



# Hackney Transport Strategy 2014-2024

Public Transport Plan  
Summer 2014

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# 1. Introduction

Public transport plays a critical role in facilitating movement in Hackney for our residents and to support the wider growth and regeneration in the borough. The latest TfL 2012 London Travel Demand Survey results show that 36% of Hackney's population use public transport for the majority of their trips which is almost twice that for car use and Hackney residents have the highest levels of bus usage in London. Public transport's importance as a means of commuting to and from work is even more prevalent with almost 57% of the borough's resident population using bus, rail or Tube or Overground as a means to get to work or study.

These figures are relatively high despite the borough's historic lack of access to the London Underground network. Despite recent improvements, most notably to the London Overground network, the dramatic increase in Hackney's population over the past decade and projected future growth mean that further investment and upgrades to the public transport system will be needed.

This document sets out the Council's long term strategy and delivery plan for public transport in Hackney. This document forms part of the over-arching Hackney's Transport Strategy 2014-2024 but can be read as a document in its own right.

## 1.1 Hackney's Transport Strategy Vision

The vision for Hackney's Transport Strategy is as follows;

*“(By 2024) Hackney transport system will be an exemplar for sustainable urban living in London. It will be fair, equitable, safe and responsive to the needs of its residents - facilitating the highest quality of life standards for a borough in the Capital and leading London in its approach to tackling its urban transport challenges of the 21<sup>st</sup> Century.”*

This Public Transport Plan sets out how improvements to the public transport network in the borough can contribute to achieving this aim and can promote a higher quality of life for residents in the borough.

## 1.2 Public Transport Plan Objectives

The Public Transport Plan is one of six daughter documents that will contribute to the overarching Transport Strategy and its vision. The proposed objectives of the Public Transport Plan are that by 2024:

### Objectives

- Crossrail 2 proposals will be well advanced with an alignment through Hackney that maximises the benefits to the borough.
- There will be improved public transport accessibility for all our residents to access emerging employment centres in Central London, Stratford and the Olympic Park and the Upper Lea Valley.
- The East of the borough will have seen a substantial improvement in public transport services.
- The Overground network will have had further improvements to provide additional capacity to keep up with increasing demand.
- Significant capacity improvements and route upgrades will have been completed on the West Anglia Line.
- There will have been a smooth transition of the West Anglia Line services to Mayoral control, with improved inner London rail services that have not lost out to non-stopping suburban services.
- There will be improved interchange facilities and walking and cycling conditions at our key public transport stations.
- The accessibility of Hackney's public transport will have been vastly improved with a fully accessible bus stop network, real-time service information, and step free access to the majority of stations in the borough.
- Hackney will have the most comprehensive and continuous bus priority network in London reflecting the fact we have the highest levels of bus usage in London.
- The stations in Hackney will be safe and secure with all day activity and oversight.

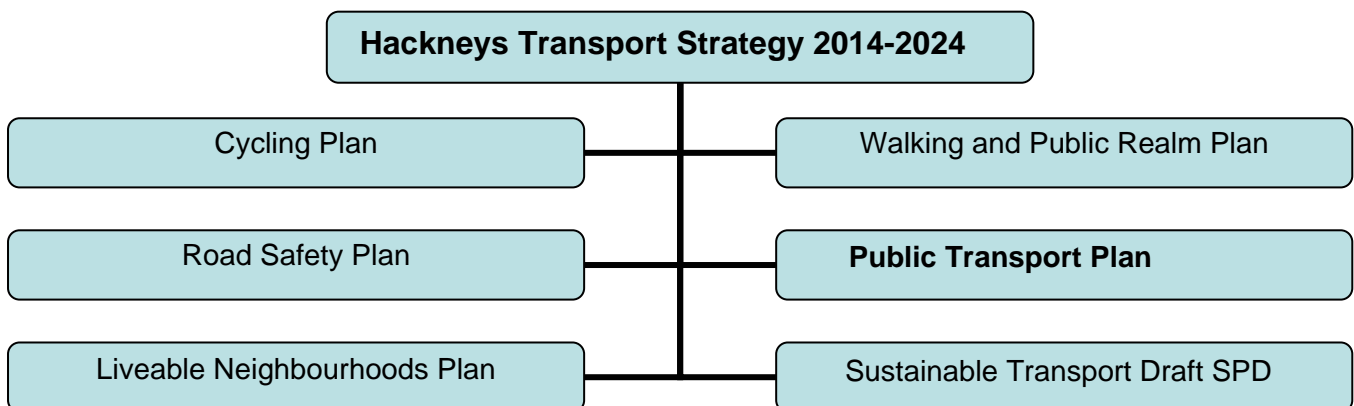
The Council considers that the Public Transport Plan has a key role in helping to achieve most if not all, the commitment to provide a fair, equitable and sustainable transport system in the borough.

