



# Bus route 414 Curtailment at Marble Arch

Consultation Report  
September 2021

MAYOR OF LONDON



**TRANSPORT  
FOR LONDON**  
EVERY JOURNEY MATTERS

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## **Executive Summary**

Last year we consulted on a proposal to curtail bus route 414 at Marble Arch and no longer serve stops north of Marble Arch and Maida Vale. The consultation was open between 8 October and 20 November 2020.

We received 603 responses to consultation; 601 from members of the public and two from stakeholders.

75 per cent of respondents told us that they use the route at least 1-2 times a week with 32 per cent using the route daily.

84 per cent of respondents thought the changes would make their journey longer, whereas 11 per cent thought it would make no difference to their journey.

We asked people to let us know any other comments on the proposal and the majority stated that they were concerned with the frequency of route 6 which would parallel the northern section of route 414 which would no longer be served by route 414.

Concerns were also raised about additional time with changing buses and extra cost. Some people also raised social distancing and Covid-19 related issues at bus stops.

## **Next Steps**

Having analysed the comments made during the consultation period and taking in to account our forecasted passenger numbers along the northern section of route 414 between Marble Arch and Maida Vale, we have decided that we are going to go ahead with the proposals and curtail route 414 at Marble Arch.

The change will be made in November 2021.

The publication of this report was delayed due to the pandemic. Our project staff were furloughed and delivery of some projects paused.

# **1. Summary of consultation responses**

We received 603 responses to consultation; 601 from members of the public and two from stakeholders. Chapter 3 on summarises the demographic information about our respondents.

In order to more clearly show the numbers of people who had a view on the aspect of the proposal, the graphs and tables in the sections 1.1 to 1.5 do not include numbers for those who did not answer each question.

## 1.1 Summary of responses to Question 1

The first question asked respondents how often they travelled on route 414. 560 people answered this question. Most respondents (75 per cent) indicated that they used the route at least 1-2 times a week.

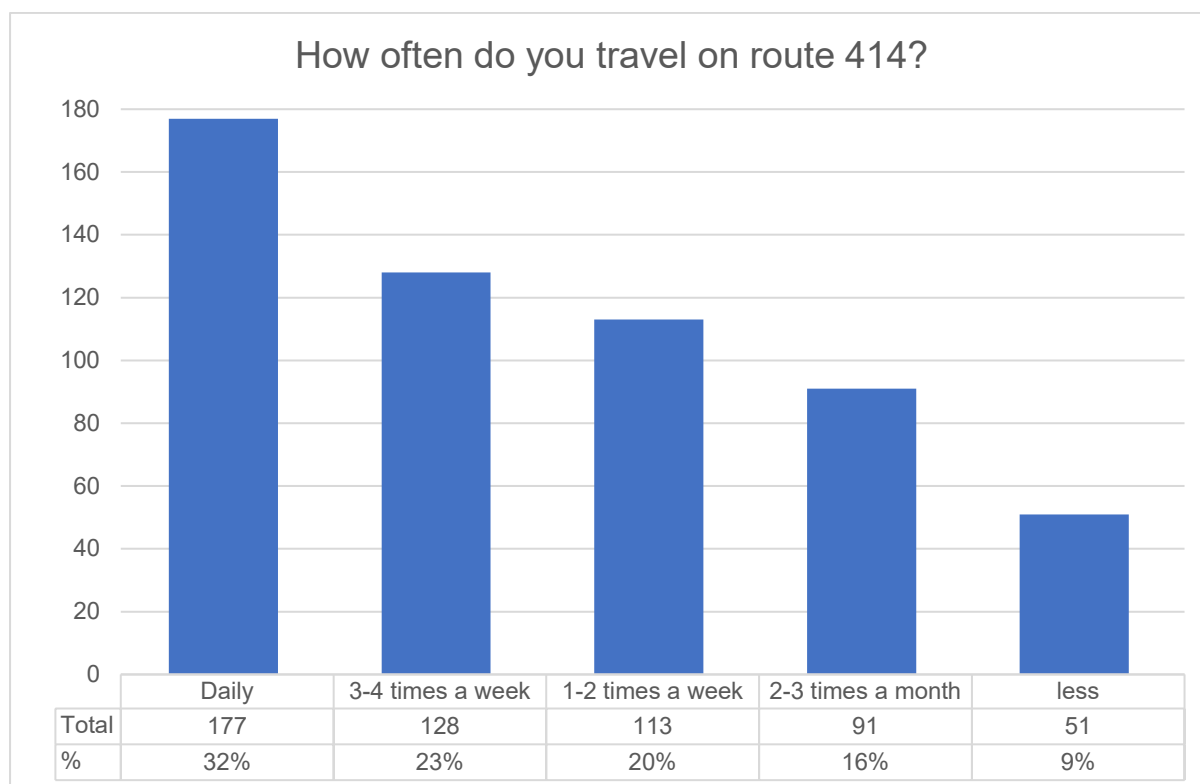
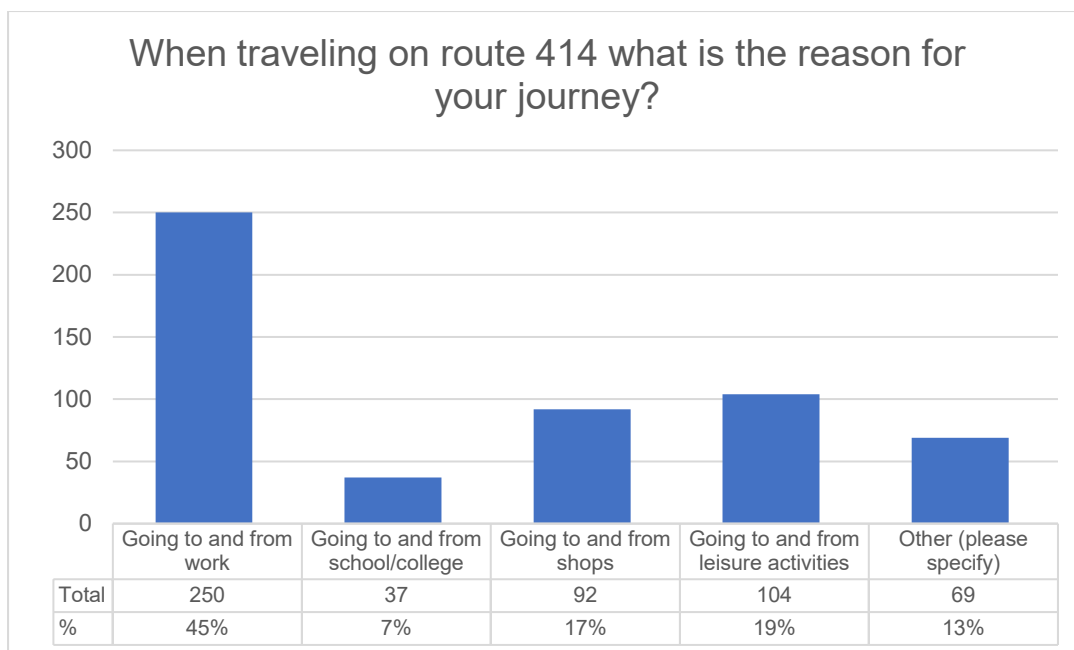


