

463 BUS REPORT



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GREATER LONDON AUTHORITY

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INTRODUCTION

1.2 million passengers used the 463 bus route in 2012 which covers Coulsdon, Wallington and Thornton Heath. It is the only bus provision for the Clockhouse Estate in Coulsdon, serving an isolated community.

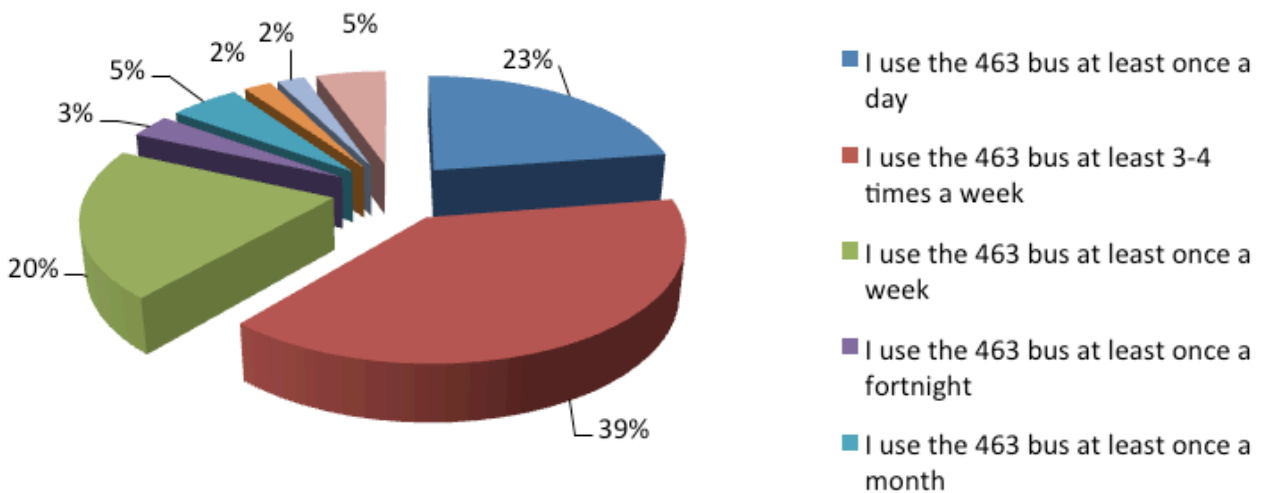
However, anecdotal reports received by Steve O'Connell, London Assembly Member for Croydon and Sutton suggest the buses are frequently late, sections of the bus route are regularly cut when services are running late and services are even cancelled.

A poll of 74 respondents living on the Clockhouse Estate showed*:

- More than half (51%) of passengers are not satisfied with the 463 bus service;
- Six in ten passengers (62%) say the 463 bus is "regularly late" or "late on almost every occasion";
- A quarter of passengers (25%) had to wait for at least 20-25 minutes for the 463 bus when it was last late.

