



Wapping Bus Gate

Location options for the installation of a bus gate in Wapping

London Borough of Tower Hamlets

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1. INTRODUCTION

Project Centre (PCL) was appointed by The London Borough of Tower Hamlets (LBTH) to undertake a public consultation regarding the installation of a bus gate in the Wapping area, aimed at reducing the amount of rat-running by various vehicles.

Two locations were proposed with associated road closure as well as a 'do nothing' option for those who may not agree that a bus gate was needed.

Consultation materials were distributed to residents and businesses in the consultation area. The material included a description of changes in each proposed location on a map, along with a questionnaire which could be filled out and returned by post. The online consultation was open for responses from 21 February until 8 April, running for just over six weeks. The website was activated earlier than originally scheduled due to the request of the client as some ward members had received an internal email regarding the consultation but were unable to access the webpage. This report analyses the consultation responses

2. CONSULTATION METHODOLOGY

2.1 Consultation channels

A leaflet showing the proposals was delivered to homes and businesses in the Wapping area and respondents were directed online to answer a survey or to send a hard copy response back to the freepost address (PCL address).

The consultation was open for just over six weeks from 21 February to 8 April 2019.

A drop-in session was held for the local community, at each proposed location, to ask any questions about the proposals. The sessions were held with council officers and consultants from PCL as well as local councillors. The drop-in sessions were held on:

- Saturday 23 March 10am-12noon at the Eastern suggested location
- Saturday 23 March 1-3pm at the (recommended) Western location

2.2 Location analysis

Respondents were asked for their postcodes which has enabled us to analyse the responses based on location to see if there is a difference in responses. The survey asked respondents if they supported different aspects of the proposals and for additional comments. Please note some respondents did not answer every question, including some who chose not to provide a postcode/address.

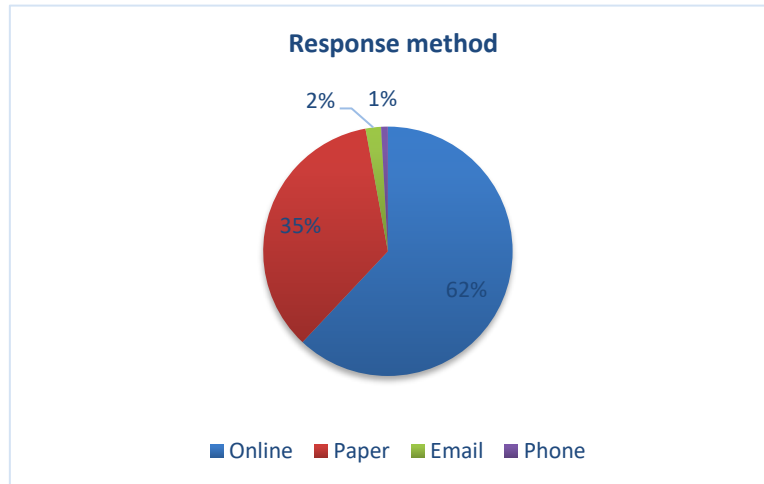
2.3 Comments

The results and comments from the consultation have been analysed to see whether the proposal was supported by the local community. Many of the free-text comments provided in-depth responses, suggestions and alternative ideas. The following pages detail the results.

3. CONSULTATION FINDINGS

3.1 Questionnaire responses

There were 2,370 responses to the consultation in total:



Form	Number	Percent
Online	1,485	62%
Paper	841	35%
Email	44	2%
Total	2,370	100%

The majority of responses came via the website survey, with 2% of responses received by email.

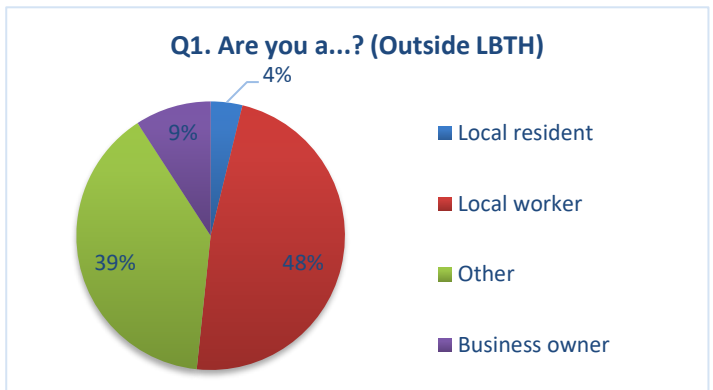
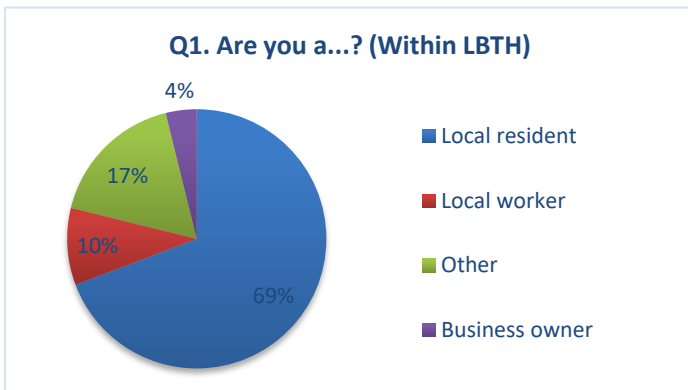
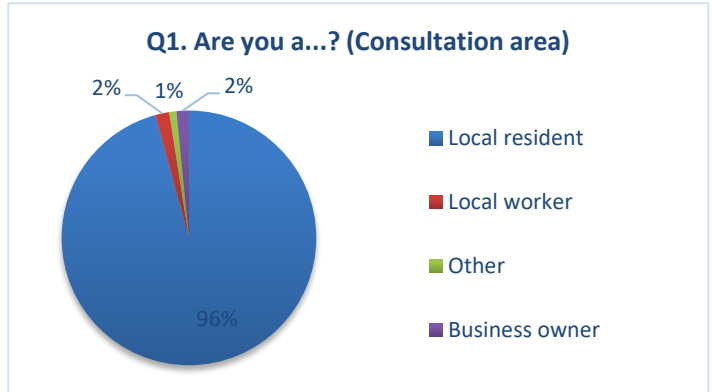
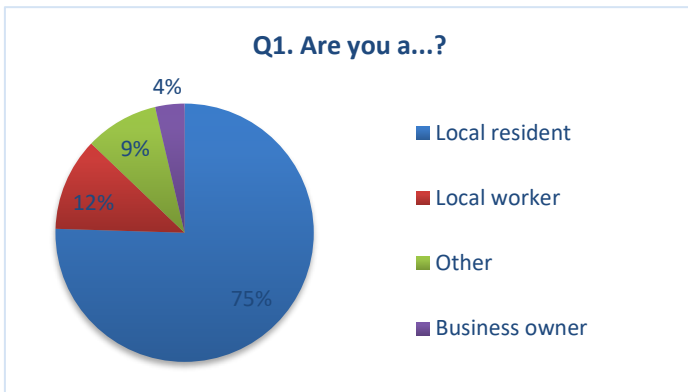
3.2 Questions 2-6; Analysis

3.2.1 Q1. Location of responders

Of the 2,370 responses, 1,528 responses came from within the consultation area (See Map A). 1,463 (96%) of these identified as local residents, the other 4% came from local workers, business owners and people who gave other answers. Out of the total 2,370 responses, only 25 (1%) left the type of responder question blank.

