



Route 497 proposals: extension to Dagnam Park Drive or withdrawal

Consultation Report
March 2022

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Executive Summary

Between 6 September and 17 October 2021, a consultation was carried out on proposed changes to route 497.

Route 497 currently runs between Harold Wood station and Harold Hill, Gooshays Drive via Gallows Corner Tesco. The frequency is half hourly except in the evening and on Sundays when it is hourly.

The consultation sought feedback on two different proposals:

- Proposal 1: Extend route 497 to serve bus stops between Gooshays Drive and a new terminus at Dagnam Park Square
- Proposal 2: Withdraw the service

The purpose of this consultation was to understand how residents, passengers, and stakeholders would be impacted by these proposed changes.

We received 437 responses to the consultation, including two responses from stakeholders. The key findings, themes and insights of these responses¹ are as follows:

- 200 respondents (54 per cent) said that they used the service at least once a month. 73 respondents (20 per cent) said that they never used the service.
- 187 respondents (51 per cent) thought extending route 497 to Dagnam Park Square would have a positive impact. 50 respondents (14 per cent) stated this would have a negative impact.
- When respondents were asked to share their views on the proposed extension of route 497, 357 comments (83 per cent) stated support citing improved access to local amenities including Tesco, schools, and the polyclinic. It was also stated that an extension would help with a shift from car to bus usage. 62 comments (14 per cent) stated opposition to the proposed extension citing concerns about the operation of an additional bus route on local roads already served by buses and the associated impact of traffic and noise pollution. Concerns were also raised about the number of buses using the stand at Dagnam Park Square.
- 267 respondents (73 per cent) stated a withdrawal of the service would have a negative impact. 50 respondents (14 per cent) stated a withdrawal of the service would have a positive impact.
- When respondents were asked to share their views on the proposed withdrawal of the route, 288 comments (77 per cent) stated opposition to this and outlined concerns about loss of access to local amenities including Tesco, schools, and the polyclinic. The impact on disabled passengers was also frequently highlighted as an issue. 79 comments (21 per cent) were supportive of the proposed withdrawal, stating that the extension and the continued operation of the service represented poor value for money, particularly because of low usage in Kings Park estate.

¹ In this section, we have omitted from the results those proportions of respondents who did not answer the relevant question in our questionnaire.

- There were suggestions for route 497 to be extended further than that proposed with Upminster being the most common destination mentioned to improve connectivity to other public transport services.

Next steps

We have completed our analysis of the consultation replies and have made some amendments to the proposals, taking into account the feedback we have received from members of the public and stakeholders. We will:

- retain route 497 but withdraw the Sunday service to reduce the cost of providing the route
- extend the route to Dagnam Park Square, while in service

It is anticipated that these service changes will take place during Summer 2022. The route will continue to be monitored. Should usage not significantly improve it may become necessary to consider further structural changes to the route, subject to further public consultation.

I. Summary of consultation responses

I.1 Summary of responses to Question 1 - How often do you use route 497?

366 people responded to the question. The figure below illustrates the responses from all those choosing to answer the question. 200 respondents (54 per cent) said that they used the service at least once a month. 73 respondents (20 per cent) said that they never used the service.

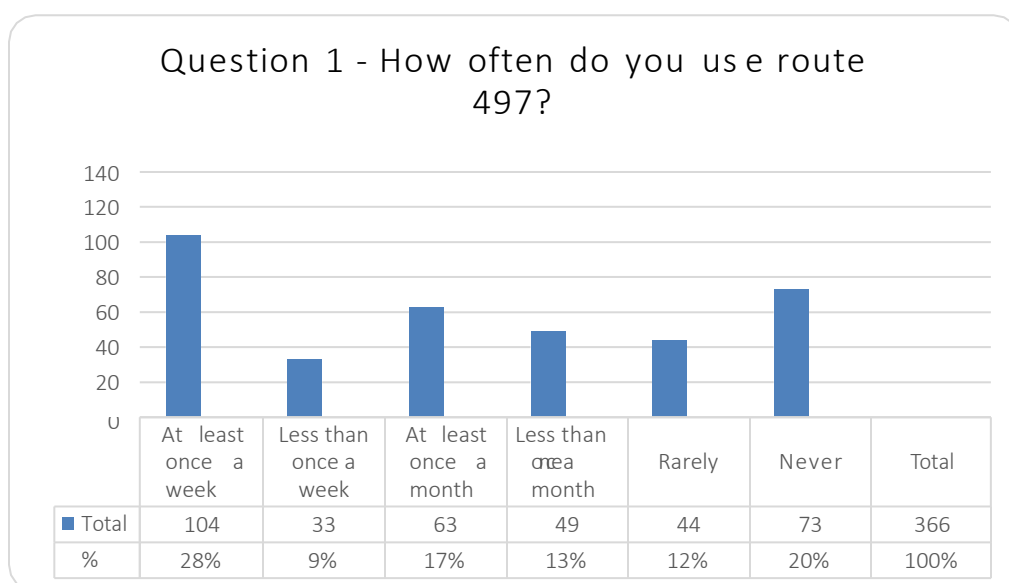


Figure I - Question 1 - How often do you use route 497?

I.2 Summary of responses to Question 2 - What kind of impact would the extension of route 497 have on you?

Of the 366 people who responded, 187 (51 per cent) stated an extension would have a positive impact. The below figure provides a detailed breakdown of the number of responses.