Figure 1: Public responses to question 1 – How often do you travel on route 414?

## 1.2 Summary of responses to Question 2

Question 2 asked respondents about the reasons for their journeys on route 414. There were 552 responses to this question. The largest group of respondents (45 per cent) said they used the bus to travel to and from work.



**Figure 2: Public responses to question 2 - When traveling on route 414 what is the reason for your journey?**

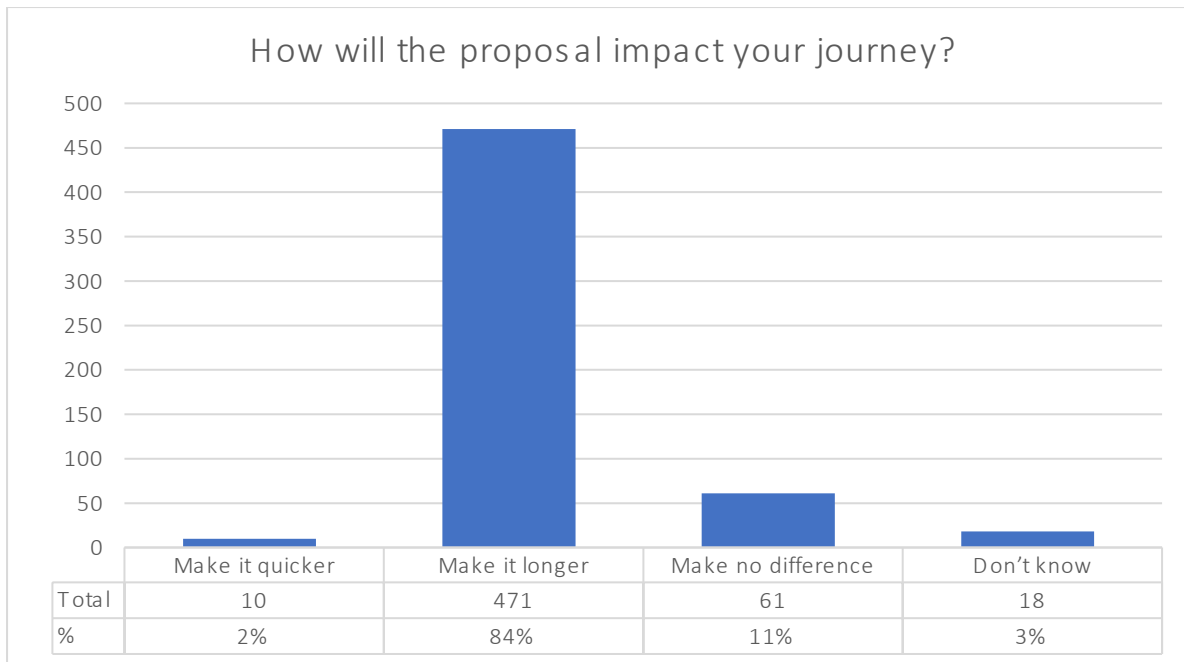
Of those who selected 'Other', the top reasons given were: Hospital/medical visits (29 responses), a combination of the above reasons, eg. for work and leisure (26 responses), visiting family (14 responses) and travelling to places of worship (10 responses).

### 1.3 Summary of responses to Question 3

The third question asked respondents to say where they board and get off route 414 when travelling. There were 550 responses to this question and 437 respondents indicated that they either got on or off the bus in the section of the route that we have proposed to withdraw.

### 1.4 Summary of responses to Question 4

The fourth question asked respondents about the impact the changes would have on their journey. 561 people answered this question. The largest number of people (84 per cent) thought the changes would make their journey longer, whereas 11 per cent thought it would make no difference to their journey, 3 per cent didn't know, and 2 per cent thought it would make it quicker.