104 responses came from people within the borough of Tower Hamlets, but outside of the consultation area, and a further 393 responses came from outside of LBTH. All figures stated as 'within LBTH' throughout this report, exclude the consultation area responses. The 'all' answers section includes any email responses which were received whereby their support or opposition was stated. Telephone calls have not

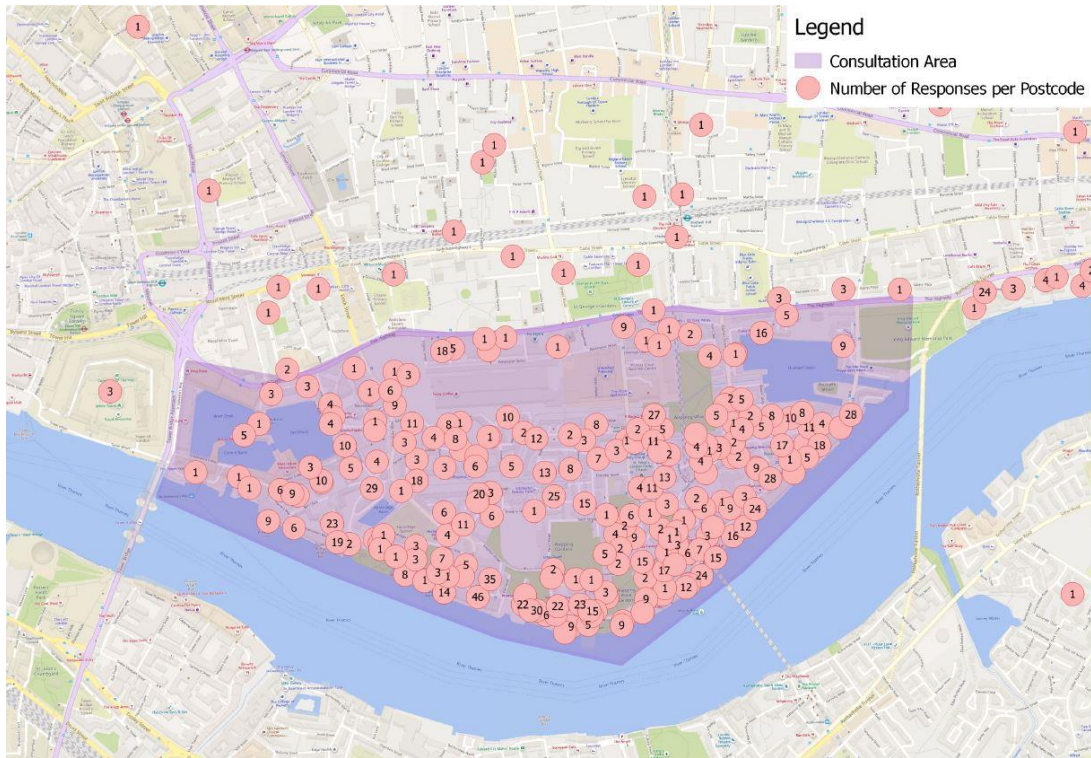
been included as these consisted of website and drop-in session queries. A breakdown of these figures can be seen in the graphs and table below.



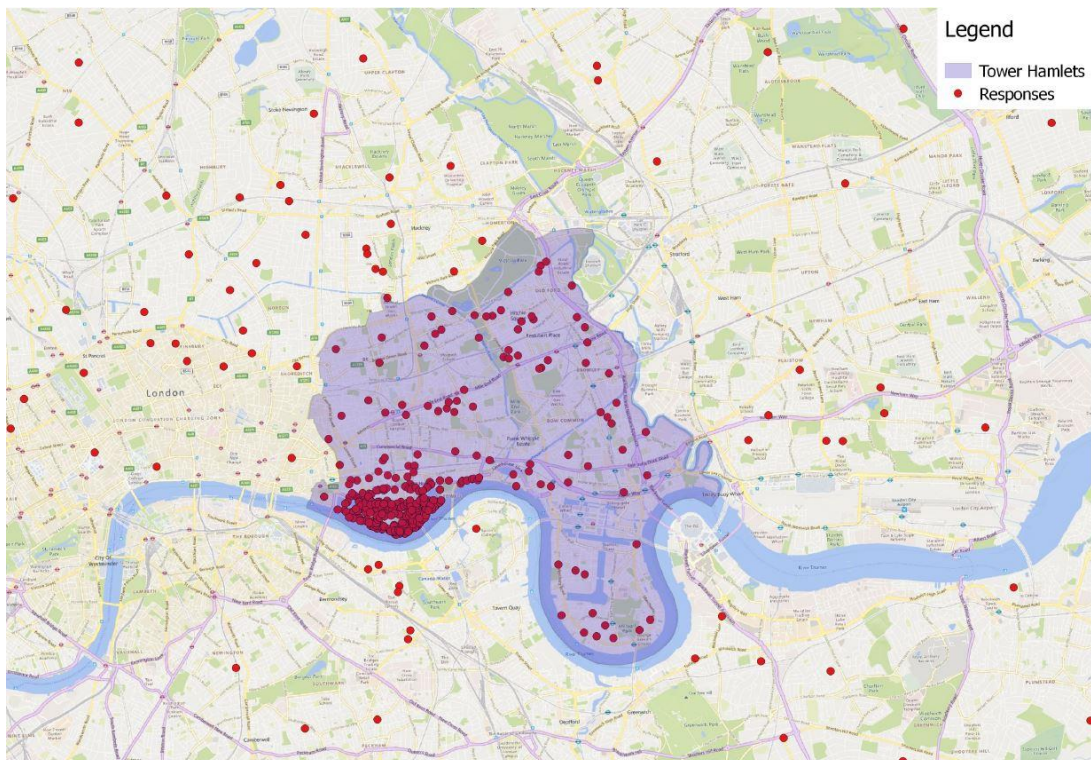
Q1. Are you a?	All answers	%	Consultation area	%	Within LBTH	%	Outside LBTH	%
Local resident	1,789	75%	1,463	96%	72	69%	15	4%
Local worker	276	12%	27	<2%*	10	10%	188	48%
Other	218	9%	14	<1%*	18	17%	154	39%
Business owner	87	4%	24	<2%*	4	4%	36	9%
Total	2370	100%	1528	100%	104	100%	393	100%