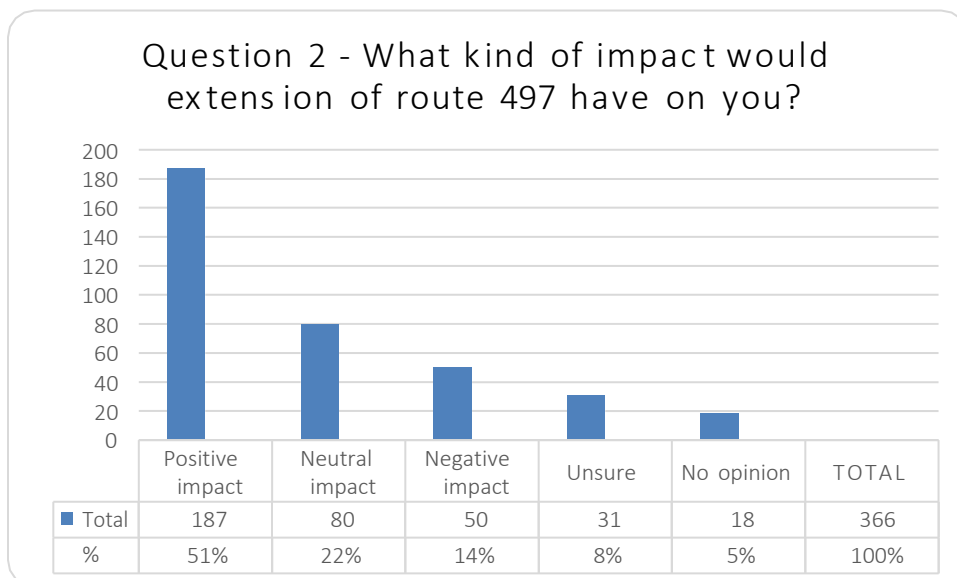


Figure 2 – What kind of impact would the extension of route 497 have on you?

1.3 Summary of responses to Question 3 - Please let us know your views on the proposed extension of route 497. (Open question)

430 people took the opportunity to share their views on the proposed extension. The most frequently expressed view was support for the extension to Dagnam Park Drive (264 comments) and an alternative extension of the route to Upminster (107 comments). There were 19 comments in opposition to the extension and 17 comments about services not being widely used enough to justify expenditure on the routes' continued operation. Further information about the common themes and issues identified in this response can be found in Appendix B – Detailed analysis of comments.

1.4 Summary of responses to Question 4 - What kind of impact would the withdrawal of route 497 have on you?

267 people (73 per cent) stated a withdrawal of the service would have a negative impact. The below graph provides a detailed breakdown of the number of responses:

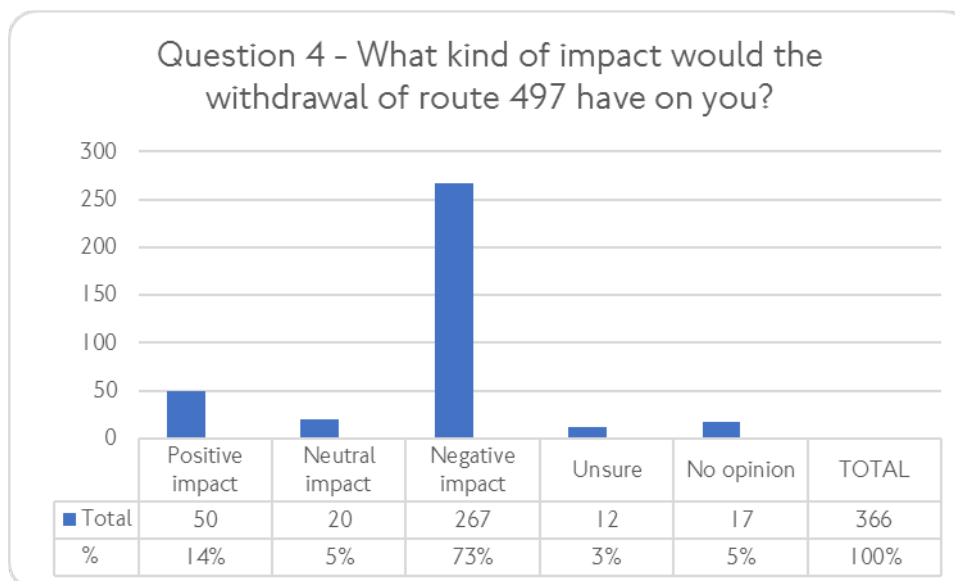


Figure 3 – What kind of impact would withdrawal of route 497 have on you?

1.5 Summary of responses to Question 5 – Please let us know your views on the proposed withdrawal of route 497. (Open question)

373 people took the opportunity to share their views on the proposed withdrawal. 243 comments were made in opposition to the withdrawal due to concerns about loss of access to local amenities, including school, Tesco and clinic. 45 comments were made in support of the withdrawal of the service. Further information about the common themes and issues identified in this response can be found in Appendix B – Detailed analysis of comments.

1.6 Stakeholder responses

This section provides summaries of the feedback we received from stakeholders. We sometimes condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes. The key issues raised including those by the stakeholders can be found in Appendix A.

1.7 Local authorities and statutory bodies

London Borough of Havering

The Council's transport officers noted the timings of the routes' launch has meant that there has not been an opportunity to see the service operating at its full potential. The Council's transport officers recognise that the last 18 months have been a very challenging time for TfL and public transport providers and that the

lockdowns in response to the COVID-19 pandemic, resulted in a significant drop in bus patronage across the Capital.

It was noted that while the service is yet to operate at predicted usage levels, it should be given a further period of operation to determine if levels of usage will improve, particularly as the use of public transport is increasing. The Council stated there is insufficient evidence to demonstrate that the service is unviable and withdrawal at this stage would be premature.

The Council expressed strong support for extending the service to Dagnam Park Drive. It stated the extension along Dagnam Park Drive, Leamington Road and Petersfield Avenue would improve access to five schools and open the service up to additional households in the area.

It stated that the Council had an ambitious modal shift target for 65% of residents to be walking, cycling, and using public transport by 2041, and noted that extending this service will help towards achieving this target. It also stated that the Council works with schools along the proposed route extension through the TfL STARS School Travel Plan. The proposed extension would improve bus capacity for these schools and would assist them in their school travel plans and reduce single occupancy car journeys to/from school.

A further alternative routing towards Harold Wood Station from Dagnam Park Drive was suggested. This would involve services returning to Harold Wood station via Gooshays Drive and Gubbins Lane, providing direct route for passengers wishing to access the station to pick up Crossrail services and may encourage more people in Harold Hill to use the service.

It is recognised that raising awareness of the route will help to improve bus patronage along the route, and the Council has offered its support in publicising the route, and any subsequent extension through its communication channels.

1.8 Local Interest Groups

Residents of Kings Park Estate Harold Wood

The Residents' Association stated that an alternative extension to Upminster should be considered to improve connectivity due to lack of by bus or by train options.

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 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 Chapter 4.