**Figure 3: Public responses to question 3 – How will the proposal impact your journey?**

## 1.5 Summary of responses to Question 5

Question 5 asked respondents to let us know if they had any other points they wished to raise about the proposals. 451 people responded to this question

### 1.5.1 Issues commonly raised

The comments, concerns and suggestions received to this question are listed in the table below.

<b>No impact</b>	
No impact	6
<b>Support</b>	
General support	22
<b>Opposition/Concern</b>	
Concern about route 6 capacity/frequency	148
Journey time/additional interchange/additional cost concern	145
General opposition to proposals	110
COVID/Social distancing concern	70
Concern that journeys will be more difficult for disabled, older, less mobile passengers and those with children	67
Concern about loss of direct bus link	47



Concern about overcrowding/difficulty/safety of interchange at Marble Arch bus stops	40
Concern about loss of access for patients visiting hospitals/medical facilities	23
Concern about loss of access for staff working at hospitals/medical facilities	7
Concern that there is insufficient space for another route to stand at Marble Arch	5
Increased noise/air pollution	3
Concern that the change will increase congestion around Marble Arch	1
<b>Route 414 comments/suggestions</b>	
Withdraw route altogether and increase route 14 instead	14
Suggestions for other changes to route 414	12
Suggest some route 414 buses continue to do full current journey to Maida Hill	8
Suggest instead of terminating at Marble Arch, route 414 terminates at:	
Edgware Road	6
Another location	8
<b>Other comments/suggestions</b>	
Out of scope comment	9
Comments about other bus routes	7

## 1.6 Stakeholder responses

Two stakeholders responded to the consultation.

London TravelWatch and Marble Arch bid did not take part in the survey, providing emailed responses instead. These are summarised in Appendix C.

# 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 respond
- 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: (delete amend as per your consultation plan)

- 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 Chapter

## **2.3 Who we consulted**

We consulted passengers of routes 414 and 6 who had registered their details with us. This is so we could understand the impacts on people's journeys that the changes may have plus, anyone who had requested for the consultation information. We also consulted local user groups and political stakeholders for their views.

## **2.5 Dates and duration**

The consultation was open between 8 October and 20 November 2020. During this consultation period there was a national lockdown due to Covid-19.

## **2.6 What we asked**

The questions that we asked were designed to understand the impacts the changes would have on people's journeys. So, we asked where passengers boarded and alighted on their journey, how often they travelled and what impact they considered the changes would have on their journey.

We also asked for any other information people could provide us with about the proposals. A full list of questions can be found in Appendix A.



## **2.7 Methods of responding**

People were able to respond to the consultation several ways. They could complete our online survey on the consultation website. They could also write to us at our free post address. We also provided an email address for people to respond to the consultation.

## **2.8 Consultation materials and publicity**

### **Emails to public/stakeholders**

We sent out over 162,000 emails to passengers of routes 6 and 414 plus, anyone else who had requested general updates from TfL. A copy of this email can be found in Appendix B.

We sent an email to local and strategic stakeholders, user groups and resident associations, detailing the proposals and promoting the consultation. a copy of the email can be found in Appendix B a list of the stakeholders we contacted can be found in Appendix D.

## **2.9 Equalities Assessment**

There are several hospitals along route 414 so we wanted to understand how the proposals would affect people travelling to and from these for work or appointment purposes. This is reason we have asked about where people are travelling to and from and how often.

## **2.10 Analysis of consultation responses**

Development of a codeframe which summarises and counts the number of comments for the open question and analysis of the consultation responses was carried out in-house for this consultation.

Duplicate responses were received from four respondents, and these were consolidated.

### 3. About the respondents

We received 603 responses to consultation; 601 were from members of the public and two were from Stakeholders.

#### 3.1 Number of respondents

Most responses were received from the general public.

Respondents	Total
Public responses	601
Stakeholder responses	2
Total	603

#### 3.2 How respondents heard about the consultation

Most members of the public who responded heard about the consultation by an email from TfL or via social media.

How respondents heard	Total	%
Received an email from TfL	305	51%
Social media	128	21%
Other (please specify)	57	9%
Read about in the press	17	3%
Received a letter from TfL	0	0%
Saw it on the TfL website	30	5%
Not Answered	64	11%
Total	601	100%

#### 3.3 Methods of responding

Most responses from the public were received via our online consultation portal.

Methods of responding	Total	%
Website	563	94%
Email/letter	38	6%
Total	601	100%

### 3.4 Who responded

Respondents were able to choose more than one option when responding to this question. The largest group of respondents identified themselves as local residents.

Respondent type	Total
A local resident	484
A local business owner	9
Employed locally	81
A visitor to the area	32
A commuter to the area	79
Not local but interested in the scheme	18
A taxi/private hire vehicle driver	3
Other (please specify)	11
Total	717

### 3.5 Postcodes of respondents

439 respondents provided their postcode.

#### 3.5.1 Distribution of respondents across the route 414 area

The map below shows responses by postcode across route 414.