*The figures are 1.8%, 0.9% and 1.6% rounded up respectively

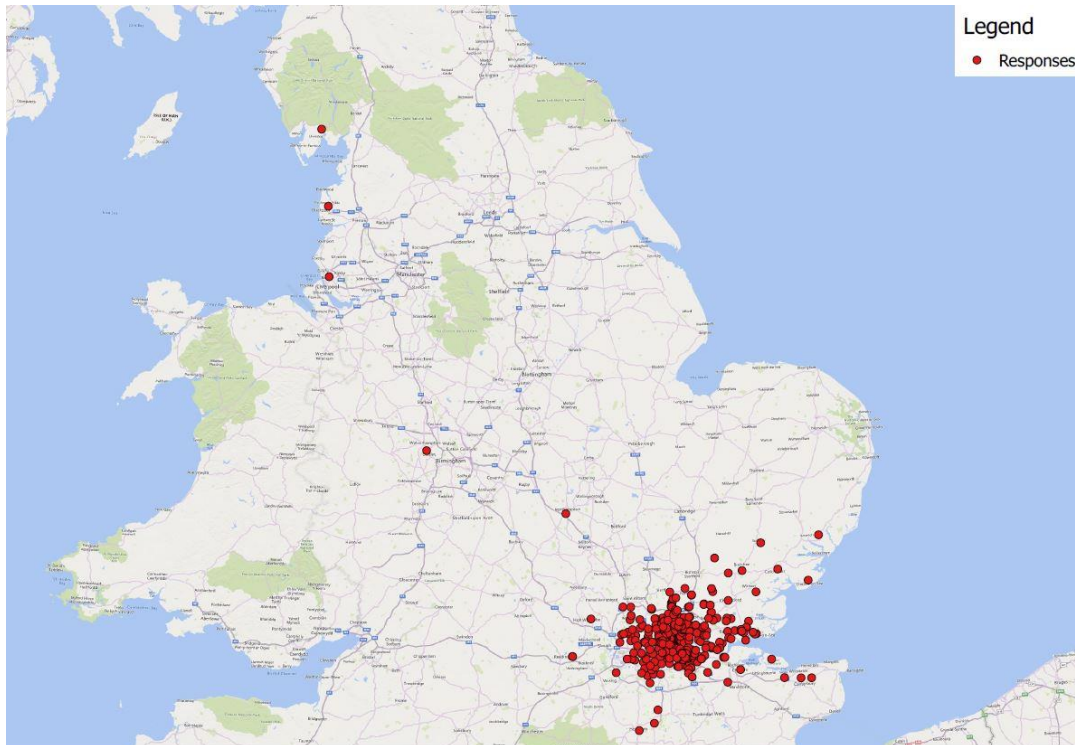
The 393 responses from outside of the borough were mostly (48%) from people who work in the area. 39% of these responders answered other, 102 of these were left blank and the remaining 52 answers ranged from taxi drivers and visitors to the area to commuters through the area and Landlords of properties in the area.



Map A: Consultation area, displaying number of responses per postcode



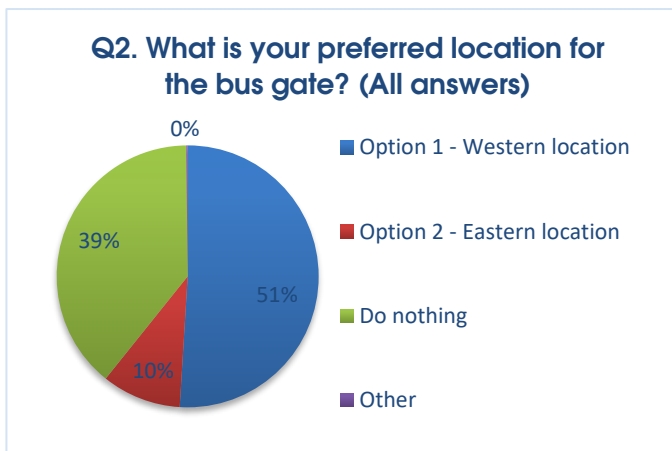
Map B: Responses within and outside the London Borough of Tower Hamlets boundary



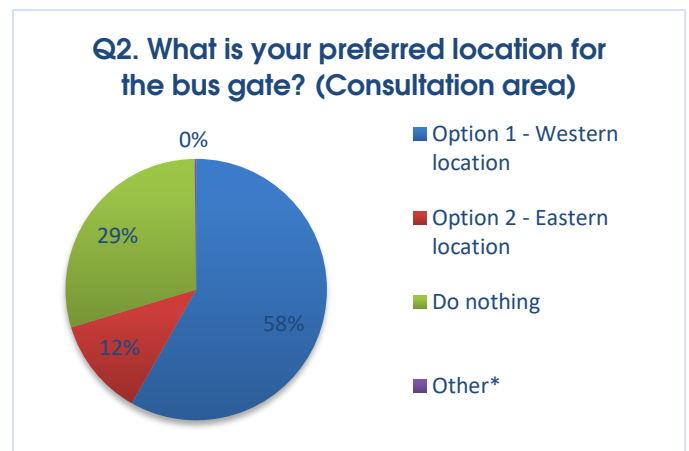
Map C: All response locations

3.2.2 Q2. What is your preferred location for the bus gate?

A total of 2,306 responders answered this question. 20 answers were left blank and the 44 email responses have not been included as they only stated if they were for or against the proposal and did not specify a location choice. One response has not been included as it selected both the East and West locations. These figures can be seen in the graphs and table below.