2.3 Consultation history

In July 2017, we consulted on the introduction of route 497 to support the opening of the Elizabeth Line; the re-development of the area around Harold Wood station and bring more people within 400m of a bus route.

There was support for the introduction of the service at the time with 35 per cent supporting or strongly supporting the route, while 2 per cent opposed or strongly opposed the scheme. The service came into operation in January 2020.

2.4 Who we consulted

We sought the views of those living around the existing bus route and the route of the proposed extension. We did this through a local letter drop, covering the area affected by our proposals, asking residents to have their say.

We also sent an email to key stakeholders including councillors, MPs and London Assembly Member and other local interest groups. A list of those consulted can be found in Appendix E. We also consulted with all the registered Oyster card users of the route.

2.5 Dates and duration

We ran the consultation for six weeks allowing adequate time for people to make their views on our proposal. The consultation was open between 6 September to 17 October 2021.

2.6 What we asked

We designed our questionnaire to understand how frequently people use the bus route; the level of support for either scheme; whether our proposals would have an impact on their journey and to find out if they have any other concerns, comments or suggestions regarding our proposals. We also sought views on the overall quality of our consultation. The consultation questions can be found in Appendix B.

2.7 Methods of responding

It was possible for respondents to complete the consultation questionnaire by visiting our website: <https://haveyoursay.tfl.gov.uk/bus-route-497>.

They could also respond to the consultation either by emailing us at haveyoursay@tfl.gov.uk or by writing to us at FREEPOST TFL HAVE YOUR SAY-Route 497.

2.8 Consultation materials and publicity

We sent out emails to 120 local stakeholders asking for their views on our proposals. We sent 6,396 letters to residents along the line of the existing route as well as the line of the proposed extension. We sent an additional 1,651 letters to residents in surrounding roads. We placed 'have your say' posters at fixed bus stops and in Harold Wood station asking local residents, passengers and general public to have their say on proposals. The consultation was also publicised in Havering Council's 'Living in Havering' e-newsletters, and an additional reminder was placed prior to the closure

of the consultation. Our customer marketing team also sent out emails to all Oyster card registered users of route 497. Copies of emails and customer marketing messages can be found in Appendix C.

2.9 Equalities Assessment

Prior to the consultation, we carried out an Equality Impact Assessment (EqIA) to examine what impact (positive or negative) the withdrawal of the service may have on customers with characteristics protected by the Equality Act 2010.

It was evidenced that the proposal to withdraw the service would have negative impacts on groups with protected characteristics, such as older people, those with mobility issues and children travelling to school. The EqIA was published on the dedicated consultation page.

2.10 Analysis of consultation responses

Analysis for this consultation was carried out in-house and subject to peer review by a specialist consultation analyst. A code frame to categorise comments made in response to the two open questions for this consultation was developed to identify the most common issues raised so that these could be responded to. Our responses to these issues can be found in Appendix A.

3. About the respondents

3.1 Number of respondents

Respondents	Total	%
Public responses	435	99
Stakeholder responses	2	1
Total	437	100

3.2 Methods of responding

Methods of responding	Total	%
Website	366	84
Email	66	15
Letter	5	1

3.3 Comments on the consultation process and material

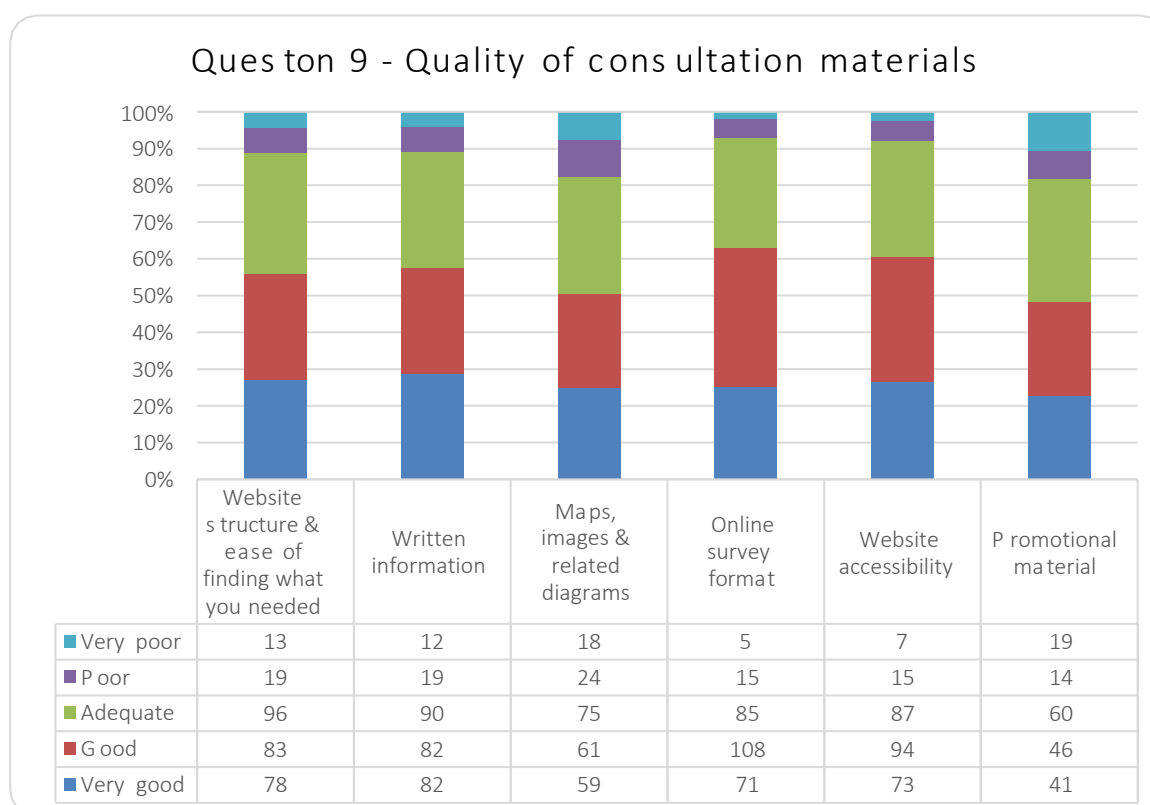


Figure 4 – Question 9 – Quality of consultation materials

4. Next steps

We have completed our analysis of the consultation replies and have made some amendments to the proposals, taking into account the feedback we have received from members of the public and stakeholders. We have decided to proceed with our proposal to extend route 497 in service to Dagnam Park Square but will withdraw the Sunday service. This decision enables us to retain the route and extend it to Dagnam Park Drive, which we anticipate will increase passenger demand, while also reducing operating costs by withdrawing the Sunday service which has particularly low usage. It is anticipated that these service changes will take place during Summer 2022.

