not sure	Total
Amhurst Road	59	1	5	0	65
Benthal Road	10	0	2	0	12
Cecilia Road	13	2	0	0	15
Downs Road	11	1	3	1	16
Kenninghall Road	8	2	12	1	23
Monteagle Way	22	1	2	0	25
Muir Road	13	2	4	0	19
Nolan Way	8	0	3	0	11
Rectory Road	9	0	1	0	10
Shacklewell Lane	15	42	2	0	59
Stellman Close	8	0	3	0	11
Total	176	51	37	2	266
Total %	66	19	14	1	100
Total for all responses					
Total	279	62	52	4	397
Total %	70	16	13	1	100

I am in favour of a bus route serving sections of Kenninghall Road (roads with 10 responses or more)					
Road	Yes	No	Doesn't affect me	Not sure	Total
Amhurst Road	43	0	21	1	65
Benthal Road	11	0	1	0	12
Cecilia Road	7	3	5	0	15
Downs Road	12	1	3	0	16
Kenninghall Road	14	7	2	0	23
Monteagle Way	23	2	0	0	25
Muir Road	17	2	0	0	19
Nolan Way	11	0	0	0	11
Rectory Road	6	0	3	1	10
Shacklewell Lane	14	7	35	3	59
Stellman Close	9	0	2	0	11
Total	167	22	72	5	266
Total %	63	8	27	2	100
Total for all responses					
Total	261	34	92	10	397
Total %	66	9	2	3	100

I am in favour of a bus route serving sections of Downs Road (roads with 10 responses or more)					
Road	Yes	No	Doesn't affect me	Not sure	Total
Amhurst Road	53	3	9	0	65
Benthal Road	8	1	3	0	12
Cecilia Road	10	2	3	0	15
Downs Road	12	1	3	0	16
Kenninghall Road	14	7	2	0	23
Monteagle Way	20	1	2	2	25
Muir Road	13	2	4	0	19
Nolan Way	8	2	0	1	11
Rectory Road	8	0	1	1	10
Shacklewell Lane	17	10	30	2	59
Stellman Close	10	0	1	0	11
Total	173	29	58	6	266
Total %	65	11	22	2	100
Total for all responses					
Total	263	42	84	8	397
Total %	66	11	21	2	100

I am in favour of a bus route serving sections of Rendlesham Road (roads with 10 responses or more)					
Road	Yes	No	Doesn't affect me	Not sure	Total
Amhurst Road	35	5	24	1	65
Benthal Road	8	1	3	0	12
Cecilia Road	6	3	6	0	15
Downs Road	11	1	3	1	16
Kenninghall Road	9	6	8	0	23
Monteagle Way	22	3	0	0	25
Muir Road	12	2	4	1	19
Nolan Way	6	2	3	0	11
Rectory Road	5	0	3	2	10
Shacklewell Lane	13	13	32	1	59
Stellman Close	11	0	0	0	11
Total	138	36	86	6	266
Total %	52	14	32	2	100
Total for all responses					
Total	224	57	110	6	397
Total %	56	14	28	2	100

3.2. Reasons for supporting the scheme:

The most common reason given for supporting the proposed route was the new journey opportunities that it would provide. Some people commented that it would allow them to easily access the transport network for the first time, while others said it would make their journeys easier.

People particularly welcomed the following aspects of the route:

- Would bring a bus service close to households on and near Downs Road.
- Would provide a direct link between Dalston and Clapton.
- Would help elderly and disabled people to access services such as shops and Homerton Hospital.
- Would make school and college journeys easier.

Many of those who responded in favour did not give specific reasons for their support, but instead supplied comments such as “Not before time!” and “Great idea!”. Some people who supported the scheme also suggested that buses should run more frequently.

3.3. Reasons given for opposing the scheme:

There were 82 objections to the proposal.