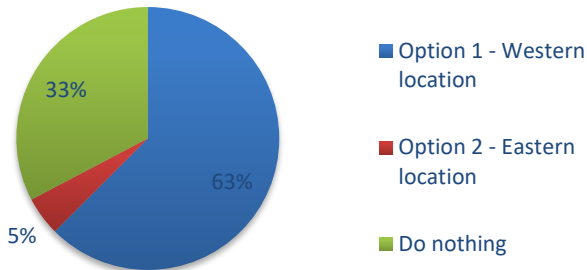


*Other – this response is 0.2%

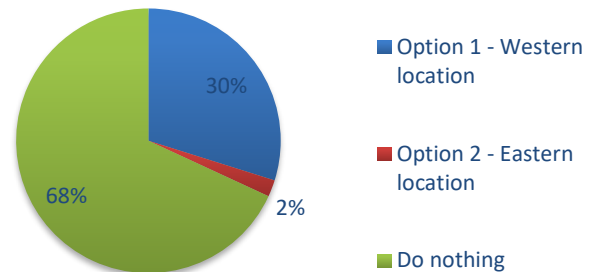


*Other – this response is 0.2%

Q2. What is your preferred location for the bus gate? (Within LBTH)



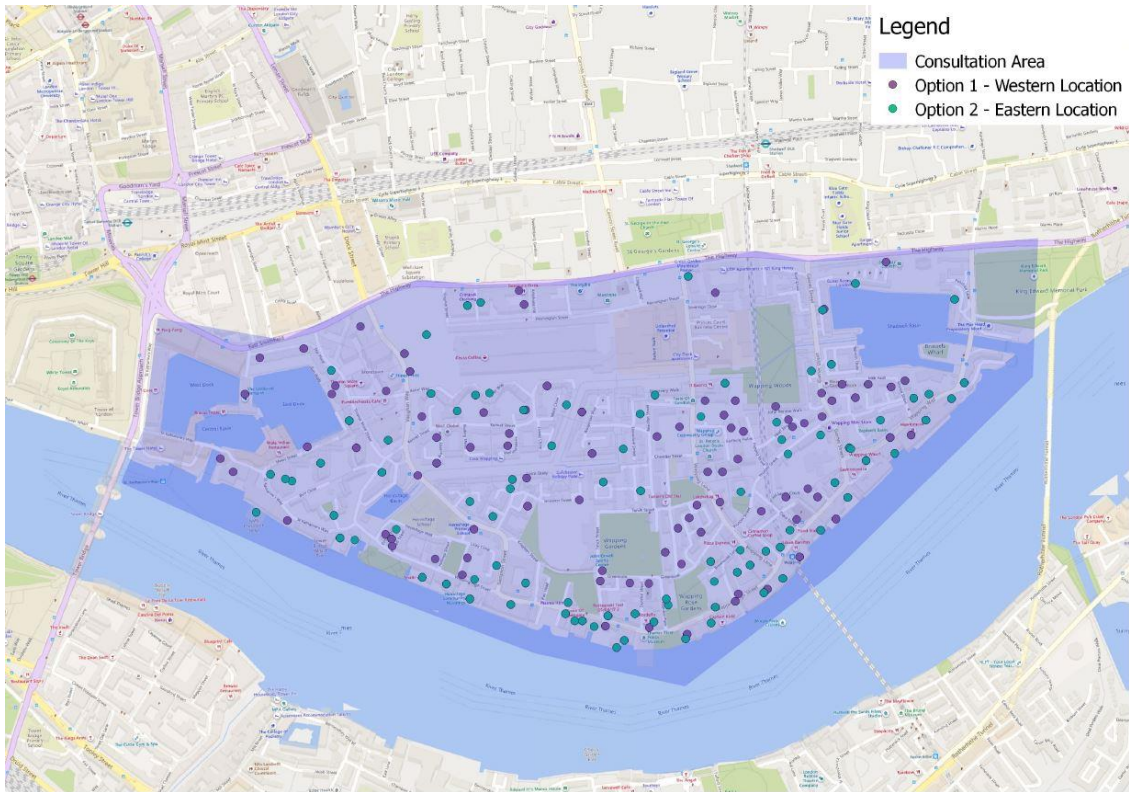
Q2. What is your preferred location for the bus gate? (Outside LBTH)



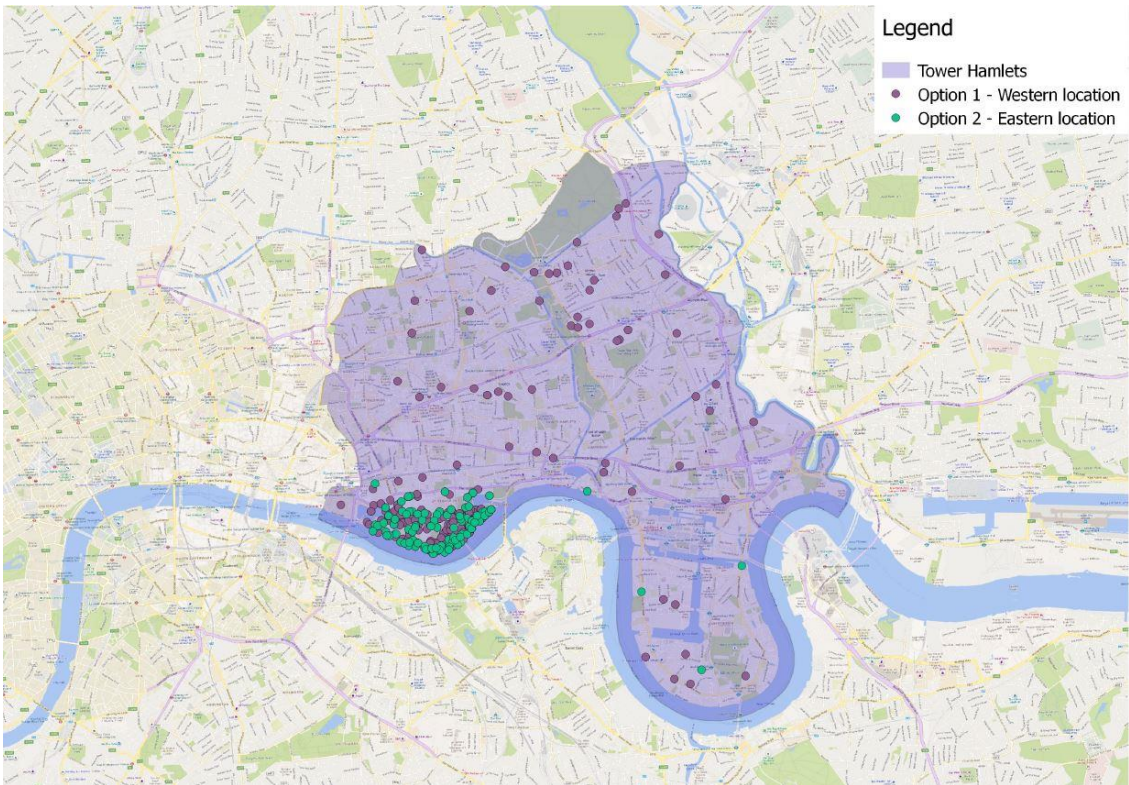
Q2. What is your preferred location for the bus gate?	All answers	%	Consultation area	%	Within LBTH	%	Outside LBTH	%
Option 1 - Western location	1,174	51%	869	58%	65	63%	117	30%
Option 2 - Eastern location	226	10%	181	12%	5	5%	8	2%
Do nothing	902	39%	440	29%	34	33%	267	68%
Other	4	0%	4	0%	-	-	-	-
Total	2309	100%	1497	100%	104	100%	392	100%