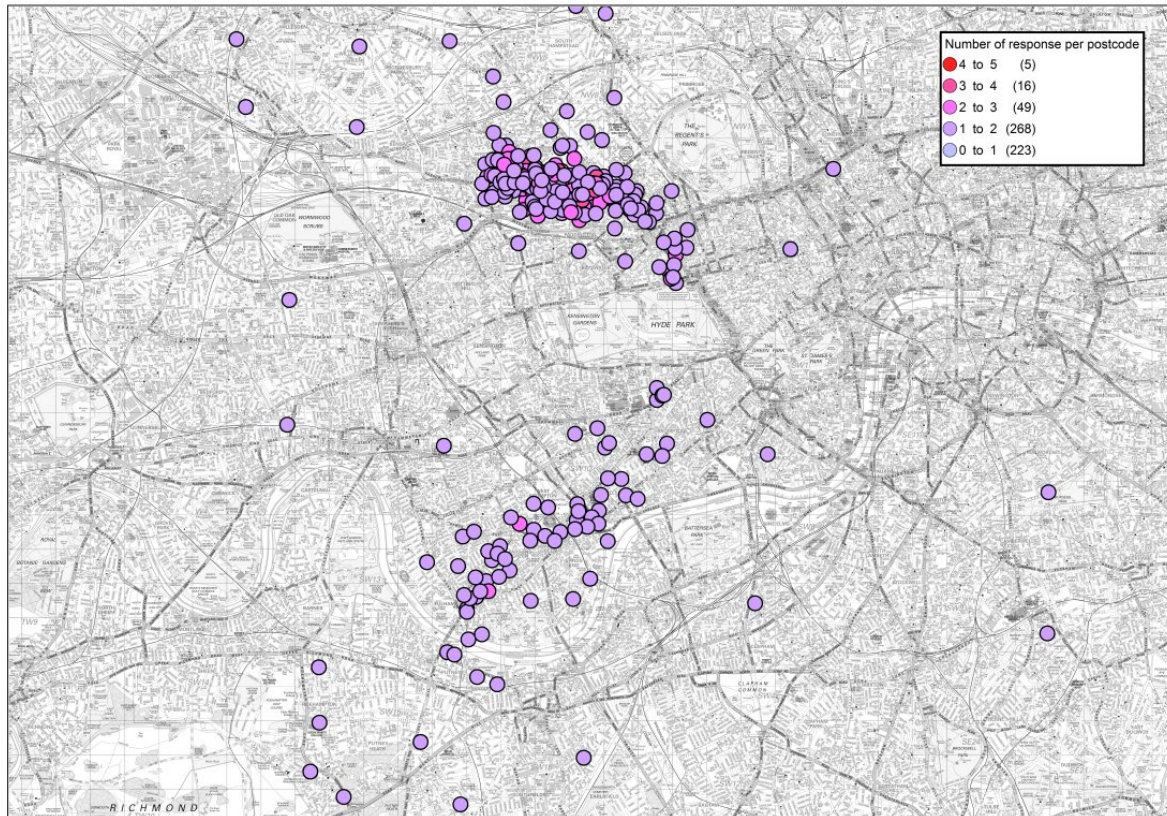


Figure 4: Responses by postcode across route 414

### 3.5.2 Distribution of respondents across the section of route 414 between Marble Arch and Maida Hill

The map below shows responses by postcode within the section of route 414 covered by our proposal.