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## 2. Daughter Documents

This Public Transport Plan is part of a portfolio of transport topic documents which will eventually form Hackney's Transport Strategy suite of documents. This suite of documents will include strategies or plans covering a range of transport themes and also detailed geographic strategies or plans for the borough's main growth areas and important transport corridors.

Thematic strategies are being developed as daughter documents to the overall Hackney Transport Strategy, of which the Public Transport Plan document is one. Other daughter documents cover the following areas:



## 3. Policy Background

### 3.1 The Mayor's Transport Strategy

Mayor's Transport Strategy (MTS) is a statutory document, and developed alongside the London Plan and Economic Development Strategy as part of a strategic policy framework to support and shape the economic and social development of London over the next 20 years. It sets out the Mayor's Transport vision and describes how Transport for London (TfL) and its partners, including the London boroughs, will deliver that vision.

The MTS sets out a commitment to promote walking, cycling and the use of public transport and aims to increase the mode share of these journeys. Whilst the document contains numerous references to public transport, some of the more pressing concerns for Hackney and the wider London area generally, can be summarised as follows;

- A need to manage capacity and accommodate increasing travel demand through additional public transport capacity;
- Additional measures will be necessary to increase capacity on the rail routes through the borough over time;
- A need to improve accessibility to employment, shopping and leisure for Hackney residents particularly within the emerging opportunities in Stratford, the Olympic Park and the wider corridors to the north and east;
- A need for TfL to reaffirm its commitment to Crossrail 2 on an alignment through Central Hackney and acknowledge the importance of (an upgraded) Hackney Wick station;
- Travel choices need to be expanded for low income residents and accessibility to employment opportunities needs improvement; and
- Achieve excellent public transport permeability, availability and reliability across the whole of the borough.

### 3.2 Sub-regional policy frameworks

In addition to the MTS, Transport for London (TfL) has produced Sub Regional Transport Plans (SRTPs) for each of the 5 sub-regions of London - north, south, east, west and central.

Hackney is a member of the East London sub-region but given its position as an inner-London borough to the immediate north-east of central London many of the challenges and opportunities identified each of the north and central SRTPs are worthy of consideration in the preparation of this Strategy.

#### East London Sub-regional Transport Plan (ESRTP)

Hackney is a core member of the east London sub-regional group which is envisaged to see more of London's future employment and housing growth than any other sub-region.

Objectives outlined in the ELSRTP that are particular relevance to Hackney's Public Transport Strategy include the following:

- Improving connectivity to and within key locations to support existing communities, growth, aspirations for change and improve the quality of the environment;
- Ensuring that the benefits of funded transport investment are maximised;
- Managing public transport crowding and make efficient use of the transport network.

The East London SRTP is a 'live' document and will be updated as and when the need arises, by TfL and the boroughs. The document's Implementation Plan identified a number of transport improvements both funded and unfunded for the sub-region in the short, medium and long-term period. Some of the more relevant improvements relating to public transport include;

- A short term (to 2014) action to review the bus network to cater for growth in population and employment;
- Maximising the benefits of Crossrail through enhanced connections to stations (medium term 2014-2020);
- Rail improvements along the West Anglia Corridor to provide more capacity and direct services to Stratford with improvements to key stations including provision of a new station at Lea Bridge (medium term);
- Providing improved bus priority infrastructure (medium term);



- Crossrail 2 (Chelsea Hackney Line) to provide a direct link between Hackney and central London (long-term 2021-2031).

#### North London Sub-regional Challenges and opportunities

Given TfL's 'fuzzy' transport boundaries, transport issues and impacts outlined in the North London sub-region are also relevant for Hackney's residents, particularly in relation to promoting orbital public transport and promoting access to the Lea Valley Opportunity Area which is earmarked for much of the traditional manufacturing employment base that was once a feature of working life in Hackney. Some of the more relevant North London challenges and opportunities to Hackney's public transport include:

- Facilitating and responding to growth, particularly in the Upper Lee Valley;
- Relieving crowding on the public transport network;
- Crossrail 2 proposals;
- Enhancing connectivity and the attractiveness of orbital public transport; and
- Improving access to key locations, jobs and services.