51% of all responders agreed with the recommended Western location, if a bus gate were to be installed. 39% disagreed that there should be a bus gate all together. Only 10% of responders chose the Eastern location. Overall, 61% of responders agree with the installation of a bus gate in Wapping in either of the locations.

However, looking at the data from within the consultation area and Tower Hamlets, the percentages in agreement are higher with 58% and 63% agreeing with the Western location and 70% and 68% agreeing with the installation of a bus gate. This separation can be seen in the maps below.



Map D: Consultation area showing spread of Option 1 or 2 choices – 58% of respondents chose Option 1



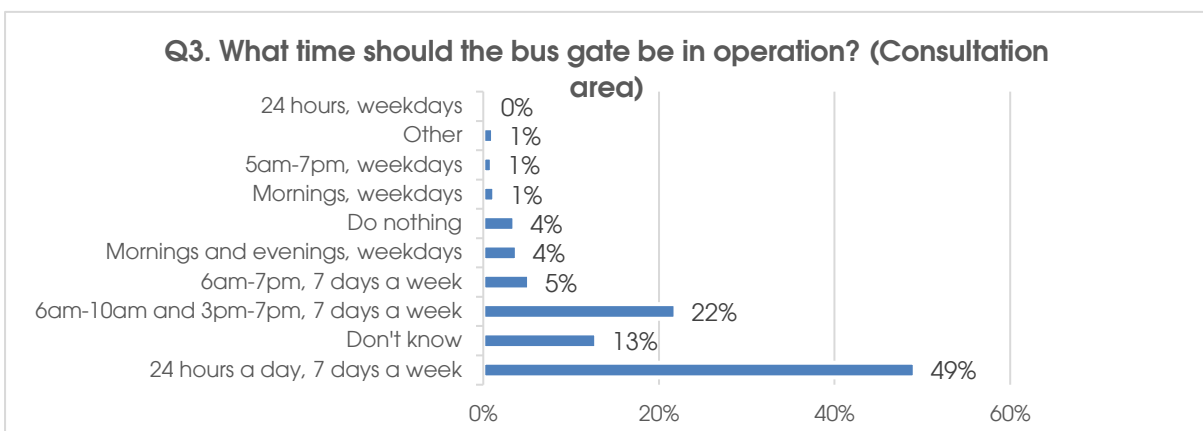
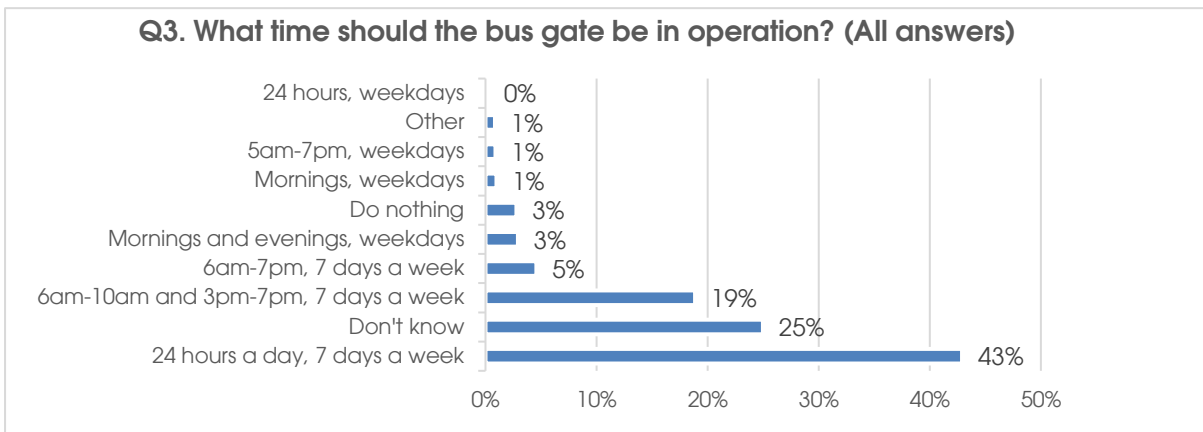
Map E: Tower Hamlets borough area showing spread of Option 1 or 2 choices – 63% of respondents chose Option 1

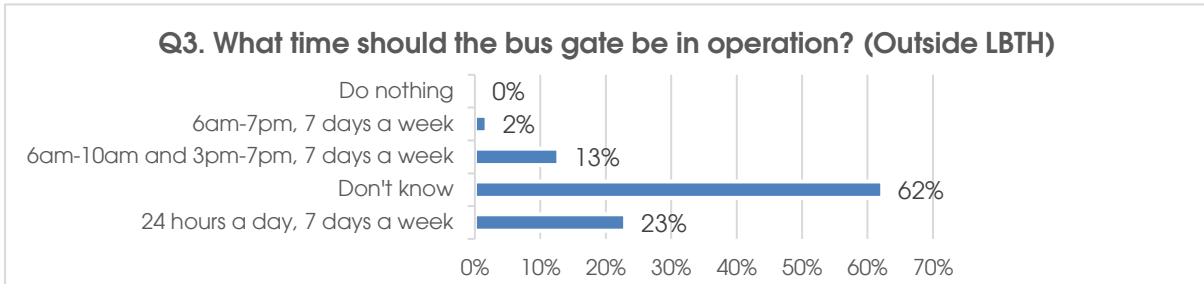
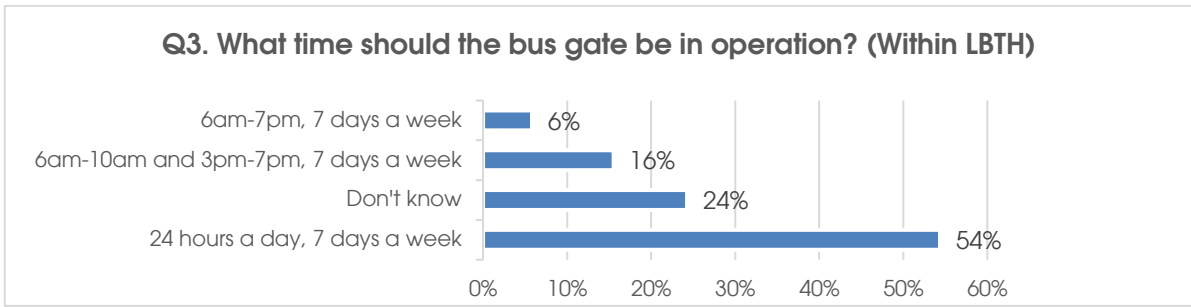
3.2.3 Q3. What time should the bus gate be in operation?