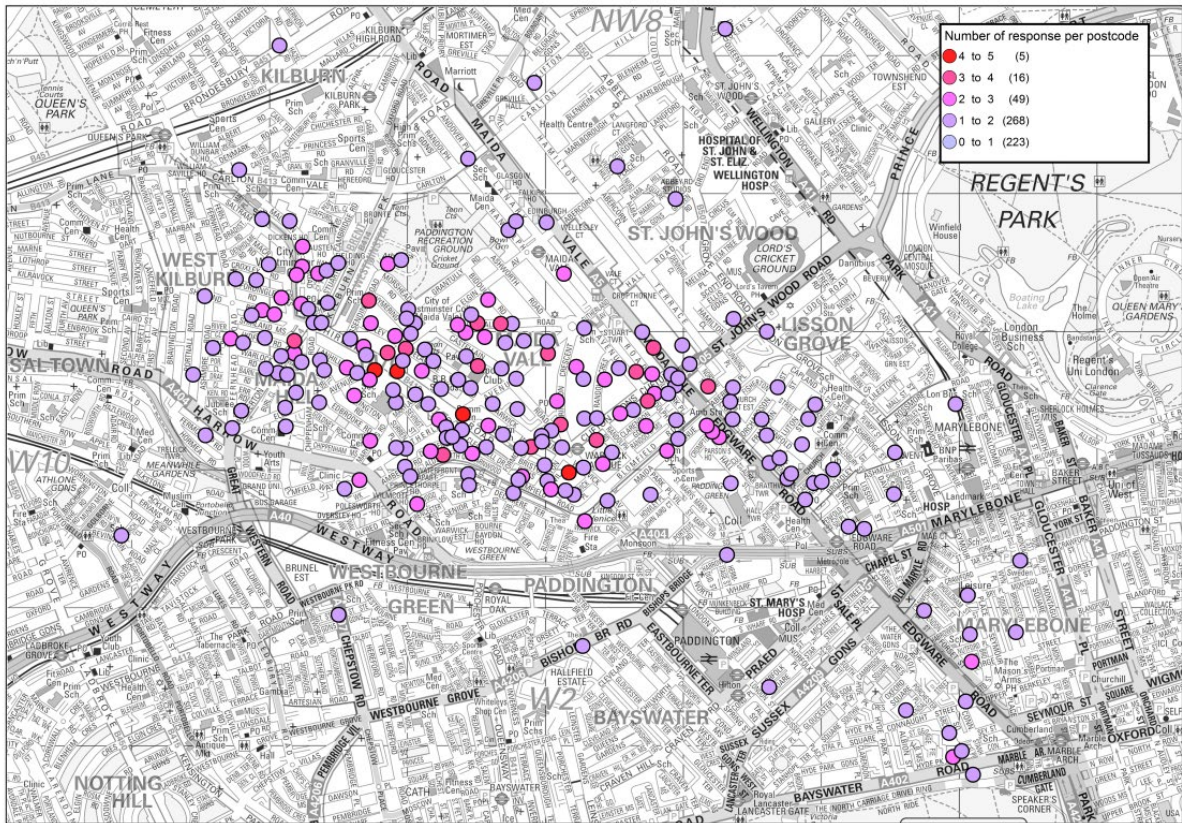


Figure 5: Responses by postcode across route 414 between Marble Arch and Maida Hill

### 3.6 Comments on the consultation process and material

We asked respondents to let us know what they thought about the following seven aspects of the consultation process:

- Website structure & ease of finding what you needed
- Written information
- Maps, images & related diagrams
- Online survey format
- Website accessibility
- Events & drop-in sessions
- Promotional material

The graph below shows the responses to these questions. This does not include numbers for those who did not answer the question, in order to show the numbers of people who had a view on each of these aspects of the quality of the consultation.

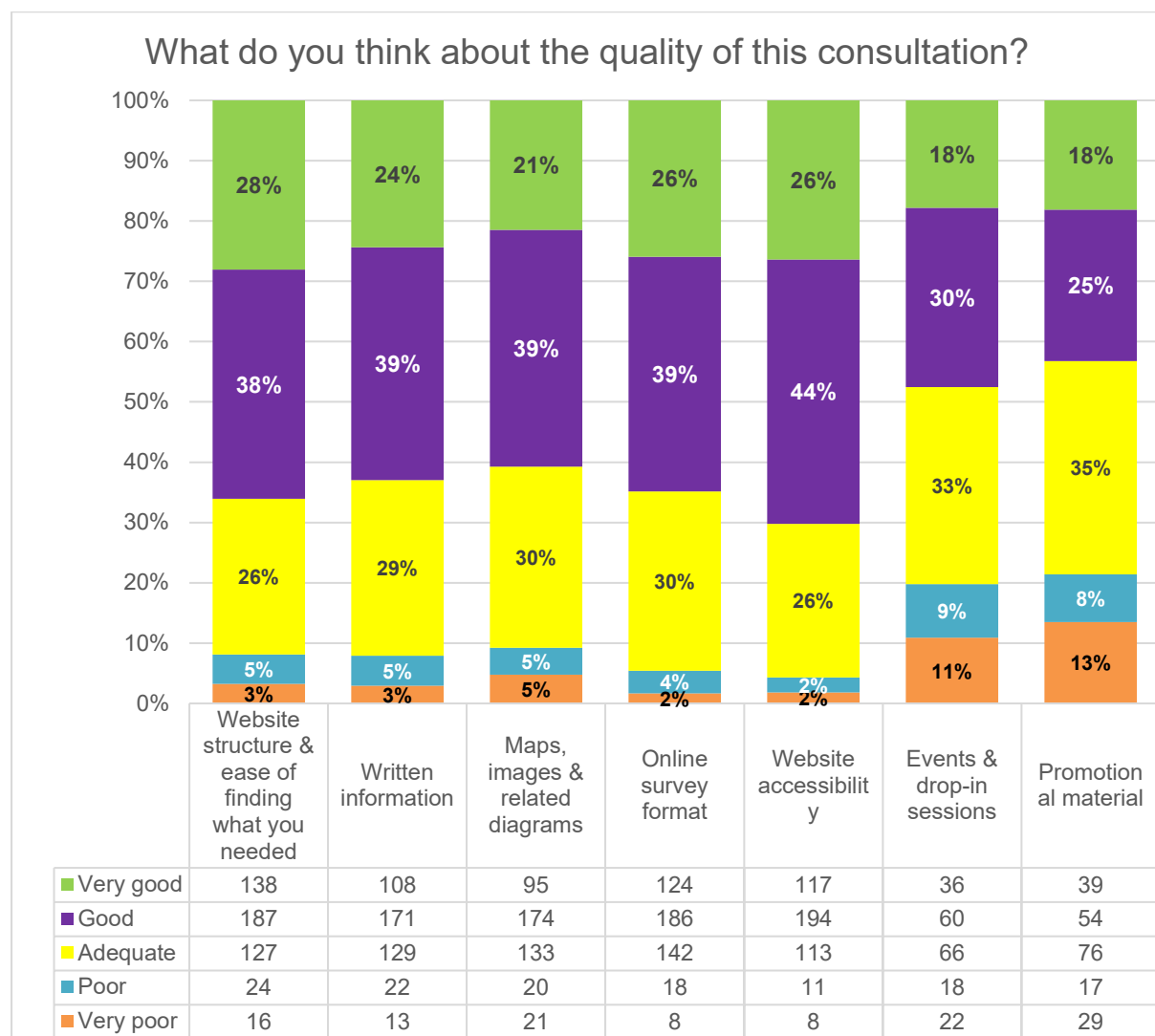


Figure 6: Public responses to question 12 - What do you think about the quality of this consultation?

Most respondents felt the quality of the consultation was generally either good or very good.