#### Central London Sub-regional Challenges and Opportunities

The Shoreditch area of Hackney is the only part of the borough that lies within the London Plan-designated Central Activities Area. Nonetheless, some of the transport issues raised in Central London's SRTP are equally applicable to Hackney including:

- Improving air quality;
- Reducing public transport crowding and improving reliability;
- Supporting growth areas and regeneration;
- Ensuring capacity at rail stations and efficient onward distribution.

### **3.3 Hackney's second Local Implementation Plan (LIP 2)**

Hackney's LIP2 was adopted by the Council and approved on behalf of the Mayor of London on 12 October 2011. The LIP2 outlined Hackney Council's proposals to implement the London Mayor's Transport Strategy (MTS) locally (section 145, Greater London Authority (GLA) Act 1999). The document identifies the following local challenges which are of particular relevance to public transport;

- **Objective 1** – Improve transport sustainability and choice for all;
- **Objective 2** – Manage the demand on the highway and public transport network;
- **Objective 6** – Support physical and economic regeneration, and increase access to employment opportunities
- **Objective 7** – Integrate the street-scene and transport interchanges, while Improving the resilience of the transport network to climate change
- **Objective 8** – Promoting a sustainable Olympic legacy.

### 3.4 Summary

Much of the policy background documents stress public transport's importance to managing an increasing demand for travel from expected population growth and regeneration and improving access to planned employment growth areas and services across London. Within Hackney, these London-wide challenges are particularly acute being a borough located on the doorstep of the Upper and Lower Lea Valley Opportunity Areas as well as London's Central Activity Zone and the City which together represents the largest jobs market in the country.

The borough therefore needs to continue to plan for this growth whilst at the same time, attempting to overcome historical deficiencies in public transport provision in terms of accessing new employment areas brought on by the shift of traditional manufacturing to other areas and addressing the likelihood of future over-crowding on the existing network.

## 4. Why do we need a Public Transport Plan?

### 4.1 Introduction

The provision of a high quality public transport system is vital in a borough with low jobs density, low car use and a high propensity to travel to access education, London's job market and retail and leisure opportunities both within and outside the borough.

A policy of protecting existing services and enhancing public transport capacity and provision is an essential strategy for an inner London borough that faces a myriad of challenges relating to high population growth, increased congestion, transport affordability, increasing inequality, worsening air quality, and the need to access employment in London's growth areas. The following section outlines some of the reasons why the Council will prioritise public transport over the lifetime of the Transport Strategy and beyond.

- **A need to addressing growth and increasing demand for travel**

As outlined in the background document of the Transport Strategy, the population of Hackney has increased by over 40,000 people (or an approximate 19% increase) since the 2001 Census. This figure represented the third fastest increase in London after our neighbouring borough of Tower Hamlets. These high levels of population growth coupled with significant levels of growth expected in and around Stratford, the Olympic Park, the Upper Lea Valley and the wider Thames Gateway region highlight an obvious need to plan for ever-increasing demand for travel and to mitigate against road and public transport over-crowding in the East and North London sub-regions.

As an example within Hackney alone, the Census data showed that all wards experienced high levels of population growth with the exception of the Brownswood ward in the north-east of the borough. However, this reduction is likely to be a result of the temporary decanting of residents as part of the Woodberry Downs regeneration scheme – one of the largest of its kind in Europe. The location of this scheme near the London Underground stations of Manor House and Finsbury Park suggests that peak time over-crowding on the Victoria and Piccadilly lines is set to be a issue in future years- a fact recognised by the Mayor's Transport Strategy and illustrating the need to plan ahead.

- **A need to recognise the popularity of public transport in Hackney**

More people use public transport in London than in any other part of the country. In 2001, London had the highest proportion of workers commuting by public transport (light rail, train, buses and coaches) at 42.1%. By 2011, this had increased to 48.2%. Commuting by light rail increased from 18.8% to 21.8%. Use of trains increased from 12.2% to 12.9%, while commuting by bus or coach increased from 11.1% to 13.6% (ONS, 2013).