Congestion

The most common reason for opposing the scheme concerned existing congestion along Rendlesham Road and Shackelwell Lane – especially at schools. People felt that buses would worsen this congestion and would themselves be prone to delay.

Road width

Some residents felt that Kenninghall Road and Rendlesham Road are too narrow for buses, with some suggesting that Shacklewell Lane and Downs Road are not wide enough either. Some respondents drew attention to the junctions at either end of Rendlesham Road, suggesting that they would be too narrow for buses to pass through and would need modifying.

Environmental considerations

A number of residents stated their desire to improve the Shacklewell Green area. They added that the addition of buses to Shacklewell Lane would be to the detriment of the area. Some residents also cited that buses and the associated stops could attract or worsen criminality in the area.

Route not needed:

Some people commented that the new route was not needed in the Dalston area as it is already well-served by existing bus routes on Dalston Lane and Kingsland High Road.

Other reasons given for opposing the proposed new route include:

- Would create noise and air pollution.
- Vibrations from buses would damage buildings.

3.4. Suggested variations to route

Some respondents suggested changes or additions to the proposed route. The most common suggestions were:

- Use Evering Road to serve Rectory Road Station and Stoke Newington.
- Extended to Stratford

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 Tower Hamlets

Welcomed the proposal to extend the route to Dalston. They asked for further consideration of a frequency increase from 12 to 10 mins Monday to Saturday, from 15 to 12 mins on Sundays and from 20 to 15 mins in the evenings every day of the week.

London Borough of Hackney:

No official response was received from the London Borough of Hackney. However, the borough has expressed support for enhanced services in the Dalston Lane area in previous correspondence. The borough has lobbied TfL for a number of years to introduce a service in the Shacklewell Lane area to serve the wider community.

4.2. Others

Arcola Theatre

Stated they were very much in favour of this proposal and support any ideas of increasing cross borough transport connections that would help them to be reached more easily by participants and audience.

Shacklewell Lane Action Partnership (SLAP)

SLAP referred to work to improve the environment and quality of life in the area and that the addition of a bus service would negatively affect this. They believe that the proposals would hinder their efforts to rid the area of anti-social behaviour.

4.3. Members of Parliament and Assembly Members

John Biggs, Assembly Member for City and East London, stated he was concerned that the extension to the route in Hackney may impact upon the opposite end of the route in Bow, through less reliable and less frequent services as a result of the 488 covering a greater distance.

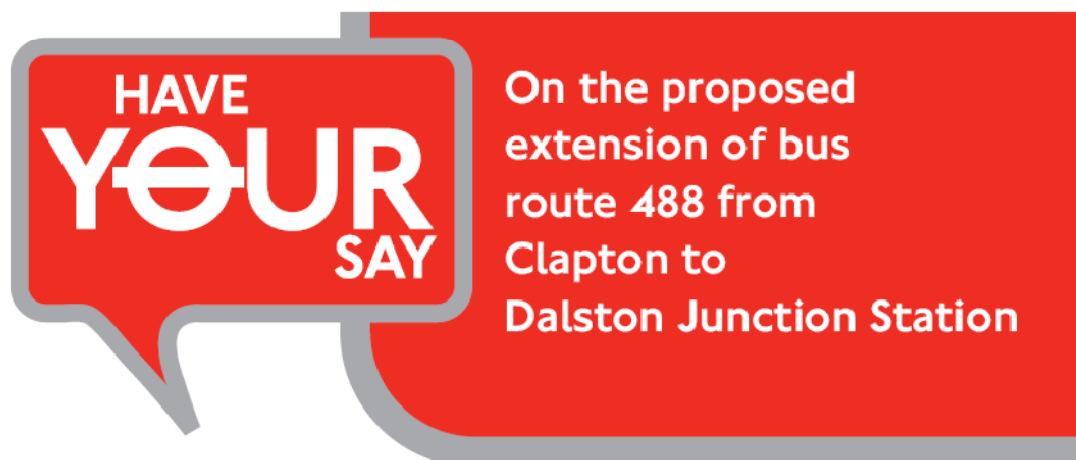
4.4. London TravelWatch

London TravelWatch welcomed the proposals as the route would serve roads not previously served and provides interchange with London Overground and the DLR.