Respondents were also able to give us their comments about the quality of the consultation, and 99 people left feedback. The main concerns are listed below:

Positive comments	
Appreciate being consulted	4
Consultation materials were clear	2
Negative comments	
Consultation not publicised widely enough	16
Consultation material and survey could have been better	11
Concern that decision has already been made about proposals	10
Concern that consultation shouldn't take place during pandemic	6
More background information required about proposals	3

## 4. Next steps

Having analysed the comments made during the consultation period and taking in to account our forecasted passenger numbers along the northern section of route 414 between Marble Arch and Maida Vale, we have decided that we are going to go ahead with the proposals and curtail route 414 at Marble Arch.

The busiest part of this section is at Edgware London Underground Station. The current frequency of route 6 provides more capacity on this section than is needed so passengers will be able to use route 6 instead.

The change will be made in November 2021.



# Appendix A: Consultation questions

## Question 1

### How often do you use route 414?

Daily, 4-5 times a week, 2-3 times a week, 3-4 times a month or, less?

## Question 2

When traveling on route 414 what is the reason for your journey?

Going to and from work - Going to and from school/college - Going to and from shops - Going to and from leisure activities – Other and not answered.

## Question 3

Where do you start and finish your journey?

## Question 4

How will the proposal impact your journey?

Make it quicker – Make it Longer – Make no difference – Don't know

Then we asked for any further comments in a free text box.

### Privacy notice:

TfL, its subsidiaries and service providers will use your personal information for the purpose of administering this consultation and assessing the responses. If you provide your email address, TfL may send you updates about this consultation and the proposed scheme. Your personal information will be properly safeguarded and processed in accordance with the requirements of the General Data Protection Regulation 2018.

Responses to the consultation may be made publicly available, but any personal information will be kept confidential. You do not have to provide any personal information, but this information may help TfL to understand the range of responses. For example, responses may be analysed by postcode to help identify local issues.

**Please note:** Cookies are essential for this survey (for more information on cookies, please click on the following link: [https://consultations.tfl.gov.uk/cookie\\_policy](https://consultations.tfl.gov.uk/cookie_policy))

**What is your name?**

---

**What is your email address?** \_\_\_\_\_

This is optional, but if you enter your email address then you will be able to return to edit your response at any time until you submit it. You will also receive an acknowledgement email when you complete the consultation.

We will contact you to let you know when the results of the consultation are published and may use your details to update you on any future developments with the proposals.

**Please provide us with your postcode:** \_\_\_\_\_

You do not have to provide your postcode, but it is useful for analysis purposes. All personal details will be kept confidential.

**Are you** (please tick all boxes that apply):

- A local resident ☐
- A local business ☐
- Someone who currently Walks in the area ☐
- Someone who currently cycles in the area ☐
- Someone who uses public transport in the area ☐
- Not local, but interested in the proposals ☐
- Other \_\_\_\_\_

**If responding on behalf of an organisation, business or campaign group, please provide us with the name:**

\_\_\_\_\_  
**Please note:** If you are responding on behalf of an organisation it should be in an official capacity. We reserve the right to verify this.

**How did you find out about this consultation?**

- Received an email from TfL ☐
- Received a letter from TfL ☐
- Read about it in the press ☐
- Saw it on the TfL website ☐
- Social media ☐
- Other \_\_\_\_\_

**Please tell us what you think about the quality of this consultation (for example, the information we have provided, any printed material you have**

received, any maps or plans, the website and questionnaire etc.) Please tick one box.

*Website structure and ease of finding what you needed*

- |                                    |                                    |                                     |
|------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Good      | <input type="checkbox"/> Acceptable |
| <input type="checkbox"/> Poor      | <input type="checkbox"/> Very poor |                                     |

*Written information*

- |                                    |                                    |                                     |
|------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Good      | <input type="checkbox"/> Acceptable |
| <input type="checkbox"/> Poor      | <input type="checkbox"/> Very poor |                                     |

*Maps, images and written information*

- |                                    |                                    |                                     |
|------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Good      | <input type="checkbox"/> Acceptable |
| <input type="checkbox"/> Poor      | <input type="checkbox"/> Very poor |                                     |

*Online survey format*

- |                                    |                                    |                                     |
|------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Good      | <input type="checkbox"/> Acceptable |
| <input type="checkbox"/> Poor      | <input type="checkbox"/> Very poor |                                     |

*Website accessibility*

- |                                    |                                    |                                     |
|------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Good      | <input type="checkbox"/> Acceptable |
| <input type="checkbox"/> Poor      | <input type="checkbox"/> Very poor |                                     |

*Events and exhibitions*

- |                                    |                                    |                                     |
|------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Good      | <input type="checkbox"/> Acceptable |
| <input type="checkbox"/> Poor      | <input type="checkbox"/> Very poor |                                     |

*Promotional material*

- |                                    |                                    |                                     |
|------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Very good | <input type="checkbox"/> Good      | <input type="checkbox"/> Acceptable |
| <input type="checkbox"/> Poor      | <input type="checkbox"/> Very poor |                                     |

Do you have any further comments about the quality of the consultation materials?