The options given for Q3 were as follows:

- 24 hours a day, 7 days a week (recommended)
- 6am-10am and 3pm-7pm, seven days a week
- 6am-7pm, seven days a week

The online survey had an additional option of 'Don't know' and the paper survey had the option to suggest an alternative with 'other, please state'. Some responders (just under 10%) who filled out hard copy surveys, gave various suggestions for alternative operational timings for the bus gate. These answers were collated, and additional answer headings were included in the results breakdown. A small number of online respondents used the free text comment area to suggest different times. Answers which didn't fit into a collective category or were unique, have been collected under 'other'.





Q3. What time should the bus gate be in operation?	All answers	%	Consultation area	%	Within LBTH	%	Outside LBTH	%
24 hours a day, 7 days a week	955	43%	707	49%	56	54%	90	23%
Don't know	556	25%	185	13%	25	24%	244	62%
6am-10am and 3pm-7pm, 7 days a week	420	19%	315	22%	16	16%	50	13%
6am-7pm, 7 days a week	102	5%	75	5%	6	6%	7	2%
Mornings and evenings, weekdays*	65	3%	55	4%	56	54%	1	0%
Do nothing*	62	3%	51	4%	-	-	-	-
Mornings, weekdays*	22	1%	18	1%	-	-	-	-
5am-7pm, weekdays*	20	1%	14	1%	-	-	-	-
Other*	19	1%	16	1%	-	-	-	-
24 hours, weekdays*	5	0%	3	0%	-	-	-	-
Total	2,226	100%	1439	100%	103	100%	392	100%

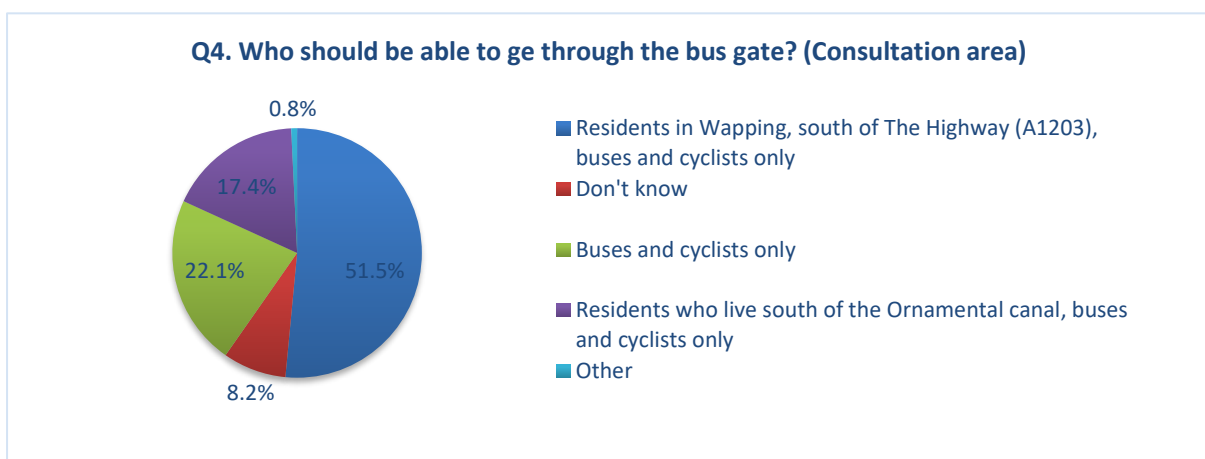
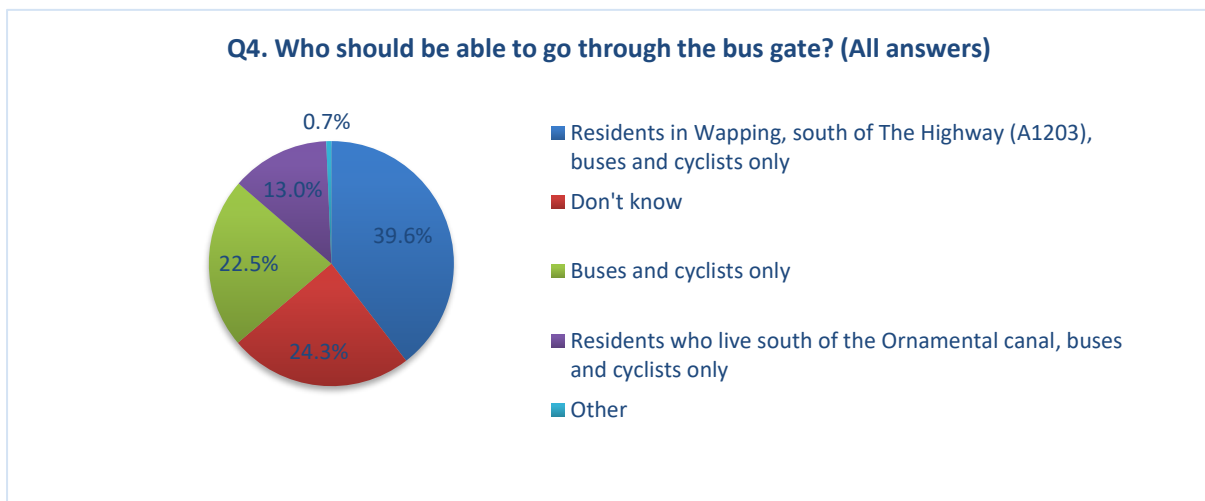
*Additional answer heading to cover alternative answers provided in the hard copy surveys

As the table shows, 43% of responders agreed with the recommended operational times of 24 hours a day, 7 days a week. 25% of people stated that they didn't know