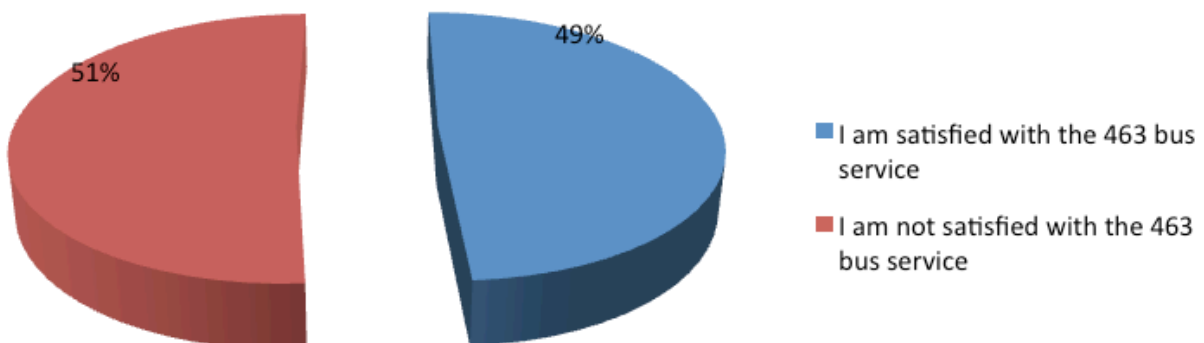
KEY FINDINGS

1. How often do you use the 463 bus?



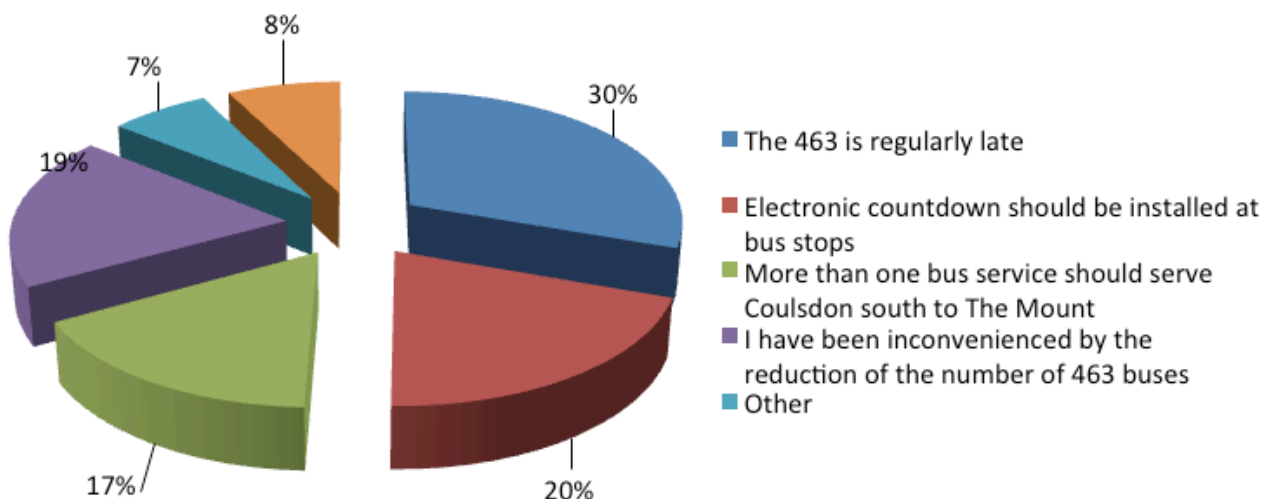
(Most users use the bus at least 3-4 times a week)

2. Are you satisfied with the service provided on the 463 bus?



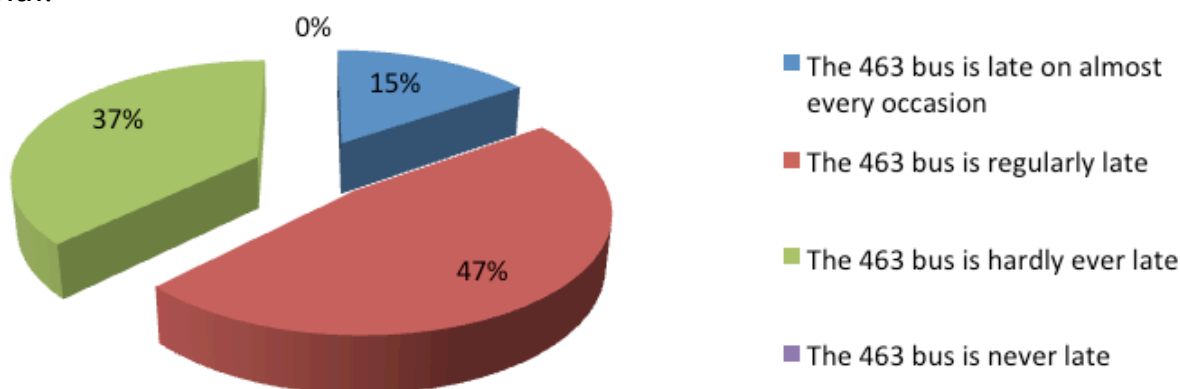
(Slightly more users are not satisfied than satisfied with the 463 bus)