## Equality Monitoring

Please tell us a bit about yourself in this section. All information will be kept confidential and used for analysis purposes only. We are asking these questions to ensure our consultations are open to all sections of the community and to improve the effectiveness of the way we communicate with our customers. **You do not have to provide any personal information if you don't want to.**

**Gender:** *Please tick one box.*

- |                                     |   |  |
|-------------------------------------|---|--|
| <input type="checkbox"/> Male       | <input type="checkbox"/> Female         | <input type="checkbox"/> Trans female      |
| <input type="checkbox"/> Trans male | <input type="checkbox"/> Gender neutral | <input type="checkbox"/> Prefer not to say |

**Ethnic Group:** *Please tick one box.*

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Asian or Asian British – Bangladeshi | <input type="checkbox"/> Black or Black British – Other  | <input type="checkbox"/> Other Ethnic Group – Kurdish                |
| <input type="checkbox"/> Asian or Asian British – Chinese     | <input type="checkbox"/> Mixed – Other                   | <input type="checkbox"/> Other Ethnic Group – Latin American         |
| <input type="checkbox"/> Asian or Asian British – Indian      | <input type="checkbox"/> Mixed – White and Asian         | <input type="checkbox"/> Other Ethnic Group – Turkish                |
| <input type="checkbox"/> Asian or Asian British – Other       | <input type="checkbox"/> Mixed – White and Black African | <input type="checkbox"/> Other Ethnic Group – Gypsy/ Irish Traveller |
| <input type="checkbox"/> Asian or Asian British – Pakistani   | <input type="checkbox"/> Mixed – White and Caribbean     | <input type="checkbox"/> White – British                             |
| <input type="checkbox"/> Black or Black British – African     | <input type="checkbox"/> Other Ethnic Group              | <input type="checkbox"/> White – Irish                               |
| <input type="checkbox"/> Black or Black British – Caribbean   | <input type="checkbox"/> Other Ethnic Group – Arab       | <input type="checkbox"/> White - Other                               |

☐ Prefer not to say

**Age:** *Please tick one box.*

☐ Under 15    ☐ 16-20    ☐ 21-25    ☐ 26-30    ☐ 31-35    ☐ 36-40    ☐ 41-45

☐ 46-50    ☐ 51-55    ☐ 56-60    ☐ 61-65    ☐ 66-70    ☐ 71+    ☐ Prefer not to say

**Sexual Orientation:** *Please tick one box.*

☐ Heterosexual    ☐ Bisexual    ☐ Gay Man    ☐ Lesbian

☐ Other    ☐ Prefer not to say

**Faith:** *Please tick one box.*

☐ Buddhist    ☐ Christian    ☐ Hindu    ☐ Muslim

☐ Sikh    ☐ Jewish    ☐ Other    ☐ No religion

☐ Prefer not to say

**Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?** (Please include problems related to old age) *Please tick one box.*

☐ Yes, limited a lot    ☐ Yes, limited a little    ☐ No    ☐ Prefer not to say

If you answered yes to the above question, please tell us which category below best describes your disability or health problem. *Please tick all that apply*

☐ Hearing    ☐ Vision    ☐ Mobility  
Other (please specify)  
☐ \_\_\_\_\_    ☐ Prefer not to say

# Appendix B: Consultation letter/leaflet

Copy of the email that was sent to stakeholders.

Dear Stakeholder

## **Proposed curtailment of route 414, no longer serving north of Marble Arch**

We would like to know your views on our proposal to curtail bus route 414 at Marble Arch.

The route would no longer serve stops north of Marble Arch up to the existing terminus at Maida Hill.

Passengers could change on to route 6 which duplicates route 414 over this section of route.

We are proposing this change to better match passenger demand to bus capacity. Currently, routes 6 and 414 are providing 15 buses an hour between Marble Arch and Maida Hill, the number of people using the service requires seven to eight buses an hour which route 6 can provide.

For more information or to provide us with your views, please visit: [tfl.gov.uk/bus-route-414](https://tfl.gov.uk/bus-route-414) the consultation is open until **Friday 20 November 2020**.

If you have any questions regarding the consultation, please email: [consultations@tfl.gov.uk](mailto:consultations@tfl.gov.uk).

Yours faithfully



**Claire Mann**  
Director of Bus Operations  
Transport for London

### **To subscribe or unsubscribe from consultation and engagement communications**

To subscribe or unsubscribe from communications regarding consultation and engagement activity you can either:

- reply to this email stating in the **subject heading** "all communications" or "a specific consultation" that you wish to unsubscribe from, or
- complete our online [form](#)

Further information on how we use your data is available on the [consultation portal](#)

Copy of the email that went to TfL database

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[Status updates](#)



## Buses



Dear Jon,

We would like to know your views on our proposed changes to bus routes in the Strand and Aldwych area.

Parts of the Strand will soon be closed to traffic, meaning that bus stop locations will need to be changed.

Visit [our website](#) to find out more about these proposals and [log in to our portal](#) to let us know what you think.

Yours sincerely,

Claire Mann  
Director of Bus Operations







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## Appendix C: Summary of Stakeholder replies

### London TravelWatch (LTW)

LTW recognise that there is enough capacity on route 6 to justify the proposal to withdraw route 414.

They raise a concern about the interchange in Park Lane and suggest that the bus stop suggested may be too busy due to the width of the pavement. They recommend the adjacent stops opposite the Hilton Hotel as a possibility.

They suggest that stop names be used in the EQIA rather than stop numbers as these are of little use to members of the public when they read the EQIA.

They consider that route 414 would be very similar to route 14 and suggest something could be done to merge the routes.

### Marble Arch BID

They have no objection to the proposal and agree that sufficient bus capacity is provided along Edgware Road.