However, given the impact of the coronavirus pandemic on our finances, and our need to ensure that our resources are used where they are most needed on London's bus network, the service will continue to be monitored to determine if usage improves. If it fails to do so, it may become necessary to introduce structural changes, subject to further public consultation.

Appendix A: Our response to issues raised

Below are the common issues raised during the consultation:

There are already too many buses using Dagnam Park Drive and other roads including Leamington Road, Petersfield Avenue. An additional route will make problems around congestion, noise, vibrations and parking at the bus stand worse.

Route 497 currently uses these local roads and provides a convenient and easy access to the public transport network, helping people shift from private car use as a mode of transport. This is important in helping reduce the negative impact of road traffic such as congestion, noise, and pollution on London's roads.

Buses are also getting increasingly quieter and less polluting as part of the Mayor of London's commitment to a cleaner and greener bus fleet. We're constantly looking at how new technology can help to reduce our impact on the environment. Our growing fleet of greener buses is made up of zero emission (at the tailpipe) buses, new Euro VI standard buses, buses retrofitted to Euro VI standards and hybrid Euro VI standard buses.

Extending the bus service as proposed would not significantly alter the current operation of the service as the route already operates out of service to Dagnam Park Square where it turns around to begin service at the current terminus at Chippenham Road. In addition, it is not anticipated that the addition of the route 497 serving the bus stand will significantly impact the current bus stand arrangements as the route operates half hourly. We will nevertheless work with the bus companies of all the routes using the bus stand to minimise disruption to residents.

The route has very low usage and should be withdrawn to save money or use the savings to make other improvements to the bus network. There is low usage in Kings Park.

Route 497 bus service was developed to support the opening of the Elizabeth Line and the re-development of the area around Harold Wood station. However, the launch of Crossrail has been delayed since 2018. In addition, the service was introduced in January 2020 just before the pandemic, which resulted in increased working from home and changing travel behaviours. These factors have contributed to low passenger usage.

It is however anticipated that the extension of the service to Dagnam Park Square, which would be at no additional cost, would increase passenger usage. Buses currently operate out of service to the stand so when extended the buses would be serving bus stops it already passes.

We also anticipate that withdrawing the Sunday service will reduce the cost of operating the service. Our analysis considers the lost fare revenue from Sunday passengers, which with the proposed extension to Dagnam Park Drive, will help the service offer more value for money overall.

Data from 20 October 2021 found the number of passengers boarding between (but not including) Harold Wood station and Tesco – effectively Kings Park – represent 13 per cent of all boarders on the route. Conversely there is greater passenger usage on the remaining part of the service. These passengers would be adversely impacted by the withdrawal of the service.

We are in the complex final stages of delivering the Elizabeth line, and the railway is on track to open in the first half of 2022. This, combined with changing travel patterns due to London's recovery following the coronavirus pandemic and the proposed extension, could mean that the projected demand for the service could materialise. However, passenger usage will continue to be monitored in the coming months to ensure the service provides value for money.

The route should not be withdrawn as there has not been enough time to attract new passengers, especially given the pandemic and the delay to the opening of the Elizabeth line. There should be better publicity of the route to attract passengers.

We are now planning to retain the route and operate a Monday – Saturday service. We will however withdraw the operation of the route on Sundays to reduce the overall cost of operating the route. This will affect around 40 passengers each Sunday. However, the wider bus network will provide some degree of alternative services for many of those passengers. We will also work with Havering Council, which has offered its support, in publicising the route, and the proposed extension through its communication channels.

Withdrawing the route would have a significant detrimental impact on existing passengers, especially those with mobility issues due to loss of access to local amenities, including school, Tesco and the clinic.

It is recognised that the withdrawal of the route would result in the loss of access to local amenities and would especially impact passengers with mobility requirements. The alternatives would be to travel using a different bus route and change; or travel using a different bus route and walk further; or change travel patterns (e.g. use a different supermarket; station) or not travel. Consequently, withdrawal of the route is more likely to have a disproportionately negative impact. However, the number of people affected would be relatively low.

We will now extend the route as proposed and withdraw the Sunday service to enable the continued operation of the service. Routes 256, 294 and 496 (or a combination of them) may be an appropriate alternative for some passengers.

The route should be extended to Upminster, Hornchurch, Romford or Gidea Park from Harold Wood station to provide direct access to rail and tube services.

Introducing an alternative extension of the route to Upminster or the other commonly suggested alternative destinations to provide direct access to rail and tube stations would incur a significant increase in operating costs of route 497. Routes 256 and 248 currently provide a high frequency connection between Harold Hill and Upminster via a change of bus

in Hornchurch. When planning bus services, we work to provide a comprehensive network of services as there will not always be a direct bus link for every journey. However, we will keep this under consideration when carrying out future reviews of the local bus network.

Suggests a localised re-routing via Gooshays Drive, Gubbins Lane, Petersfield Avenue or another localised road in the Harold Hill area.

We have investigated alternative routeing within Harold Hill for the extension to Dagnam Park Square in response to this suggestion. For instance, the suggested alternative proposal of operating the route via Gooshays Drive and Petersfield Avenue instead of Dagnam Park Drive to reach the bus stand would provide new direct travel opportunities. However, this would be a slightly longer route, which would potentially pose risks to service reliability and/or operating costs. Therefore, we do not intend to take this suggestion forward at the present time. However, we will keep this under consideration when undertaking future reviews of the local bus network.

Appendix B: Detailed analysis of comments

There were two open questions in the survey. After removing duplicates, there were 430 people who answered the question, 'Please let us know your views on the proposed extension of route 497'. There were 373 people who answered the question, 'Please let us know your views on the proposed withdrawal of route 497.'

Please note the sum of the numbers given in this section is not equivalent to the total comments made. This is because some responses contained multiple comments and therefore referenced more than one code.