5. Petitions and Joint Letters

We received one joint letter from eight individuals. The letter outlined the potential impacts to quality of life in Shacklewell Lane and also the potential for alternative routes such as via Evering Road and Manse Road, or Amhurst Road.

Appendix A – Copy of consultation leaflet



MAYOR OF LONDON

Transport for London 

1. About the proposed changes

New links for Dalston, Clapton and Homerton

London Buses is proposing to extend route 488 from Clapton to Dalston:

Our aim is to improve public transport links in the area by making the bus network more convenient and easier for everyone to use.

We propose to extend route 488 to go both ways from Clapton, Kenninghall Roundabout along Kenninghall Road, Rendlesham Road, Downs Road, Rectory Road, Shacklewell Lane and Kingsland High Street finishing at Dalston Junction Station.

Buses would run every 12 minutes during the day Monday to Saturday, every 15 minutes on Sundays and every 20 minutes in the evenings every day of the week.

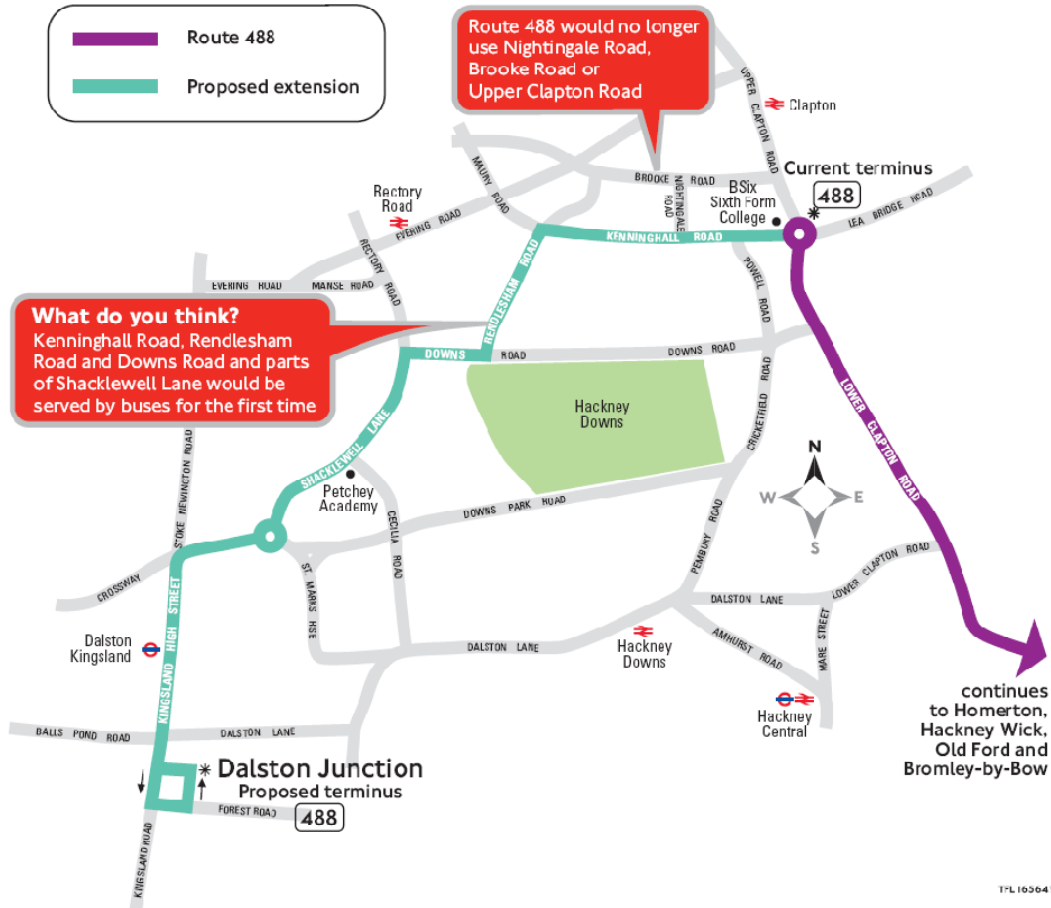
The extended route would provide greater choice for passengers:

- A new daily bus service for Kenninghall Road, Rendlesham Road, Downs Road and parts of Shacklewell Lane
- A new direct link between Dalston and Clapton
- A new direct link between Dalston and Homerton Hospital
- New links to Petchey Academy and Bsix, Sixth Form College
- Direct links to Tube and DLR services from Bow (Bow Road Tube/Bow Church DLR)
- Direct links to London Overground services from Hackney Wick, Dalston Junction and Dalston Kingsland.

Where would buses stop?

Extending the bus service, in our opinion, is the best way of providing a bus service to as many members of the community as possible. We have been working closely with Hackney Council to find suitable bus stop locations and to minimise any changes to parking controls that would allow buses safe and easy access into the kerbside.

2. Map



What happens next?

The consultation is open from Monday 12th October to Friday 20th November. During this time we will consult with local businesses, schools, colleges, local community organisations and services, and residents. If you are aware of any additional groups that we should contact, please provide their contact details.

London Buses will review all responses to this consultation alongside financial, legal, safety and technical considerations. When a decision has been reached, we 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/busrouteconsultation.

3. Have your say on the proposed extension (comments deadline date: 20.11.2009)

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

Yes No Not sure

Q2: What do you think of the proposal:
Please tick all boxes that apply.

I am in favour of a bus route serving sections of:

Kenninghall Road

Yes No Doesn't affect me Not sure

Downs Road

Yes No Doesn't affect me Not sure

Rendlesham Road

Yes No Doesn't affect me Not sure

Shacklewell Lane

Yes No Doesn't affect me Not sure

Q3: The proposal will improve my bus journey

Yes No Doesn't affect me Not sure

Q4: Are you responding as a local resident, business or bus user:
Please tick all boxes that apply.

- Resident
 Business
 Bus user

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

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 areas of TfL and will be deleted after the consultation period has been completed and a decision made.

London Buses Customer Services

4th Floor
Palestra
197 Blackfriars Road
London
SE1 8NJ
Telephone: 0845 300 7000
Textphone: 020 7918 4435
email: customerservices@tfl-buses.co.uk
website: tfl.gov.uk/busrouteconsultation

Please return the questionnaire or contact London Buses with your comments by 20 November 2009 at the latest.
Thank you for your participation.

If you require a copy of this leaflet in large print, audio or another language, please call Freephone **0800 2983009** by 6 November 2009.

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 Website
tfl.gov.uk

 24 hour travel information
020 7222 1234

London Buses are proposing to extend route 488 from Clapton to Dalston. We want to hear your views on the proposed routing.