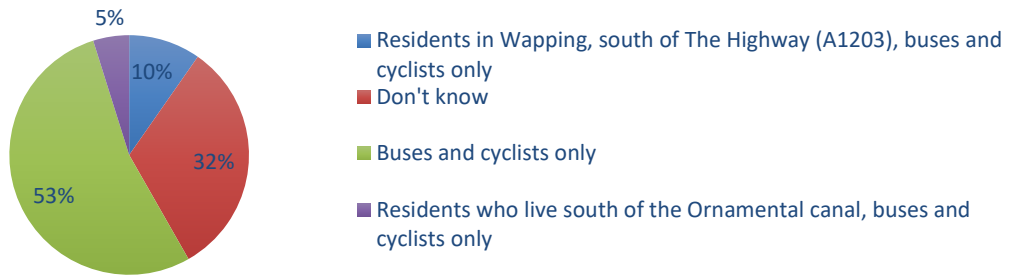
but due to the layout of the online questionnaire, there was no option to 'do nothing'; if a responder selected 'do nothing' to Q2 (the location option for the bus gate), they would then be obligated to choose 'don't know' for Q3 as all questions required an answer. This may account for the high figure of responders who did not show a preference on time.

Breaking this down, responses in support of the recommended time were higher from within the consultation area (49%) and within Tower Hamlets (53%) than all responses together.

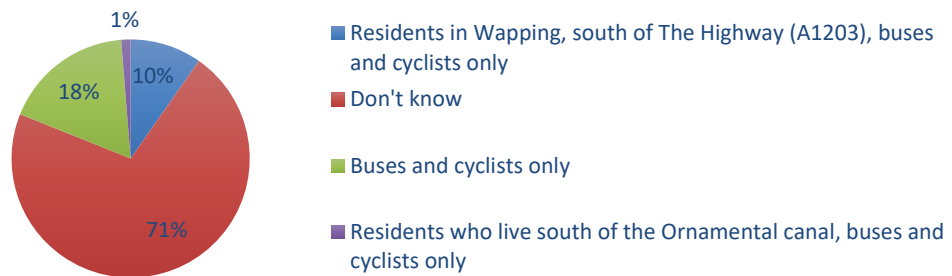
3.2.4 Q4. Who should be allowed through the bus gate?



Q4. Who should be able to go through the bus gate? (Tower Hamlets)



Q4. Who should be able to go through the bus gate? (Outside borough)



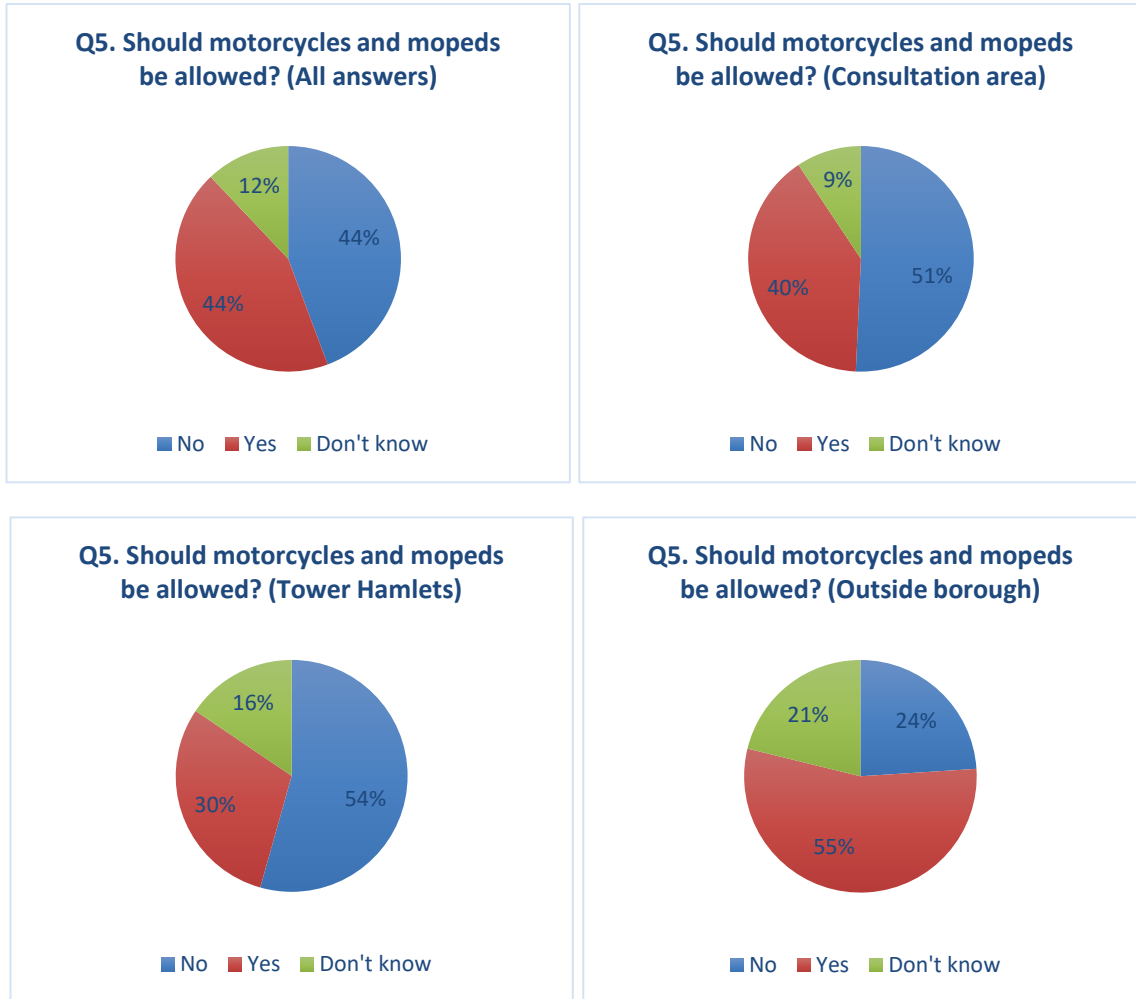
Q4. Who should be able to go through the bus gate?	All answers	%	Consultation area	%	Within LBTH	%	Outside LBTH	%
Residents in Wapping, south of The Highway (A1203), buses and cyclists only	880	40%*	739	51%*	10	10%	38	10%
Don't know	540	24%	118	8%	33	32%	279	71%
Buses and cyclists only	501	23%	317	22%	55	53%	69	18%
Residents who live south of the Ornamental canal, buses and cyclists only	289	13%	250	17%	5	5%	5	1%
Other	15	<1%*	11	<1%*	-	-	-	-
Total	2225	100%	1435	100%	103	100%	391	100%

*These figures are 39.6%, 0.7%, 51.5%, and 0.8% rounded down and up respectively.