The analysis for the two questions is provided separately below:

Please let us know your views on the proposed extension of route 497.

Support for extension

83 per cent of the total responses received offered general support for the proposal. Most of them said that they were able to see the benefit of the scheme and cited improved access to local amenities. 2 per cent of these comments offered support but also stated that the proposals did not go far enough and that an extension to Upminster should be considered, or that consideration should be given to increasing the frequency of the route or noted that there was very little usage of the route.

Oppose/concerned about extension

14 per cent of the total responses generally opposed the proposed extension or raised some concerns. Some comments expressed the view that Dagnam Park Drive is already well served by bus services and that an additional service would cause traffic congestion on Dagnam Park Drive. There were also concerns about the proposed extension causing overcrowding on the Dagnam Park Square bus stand due to existing services.

Suggestion

Of all the responses, 32 per cent contained some suggestions. The highest number of comments in this category suggested that the bus service should be further extended from Harold Wood to Upminster, Romford and/or Hornchurch. Some comments mentioned this would assist with access to rail services during periods of engineering work at Harold Wood station. Other suggestions proposed localised re-routings via Gooshays Drive and Petersfield Avenue and Leamington Road. In addition, suggestions included re-routing the service via Straight Road and the A12.

Support for withdrawal

8 per cent stated that the route should be withdrawn from service as it was not used and that it did not represent value for money. Some responses stated that funding could be withdrawn and re-directed to other services. Some comments referenced specifically a lack of usage in the King's Park area.

Oppose/concerned about withdrawal

14 percent of the responses highlighted some potential impact on people – particularly on elderly, people with mobility issues and school children. It was stated by the respondents that the proposed withdrawal would negatively impact those accessing local amenities,

including schools, health services, Tesco and rail services at Harold Wood station. Some comments were made about it being too soon to withdraw the service as the pandemic and working from home arrangements had dampened bus usage.

Other

9 per cent of the comments were about other issues such as the need for better publicity of the route to increase patronage, requests an increase in frequency and better coordination of the route's schedule with the timetable of train services from Harold Wood and Liverpool Street. Some comments stated no opinion on the proposed extension.

A summary of key issues raised under each category, after they have been consolidated, can be found in the table below.

Comment	Frequency
Support for extension	
Support for extension	264
Support for extension with concern	8
Suggests scheme will increase modal shift from cars to public transport, assist with travel to local amenities, including school, Tesco and clinic	75
Suggests scheme will improve accessibility for older passengers, those with disabilities and passengers with pushchairs	10
Oppose /concerned about extension	
Suggests too many buses already use Dagnam Park Drive and other roads including Leamington Road, Petersfield Avenue/ existing routes 174 and 496 are sufficient	30
Concerned about the number of buses already using stand at Dagnam Park Square	10
Concerned about noise, pollution, traffic vibrations on route	3
Should not be extended/ concerned about the viability of the extension i.e., whether it will yield increase passengers numbers	19
Support for withdrawal	
Support for withdrawal	11
Support for withdrawal as the service is underused at the King's Park development	5
Suggests buses aren't currently widely used and TfL funding could be used differently	17
Concerned about traffic, noise, pollution, and vibrations	3
Oppose/concerned about withdrawal	
Should not be withdrawn due to concerned about loss of access to local amenities, including school, Tesco and clinic	45
Concerned about impact on older or disabled passengers/ passengers with pushchairs	1
Suggests it's too soon to withdraw the route due to Crossrail not yet launching, the pandemic or working from patterns suppressing demand	13
Suggestion	

Suggests an extension to Upminster, Hornchurch, Romford or Gidea Park from Harold Wood station	107
Suggests a localised re-routing via Gooshays Drive, Gubbins Lane, Petersfield Avenue or another localised road in Harold Hill	30
Other	
No opinion/neutral	17
Raises concerns about reliability/ performance	2
Suggests there should be better publicity to increase passenger usage	9
Suggests an increase in frequency	9
Suggests route's timetable should matches up with train timetables	1

Please let us know your views on the proposed withdrawal of route 497.

Support for extension

4 per cent stated their support for the extension of the route and said the scheme would contribute to modal shift and assisting with travel to local amenities, including school, Tesco and clinic.

Oppose /concerned about extension

9 per cent of comments stated that the route should not be extended and expressed uncertainty that an extension would yield increased bus usage. Some comments expressed concern about the number of buses already use Dagnam Park Drive. Some stated concerns about additional noise, pollution, traffic vibrations on roads served by the extension.

Support for withdrawal

21 per cent supported the withdrawal of the service citing that buses were not used and that funding for the route could be directed towards other services. Some stated that buses were specifically not used in the Kings Park area. Some raised concerns about traffic and noise pollution associated with an underused service. There were also some comments about the vibrations to properties on Chatteris Avenue caused by the route.

Oppose/ concerned about withdrawal

77 per cent of comments opposed or raised concerns about the withdrawal of the service. Most cited loss of access to local amenities, including school, Tesco and health services. Some raised concerns about the loss of access for older and disabled passengers. Some comments raised concerns about the potential loss of bus access from Chatteris Avenue, leaving residents remote from the bus network.

Suggestion

21 per cent of comments suggested an alternative extension – especially to Upminster but also to Hornchurch, Romford or Gidea Park from Harold Wood station as this would improve access to other rail stations. There were two comments made in relation to local re-routing via Gooshays Drive, Gubbins Lane, Petersfield Avenue or another localised road in Harold Hill.

Other

8 per cent of the comments were about other issues such as that the route would benefit from improved publicity which could help with increased passenger numbers. Some stated that they had no opinion on the proposal to either extend or withdraw the service.

A summary of key issues raised under each category, after they have been consolidated, can be found in the table below.