3. Which of the following statements do you agree with?



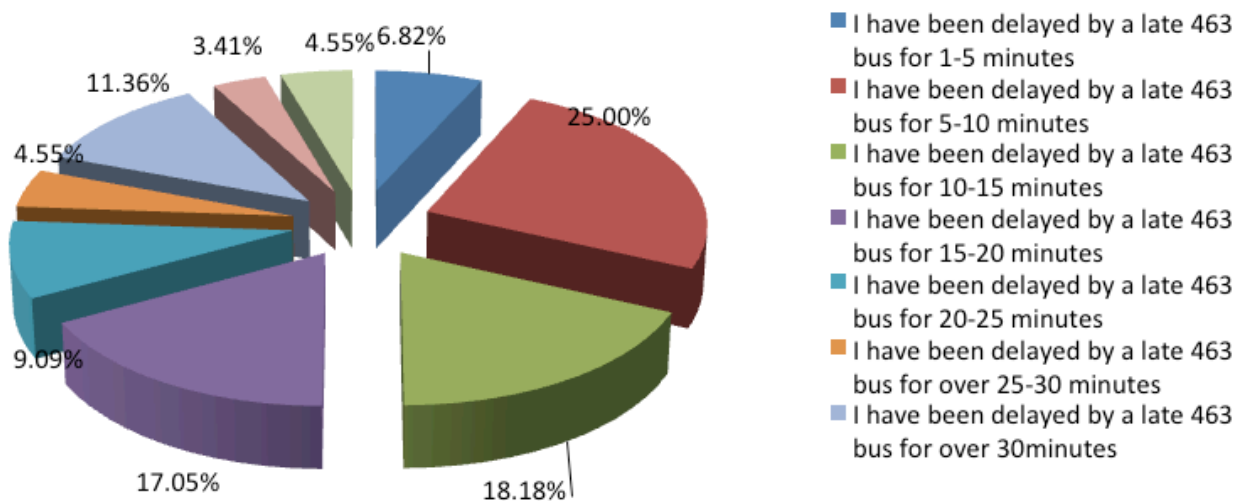
(30% of respondents agree that the 463 bus is regularly late and 20% agree that Countdown should be installed at bus stops)

4. Thinking about the punctuality of the 463 bus, which of the following statements do you agree with?



(47% of respondents agree that the 463 bus is regularly late)

5. Thinking about the last time the 463 bus was late, roughly how long did you have to wait?



(25% of respondents have had to wait for 463 bus for between 5-10 minutes)

FEEDBACK FROM LOCAL RESIDENTS

- 463 buses are frequently curtailed at Wallington if running too far behind schedule, thereby missing out Wallington to Coulsdon South/The Mount completely, thus inflicting long waits on passengers. This results in passengers having to walk from Coulsdon South to The Mount as this is the only bus service servicing this route. Walking up the hill to The Mount causes particular difficulty/inconvenience for elderly passengers and also for the carers of elderly residents of The Clockhouse Estate (who are timed for each person they visit).
- Local feedback confirms the bus route is considered very long and that buses will always be late, due to the heavily congested route it follows all the way from Pollards Hill. Therefore it has been suggested that the route could be split into two services to reflect the pattern of demand and to hopefully improve the reliability, with an exchange point at Wallington station.
- Another common occurrence on the 463 bus route (at school-run times) is for the 463 bus going to Coulsdon South Station to be re-routed via Lion Green Road to Pollards Hill, thus missing out the Coulsdon stop and creating long waiting times. Anecdotal reports also refer to the 463 bus regularly being late in the evening and for the last bus to sometimes never arrive, resulting in passengers having to walk home Wallington.
- The need for a double decker bus to be provided at the beginning and end of the school day has been highlighted, as it has been reported that the current double decker buses on this route run too early or too late to cater for schoolchildren, resulting in severe overcrowding on the single decker buses.
- It would be helpful if the train times at Coulsdon South and at Woodmansterne could be synchronised with bus times, to prevent passengers experiencing long delays.
- Some residents have mentioned that a direct bus service from The Mount directly into Croydon Town Centre (rather than requiring two buses to get there) would make travelling much easier for passengers, particularly the elderly. Others would prefer the bus to go to Sutton as opposed to Pollards Hill and if 463 buses were to travel to Croydon and Banstead it would be helpful, plus a feeder service to Coulsdon South via Coulsdon Town .
- There is frustration that when buses don't turn up, there's no way of knowing whether they've been cut out or are just running late. There is therefore strong demand for Countdown in Coulsdon, Coulsdon South and at The Mount and it would be very helpful if cancellations were also shown.

RECOMMENDATIONS

TfL should launch a full investigation into the standard of service provided on the 463 bus route.

Electronic Countdown signs should be introduced at bus stops in Coulsdon, Coulsdon South and The Mount.

NOTES TO EDITORS:

* In May 2013, Steve O'Connell sent a survey to a selection of 740 households on the Clockhouse House Estate in Coulsdon, in order to ascertain the level of satisfaction with the current 463 bus service and to also highlight any issues in need of addressing. We received a 10% response rate.



FEEDBACK

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