Appendix B – List of roads consulted

Road	Area	Postal District
Amhurst Road	Shacklewell	E5
Brackenfield Close	Lower Clapton	E5
Charnock Road	Lower Clapton	E5
Clapton Way	Lower Clapton	E5
Della Path	Lower Clapton	E5
Downs Road	Lower Clapton	E5
Ferron Road	Lower Clapton	E5
Heyworth Road	Lower Clapton	E5
Kenninghall Road	Lower Clapton	E5
Midhurst Way	Lower Clapton	E5
Monro Way	Lower Clapton	E5
Monteagle Way	Lower Clapton	E5
Muir Road	Lower Clapton	E5
Napoleon Road	Lower Clapton	E5
Nightingale Road	Lower Clapton	E5
Nolan Way	Lower Clapton	E5
Ottaway Street	Lower Clapton	E5
Powell Road	Lower Clapton	E5
Rendlesham Road	Lower Clapton	E5
Stellman Close	Lower Clapton	E5
Tiger Way	Lower Clapton	E5
Walsingham Road	Lower Clapton	E5
Amhurst Terrace	Shacklewell	E8
Arcola Street	Shacklewell	E8
Cecilia Road	Shacklewell	E8
Dunn Street	Shacklewell	E8
Miller's Terrace	Shacklewell	E8
Perch Street	Shacklewell	E8
Seal Street	Shacklewell	E8
Shacklewell Lane	Shacklewell	E8
Shacklewell Row	Shacklewell	E8
Benthal Road	Lower Clapton	N16
Forman Place	Shacklewell	N16
Maury Road	Lower Clapton	N16
Rectory Road	Shacklewell	N16
Scoble Place	Shacklewell	N16
Shacklewell Road	Shacklewell	N16

Appendix C – list of stakeholders consulted

Elected Members			
Diane Abbot		MP	Hackney North and Stoke Newington
George Galloway		MP	Bethnal Green and Bow
Jim Fitzpatrick		MP	Poplar and Canning Town
Lyn Brown		MP	West Ham
Meg Hillier		MP	Hackney South and Shoreditch
Stephen Timms		MP	East Ham
Jennette Arnold	Greater London Authority	AM	North East (Hackney, Islington & Waltham Forest)
John Biggs	Greater London Authority	AM	City and East (Barking, City of London, Newham and Tower Hamlets)
Andrew Boff	Greater London Authority	AM	Londonwide Member
Caroline Pidgeon	Greater London Authority	AM	Londonwide Member
Darren Johnson	Greater London Authority	AM	Londonwide Member
Dee Dooney	Greater London Authority	AM	Londonwide Member
Gareth Bacon	Greater London Authority	AM	Londonwide Member
Jenny Jones	Greater London Authority	AM	Londonwide Member
Mike Tuffrey	Greater London Authority	AM	Londonwide Member
Murad Qureshi	Greater London Authority	AM	Londonwide Member
Nicky Gavron	Greater London Authority	AM	Londonwide Member
Richard Barnbrook	Greater London Authority	AM	Londonwide Member
Victoria Borwick	Greater London Authority	AM	Londonwide Member
Alan Laing	London Borough of Hackney	Councillor	Cabinet Member for Neighbourhoods
Faizullah Khan	London Borough of Hackney	Councillor	Hackney Downs Ward
Micheal Desmond	London Borough of Hackney	Councillor	Hackney Downs Ward
Sam Moena	London Borough of Hackney	Councillor	Hackney Downs Ward
Sophie Linden	London Borough of Hackney	Councillor	Dalston Ward
Nargis Khan	London Borough of Hackney	Councillor	Dalston Ward
Angus Mulready-Jones	London Borough of Hackney	Councillor	Dalston Ward

Local Authorities
London Borough of Hackney
London Borough of Tower Hamlets

Other stakeholders
London TravelWatch
London First
London Cycling Campaign
North London Strategic Alliance
Royal Mail
London City Airport
Britain Visitor Centre
English Tourism Council
Visit London
<i>Other London wide stakeholders were also consulted</i>

Police and Health Authorities
Metropolitan Police Service
City & Hackney Primary Care Trust
Tower Hamlets Primary Care Trust
Newham Primary Care Trust
Homerton University Hospital NHS Foundation Trust

Known local interest groups
OPEN Dalston
Clapton Pond Neighbourhood Action Group
Powerscroft Road Initiative for Neighbourhood Community & Environment

Local schools
BSix Sixth Form College
Bethnal Primary School
Nightingale Primary School
St Scholastica's RC Primary School
Shacklewell Primary School
Colvestone Primary School
The Petchey Academy