Comment	Frequency
Support	
Support for extension	13
Suggests scheme will increase modal shift from cars to public transport, assist with travel to local amenities, including school, Tesco and clinic	3
Oppose /concerned about extension	
Suggests too many buses already use Dagnam Park Drive/ existing routes 174 and 496 are sufficient	3
Concerned about the number of buses already using stand at Dagnam Park Square	3
Concerned about noise, pollution, traffic vibrations on route	12
Should not be extended/ concerned about the viability of the extension i.e. whether it will yield increase pax numbers	16
Support for withdrawal	
Support for withdrawal	45
Support for withdrawal with concern	1
Support for withdrawal as the service is underused at the King's Park development	5
Suggests buses aren't currently widely used and TfL funding could be used differently	16
Concerned about traffic, noise, pollution, and vibrations	12
Oppose/concerned about withdrawal	
Should not be withdrawn because of loss of connection from Chatteris Avenue	5
Should not be withdrawn due to concerned about loss of access to local amenities, including school, Tesco and clinic	243
Concerned about impact on older/ disabled or passengers with pushchairs	22
Suggests it's too soon to withdraw the route due to Crossrail not yet launching and/ or pandemic/ working from patterns supressing demand	18
Suggestion	
Suggests an extension to Upminster, Hornchurch, Romford or Gidea Park from Harold Wood station	75
Suggests a localised re-routing via Gooshays Drive, Gubbins Lane, Petersfield Avenue or another localised road in Harold Hill	2
Other	
No opinion/neutral	18

Raises concerns about reliability/ performance	1
Suggests there should be better publicity to increase passenger usage	7
Suggests an increase in frequency	4

Code frames used to analyse consultation responses can be found in the table below:

A - Positive comment in relation to extension	A01 - Support for extension
	A02 - Support for extension with concern
	A03 - Suggests scheme will increase modal shift from cars to public transport, assist with travel to local amenities, including school, Tesco and clinic
	A04 - Suggests scheme will improve accessibility for older passengers, those with disabilities and passengers with pushchairs
B - Negative comment in relation to extension	B01 - Suggests too many buses already use Dagnam Park Drive and other roads including Leamington Road, Petersfield Avenue/ existing routes 174 and 496 are sufficient
	B02 - Concerned about the number of buses already using stand at Dagnam Park Square
	B03 - Concerned about noise, pollution, traffic vibrations on route
	B04 - Should not be extended/ concerned about the viability of the extension i.e. whether it will yield increase pax numbers
C - Positive comment in relation to withdrawal of the route	C01 - Support for withdrawal
	C02 - Support for withdrawal with concern
	C03 - Support for withdrawal as the service is underused at the King's Park development
	C04 - Suggests buses aren't currently widely used and TfL funding could be used differently
	C05- Concerned about traffic, noise, pollution, and vibrations
D - Negative comment in relation to withdrawal	D01 - Should not be withdrawn because of loss of bus connection from Chatteris Avenue
	D02 - Should not be withdrawn due to concerns about loss of access to local amenities, including school, Tesco and clinic

	D03 - Concerned about impact on disabled, older passengers or passengers with pushchairs
	D04 - Suggests it's too soon to withdraw the route due to Crossrail not yet launching, COVID-19 pandemic, or working from patterns suppressing demand
E - Alternative route suggestion	E01 - Suggests an extension to Upminster, Hornchurch, Romford or Gidea Park from Harold Wood station
	E02 - Suggests a localised re-routing via Gooshays Drive, Gubbins Lane, Petersfield Avenue or another localised road in Harold Hill
F - Other	F01 - No opinion/neutral
	F02 - Raises concerns about reliability/ performance
	F03 - Suggests there should be better publicity to increase passenger usage
	F04 - Suggests an increase in frequency
	F05 - Suggests route's timetable should match up with train timetables

Appendix C: Consultation questions

Q1: How often do you use route 497?

At least once a week	Less than once a week	At least once a month	Less than once a month	Never
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Q2: What kind of impact do you think our proposal to extend route 497 will have on you?

Positive impact	Neutral Impact	Negative impact	Don't know	No opinion
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Q3: Please let us know your views on the proposed extension of route 497

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Q4: What kind of impact would the withdrawal of route 497 have on you?

Positive impact	Neutral impact	Negative impact	Don't know	No opinion
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Q5: Please let us know your views on the proposed withdrawal of route 497?

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About you

Q4. What is your name?

Q5. 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.

[Sign up to receive notifications for all our consultations.](#)

Q6. What is your postcode?

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

Q7. Are you (please tick all boxes that apply):

Please select all that apply

- ☐ A local resident
- ☐ A local business owner
- ☐ Employed locally
- ☐ A visitor to the area
- ☐ A commuter to the area
- ☐ Not local but interested in the scheme
- ☐ A taxi/private hire vehicle driver
- ☐ Other (please specify)

Q8. 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.

Q9. How did you find out about this consultation?

- ☐ Please select only one item
- ☐ Received an email from TfL
- ☐ Received a letter from TfL
- ☐ Read about in the press
- ☐ Saw it on the TfL website
- ☐ Social media
- ☐ Other (please specify)

Q10. What do 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.)?

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

Very good Good Adequate Poor Very poor Not applicable

Equality Monitoring

Please tell us 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 reach 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 select only one item

- ☐ Male
- ☐ Female
- ☐ Trans female
- ☐ Trans male
- ☐ Gender neutral
- ☐ Prefer not to say

Ethnic Group:

Please select only one item

- ☐ Asian or Asian British – Bangladeshi
- ☐ Asian or Asian British – Chinese
- ☐ Asian or Asian British – Indian
- ☐ Asian or Asian British – Other
- ☐ Asian or Asian British – Pakistani
- ☐ Black or Black British – African
- ☐ Black or Black British – Caribbean
- ☐ Black or Black British – Other
- ☐ Mixed – Other
- ☐ Mixed – White and Asian
- ☐ Mixed – White and Black African
- ☐ Mixed – White and Caribbean
- ☐ Other Ethnic Group
- ☐ Other Ethnic Group – Arab
- ☐ Other Ethnic Group – Kurdish
- ☐ Other Ethnic Group – Latin American
- ☐ Other Ethnic Group – Turkish
- ☐ White – British
- ☐ White – Irish
- ☐ White – Other
- ☐ Prefer not to say

Age:

Please select only one item

- ☐ 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 select only one item

- ☐ Heterosexual
- ☐ Bisexual
- ☐ Gay man
- ☐ Lesbian
- ☐ Other
- ☐ Prefer not to say

Religious faith:

Please select only one item

- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Muslim
- ☐ Sikh
- ☐ Jewish

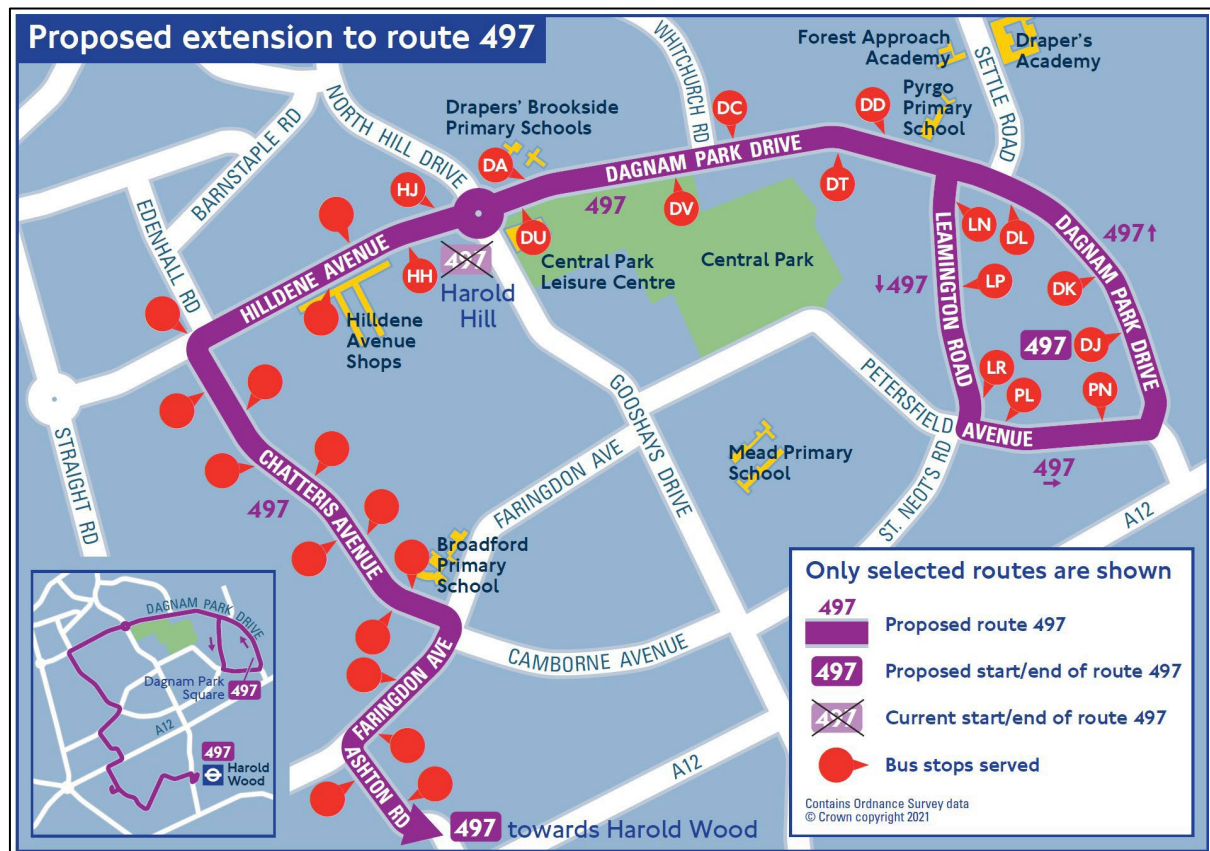
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Please include problems related to old age)

Please select only one item

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

Appendix D: Consultation materials

Map of proposals



Bus stop poster

Have your say

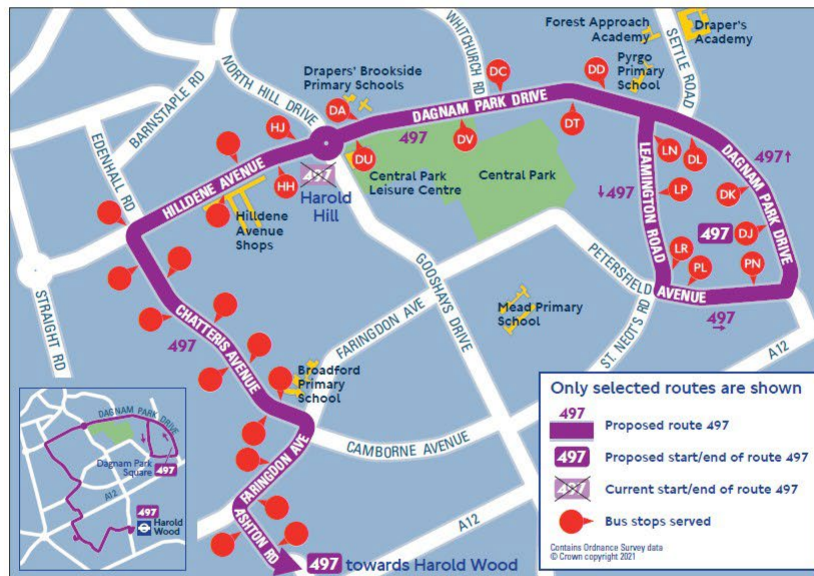
Proposed changes to route 497

We are proposing to make changes to bus route 497, and we would like to know your views.

The route would be extended from its current terminus at Gooshays Drive via Dagnam Park Drive, Leamington Road and Petersfield Avenue to start and finish at Dagnam Park Square.

Please see the map below for details of the changes.

An alternative proposal being considered is the withdrawal of route 497 entirely.



For further details, or to let us know your views visit:

<https://haveyoursay.tfl.gov.uk/bus-route-497>

Alternatively email us at haveyoursay@tfl.gov.uk,

or write to us at **FREEPOST TFL HAVE YOUR SAY**

To have your say, please contact us by **17 October 2021**


MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

Letter distributed

Transport for London



Transport for London
Local Communities and Partnerships

FREEPOST TFL HAVE YOUR SAY

Haveyoursay@tfl.gov.uk

0343 222 1234

6 September 2021

Dear Resident

Route 497 bus: Consultation on proposed service changes

We are running a consultation on two different futures for the route 497 bus service and we want to hear your views. Our consultation is running from **6 September to 17 October 2021**.