They suggest that buses do not layover at Marble Arch as they consider that too many buses already do this. They consider that this creates a hazardous crossing point where pedestrians cross between the two islands. They also consider that too many buses block the view to Hyde Park and Tyburn Way.

## Appendix D: List of stakeholders consulted with

Action on Disability	Action on Hearing Loss
Age UK Hammersmith and Fulham	Age UK London
Age UK Westminster	Alzheimer's Society
Andy Slugter MP	Anxiety Alliance
ARK Atwood Academy	Baker Street Quarter
Barclay Road Residents Association	Camden People First
Campaign for Better Transport	CCG Central London (WESTMINSTER)
Centre for accessible environments	City of London Police
City of Westminster Academy	Confederation of Passenger transport
County Hall Owners and Residents Association (CHORA)	
Covent Garden Community Association	Cross River Partnership
Department for Transport (DfT)	Disability Alliance
Disability Rights UK	Fitzrovia West Neighbourhood Forum
Friends of the Earth	Fulham Estate Residents Association
GirlGuiding	Greater London Authority
Greg Hands MP	Guide Dogs for the Blind Association
H & F Community Transport Project	
Hammersmith & Fulham Safer Transport Team	
Hammersmith and Fulham Family Information Service	
Hammersmith London	Hammersmith Mall Residents Association
Harrowby and District Residents Association	
Heart of London Business Alliance	Hyde Park Estate Association
In & Around Covent Garden	Inter Faith Network
Karen Buck MP	King Solomon Academy

LB Hammersmith & Fulham	Living Streets
London Ambulance Service	London Borough of Lambeth
London Councils	London Cycling Campaign
London Cycling Campaign (Hammersmith and Fulham)	
London Cycling Campaign (Westminster)	
London European Partnership for Transport	
London Fire and Emergency Planning Authority	
London Fire Brigade	London First
London TravelWatch	Marble Arch BID
Marylebone Association	Marylebone Association
Metropolitan Police	Metropolitan Police - Community Police
NCT- Chiswick & Hammersmith	NCT- Putney & Fulham
NCT- Westminster	
Neighbourcare St John's Wood & Maida Vale	
Netmums	New West End Company
NHS Property Services	Northbank BID
Our Choice Westminster Learning disability partnership	
Paddington Academy	
Paddington Residents Active Concern On Transport (PRACT)	
Parkinson's UK	Queen Caroline Estate TRA
Queen Mary University of London	Refugee Action
Residents Society of Mayfair and St James's	
RNIB	Runnymede Trust
Shepherd's Bush Community Association	
Soho Society	
South East Bayswater Residents' Association	
St Mary's Hospital	St. Peter's Residents Association

Sustrans	The Hammersmith Society
The Residents' Society of Mayfair & St. James's	
The Soho Society	The St Marylebone Society
This is Paddington	Transport for All
Trekstock	Victoria Business Improvement District
W9	West End Community Trust
Westminster City Council	
Westminster City Council, Learning Disability Partnership	
Westminster Cyclists	Westminster Safer Transport Team
Westminster Society	Westminster Adult Social Care team
Westway Community Transport	Whizz-Kidz

## Appendix E: Response to issues raised

Below is our response to the common issues raised during the consultation.

Opposition/Concern	Our response
Concern about route 6 not having enough capacity to carry the extra passengers	According to our data sufficient capacity on route 6 will be available to meet demand, based on pre-Covid data. AM peak demand is also forecast to decrease by 26% in Westminster post-Covid so this would remove any crowding issues.
Concern about extra journey time/additional interchange/additional cost concern	The proposals will increase journey times for some passengers and increase the burden of interchange. However, the Hopper Fare removes the financial burden from passengers
Concern about COVID/Social distancing on crowded buses	This proposal will not be introduced until social distancing measures are no longer required
Concern that journeys will be more difficult for disabled, older, less mobile passengers and those with children	Some journeys will be more difficult for some protected groups, this is addressed in the EQIA.
Concern about loss of direct bus link	Although a direct link is lost from the Maida Hill area to south of Hyde Park Corner same stop interchange is available to/from stops on Park Lane.

Concern about overcrowding/difficulty/safety of interchange at Marble Arch bus stops	Sufficient space is available at stops on Park Lane for passengers changing buses, more detail is available in the EQIA.
Concern about loss of access for patients visiting hospitals/medical facilities	The withdrawn section of route 414 does not directly serve any major medical facilities. However, we understand it may be more difficult to access some smaller healthcare facilities such as GP surgeries.
Concern about loss of access for staff working at hospitals/medical facilities	The withdrawn section of route 414 does not directly serve any major medical facilities. However, we understand it may be more difficult to access some smaller healthcare facilities such as GP surgeries.
Concern that there is insufficient space for another route to stand at Marble Arch	New stand space at the northern end of Park Lane is being made available for route 414 to stand
Concern that the change will increase congestion around Marble Arch	These proposals will not increase vehicular movements and in fact reduce congestion north of Marble Arch due to a reduced number of buses.
Withdraw route 414 altogether and increase route 14 instead	We are considering a longer-term scheme that might do this or something similar. However, this requires further analysis.
Suggest some route 414 buses continue to do full current journey to Maida Hill	This would likely create crowding on these journeys and does not align with what we considers a 'simple' network and would create confusion for some passengers
Suggest instead of terminating at Marble Arch, route 414 terminates at: Edgware Road Another location	There is no scope for turning buses around at Edgware Road or any suitable stand locations to allow this.