93% of all responders (2,225) answered Q4 and 40% (880) of those stated that Wapping residents should be allowed to pass through the bus gate as well as buses and cyclists. Several free text comments reference this question and over 50% of the respondents from within the consultation area wanted residents south of The Highway

to be given access. This maybe because this would be too heavily restricted for travel around the area in which they live and work.

3.2.5 Q5. Should motorcycles and mopeds be allowed?

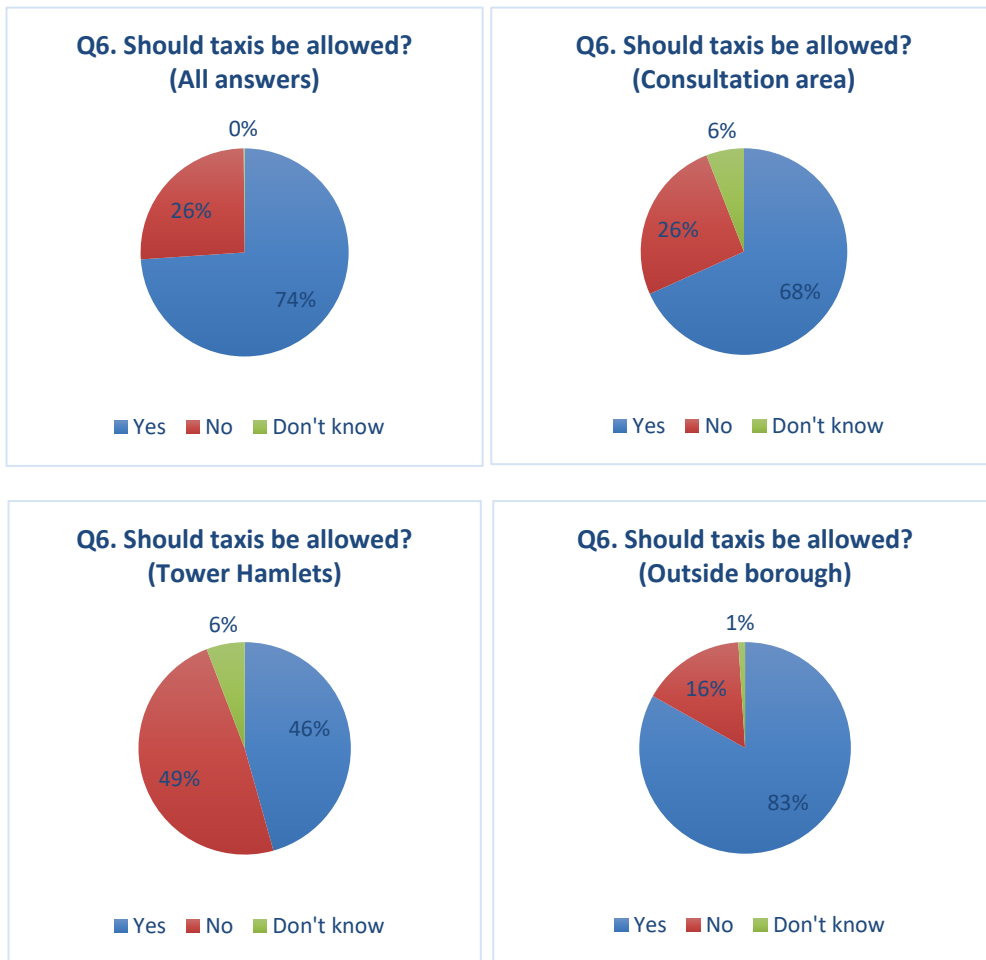


Q5. Should motorcycles and mopeds be allowed?	All answers	%	Consultation area	%	Within LBTH	%	Outside LBTH	%
No	992	44%	733	51%	56	54%	94	24%
Yes	977	44%	577	40%	31	30%	215	55%
Don't know	270	12%	135	9%	16	16%	83	21%
Total	2,239	100%	1447	100%	103	100%	392	100%

2,239 (94%) of the total responders answered Q5. Both 'yes' and 'no' answers received an almost even 44%, however, with 25 more responders answering 'no' (992 in total), the overall outcome of this question is that motorcycles and mopeds should

not be allowed through the gate. The majority of the 'no' responses came from within the consultation area and Tower Hamlets borough boundary whilst 55% of the responses from outside of the borough stated that 'yes' they should be allowed through.

3.2.6 Q6. Should taxis be allowed?



Q5. Should motorcycles and mopeds be allowed?	All answers	%	Consultation area	%	Within LBTH	%	Outside LBTH	%
Yes	1,591	74%	992	68%	47	46%	326	83%
No	558	26%	375	26%	50	49%	62	16%
Don't know	3	0%	86	6%	6	6%	4	1%
Total	2,152	100%	1453	100%	103	100%	392	100%

74% of responders stated that taxis should be allowed through the bus gate, including 68% from within the consultation area. Many of the free text comments



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mention that taxis are a vital part of travel within the Wapping area, many residents class this mode as part of public transport. There are several comments suggesting that taxis are preferred to the 100 bus, due to its sporadic service. A lot of responders stated that if taxis were to be barred from passing through the gate that they would be unable to get around the area with ease.

4. CONCLUSION

The figures show that the majority of responders are in favour of a bus gate being implemented. The Western location is the preferred location, particularly from those within the consultation area (58%) and within the wider Tower Hamlets area (63%).

Overall 43% of all responders agreed with the recommended times of operation being 24 hours a day, seven days a week. This was supported within the consultation area (49%) and within Tower Hamlets (54%). The second most popular choice was splitting the times to cover the morning and evening peak times.

Whilst the majority agree with the recommended location and operational timings, 40% of all responders' state that Wapping residents should be exempt, again this is supported by those within the consultation area (51%) but not the wider Tower Hamlets area who think only buses and cyclists should be allowed through (53%).

Although overall respondents seem split on whether motorcycles and mopeds should be allowed through the bus gate (44% each), the majority of responders from within the consultation area and Tower Hamlets do not think they should be allowed, 51% and 54% respectively.

In addition, nearly 75% of all responders would allow taxis access through the gate, this is supported from responders within the consultation area (68%) but not those living within Tower Hamlets but outside the consultation area (46% said yes and 49% said no).



Award Winning



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