Route 497 currently runs between Harold Wood Station to Harold Hill, ~~Gooshays Drive~~ via Gallows Corner Tesco. It operates with single deck buses every half hour except in the evenings and on Sundays when it runs hourly. It was introduced in January 2020 just before the pandemic took hold. A review of the first year of service has been undertaken and this has identified a need to encourage greater passenger usage, especially if the way people travel changes substantially as we come out of the pandemic – for example through more home working. Without an increase in ridership we may need to consider withdrawing the service.

Therefore, we are considering two proposals:


Proposal 1 is to extend route 497 in service from its current terminus at ~~Gooshays Drive~~ to ~~Dagnam~~ Park Square. The bus already does this out of service. By operating in service and serving the bus stops it passes, it will improve connectivity and serve more households and schools. We anticipate this will boost ridership.

Proposal 2 considers withdrawing the route entirely as without increased ridership it may be better to use limited resources differently. Understanding how removing the route might affect passengers will help us make an informed decision.

Have your say

We would like to know what you think about our proposals.

MAYOR OF LONDON



VAT number 756 2769 90

For further information and to give us your views please visit our website:
<https://haveyoursay.tfl.gov.uk/bus-route-497>

Alternatively, you can:

- Email us at: consultations@tfl.gov.uk
- or write to us at FREEPOST TFL CONSULTATIONS

You can also use the above contact details to request paper copies of all the consultation materials and a response form.

Yours sincerely

Esther Johnson
Community Partnerships Specialist

Stakeholder email

Good morning

We are running a consultation on proposed changes to the route 497 bus service and would like to hear your views.

Route 497 currently runs between Harold Wood station and Harold Hill, Gooshays Drive via Gallows Corner Tesco. It was introduced in January 2020. A review of the first year of the service has identified a need to increase ridership of the service, or it could be withdrawn.

We are considering two proposals:

Proposal 1 is to extend route 497 from Gooshays Drive to Dagnam Park Square. The bus already does this while out of service. By operating in service and serving the bus stops it passes, it will improve connectivity and serve more households and schools. We believe this will boost ridership.

Proposal 2 considers withdrawing the route entirely, as without increased ridership it may be better to use limited resources differently. Understanding how removing the route might affect passengers will help us make an informed decision.

We would like to know what you think about our proposals. We are now holding a consultation, running from 6 September until 17 October 2021.

To find out more and have your say, please visit our website:
<https://haveyoursay.tfl.gov.uk/bus-route-497>

Yours faithfully

Geoff Hobbs
Director of Public Transport Service Planning
Transport for London

To subscribe to communications on engagement and consultation projects:

- For notifications of new projects please register on our digital engagement platform [Have your say](#)
- For updates on specific projects, please visit that project page on [Have your say](#) and subscribe to 'Stay Informed'

To unsubscribe for communications on engagement and consultation projects:

- Reply to this email stating in the subject heading "all communications" or "a specific project" that you wish to unsubscribe from

Email to registered Oyster card users

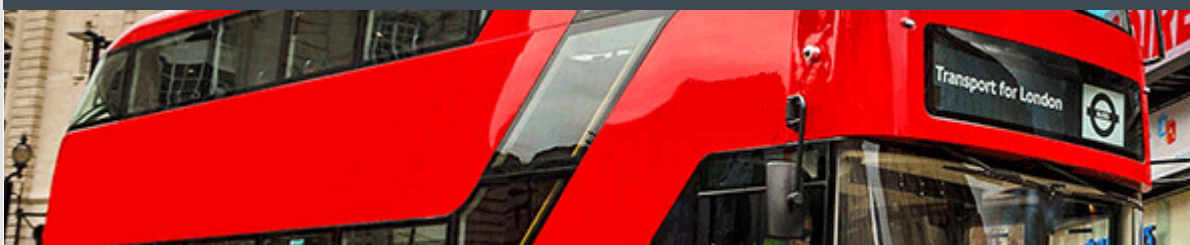
Share your views on changes to bus route 497

Can't see this email? [View online](#)

[Home](#)

[Plan a journey](#)

[Status updates](#)



Dear Jon,

We are running a consultation on two different futures for the route 497 bus service and would like to hear your views.

Route 497 currently runs between Harold Wood station and Harold Hill, Gooshays Drive via Gallows Corner Tesco. It was introduced in January 2020. A review of the first year of the service has identified a need to increase ridership of the service, or it could be withdrawn.

We are considering two proposals:

Proposal 1 is to extend route 497 from Gooshays Drive to Dagenham Park Square. The bus already does this while out of service. By operating in service and serving the bus stops it passes, it will improve connectivity and serve more households and schools. We believe this will boost ridership.

Proposal 2 considers withdrawing the route entirely, as without increased ridership it may be better to use limited resources differently. Understanding how removing the route might affect passengers will help us make an informed decision.

We would like to know what you think about our proposals. We are now holding a consultation, running from Monday 6 September until 17 October 2021.

To find out more and have your say, please [visit our website](#).

Yours sincerely,

Geoff Hobbs
Director of Public Transport Service Planning



MAYOR OF LONDON



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Appendix E: List of stakeholders consulted

Local authorities, statutory and advisory bodies

London Borough of Havering - Assistant Director for Education Services

London Borough of Havering - Deputy Head of Communications, Media and Campaigns

London Borough of Havering - Chief Exec Officer

London Borough of Havering – School Liaison Officer

London Councils

Education and health

Kings Park Surgery

Harold Wood Polyclinic

The Partnership of East London Co-operatives (PELC) (NHS)

The North East London NHS Foundation Trust

Three Angel Healthcare LTD

Broadford Primary School

Drapers Academy

Drapers' Maylands Primary School

London South Bank University – Havering Campus

Lime Academy Ravensbourne

Lime Academy Forest Approach

Government departments, parliamentary bodies & politicians

Member of Parliament – Dagenham and Rainham

Member of Parliament – Hornchurch and Upminster

Member of Parliament – Romford

Greater London Authority

London Assembly Member - London-wide

London Assembly - Transport Committee Chair

London Assembly Member - Havering and Redbridge

Emergency services

London Ambulance Service

Metropolitan Police Service

Transport and road user groups

London TravelWatch

Accessibility advocacy groups

Transport for All

Havering Association for People with Disabilities

Local interest groups

Residents of Kings Park Estate Harold Wood

Other organisations

Countryside Properties - North London