Within Hackney, this trend is particularly prevalent. Despite Hackney's relatively high walking and cycling rates, travel by public transport is by far the most popular method of travel for our residents (particularly for commuting trips) and is likely to remain so for the foreseeable future. Evidence from the 2001 Census suggested that a majority of Hackney's (67%) commuters travelled to Central London or neighbouring boroughs to access employment, making public transport a practical mode of transport. Census and TfL data consistently show bus usage in Hackney to be amongst the highest in London with over a quarter of residents (26%) using the bus as their main mode of transport (TfL, 2012).

- **Need to address gaps in provision**

A Public Transport Plan is needed to set out a vision for how the Council intends to address gaps in the existing transport network over the coming period. Despite significant improvements made in provision- most notably to the London Overground network in 2010- there are still a number of issues that the Council is keen to address. Hackney is one of the few Inner London boroughs that is not comprehensively served with London Underground stations for example, a long-standing problem which the Council will pro-actively seek to resolve by working with TfL through the Crossrail 2 route alignment process. In addition, public transport connectivity in the Hackney Wick growth area is weak while there are parts of Hackney particularly in the east, northwest and areas of social housing that have poor access and permeability to public transport services. The Council recognises it is vital for those living away from these key routes to have their access to public transport further developed and protected in order to ensure they can access education, employment and leisure opportunities. There are particular problems in the King's Park area of the borough that is only served by one bus route the 242. When problems arise with this route then the entire area with many thousands of people are without access to the public transport network in their immediate area. There is also a lack of public transport connectivity in the

Hackney section of the Olympic Park and with the iCity proposals there will be large numbers of visitors and commuters trying to access this area in the near future.

- **Role in promoting equality and social inclusion**

A comprehensive, safe and affordable public transport system is a key measure of promoting social inclusion in the borough for a wide range of equality groups. This is particularly relevant in a diverse inner London borough such as Hackney that suffers from high levels of deprivation. Public transport has a critical and obvious role in facilitating access to employment, training and health services but there are other less obvious ways in which public transport promotes social inclusion.

The ability to travel safely by bus for example, allows children and young people to get to school or college, the elderly to travel around London and has an important role to play in facilitating independent living by disabled people. Conversely, issues such as a lack of step-free access, lack of staff at railway stations and poorly lit approaches to public transport termini act as disincentives to use of public transport for equality groups. Currently none of the West Anglia Line stations, London Underground stations and North London Overground stations (with the exception of Hackney Central) are currently step free meaning the majority of stations in the borough are inaccessible to residents in wheelchairs or with limited mobility. This Plan will identify some existing barriers to travel in Hackney and propose improvement measures.

- **Need to plan for improvements to the existing network within Hackney**

This Strategy will examine some of the enhancement measures that can be made within the borough to facilitate public transport. The Council has an obligation under the LIP2 programme to facilitate improvements to reduce bus waiting times for example, through the use of bus priority measures, re-examining local bus routes and rolling out a bus stop accessibility programme. The Plan will also look at other issues such as providing better access to public transport termini for pedestrians and cyclists, promoting better interchange facilities and examining ways to improve the provision of taxis and minicabs in Hackney. The Plan will also look at promoting linked trips to public transport e.g. through extension of the Cycle Hire Scheme, provision of safe and secure cycle parking outside stations and

examining the potential for converting some of shorter public transport trips to active travel.

- **Public Transport role in contributing to better air quality and lower pollution**

The entire borough of Hackney was declared an Air Quality Management Area in 2006. Public transport provision and use has a clear role in helping to reduce emissions from transport and improving air quality primarily through reducing the amount of road traffic coming from within the borough and the rest of London. The Plan will additionally look at proposals for further reducing emissions from public transport use through lobbying for the use of lower emission buses in areas of poor air quality and the electrification of railway lines.

- **Threat of Government reforms and diminishing funding levels**

Hackney Council in common with other Local Authorities must plan for an era of financial uncertainty and the threat of reduced funding for public transport schemes and cuts to existing services. Given this uncertainty, the Council will have to prioritise projects over the coming years and this Strategy will provide a basis for these decisions.

The Plan will also highlight issues relating to the proposed reform of the bus network in London and proposed cuts to staffing levels at National Rail and Overground stations. For example, groups representing the elderly and those with disabilities identified issues arising from recommendations contained in the McNulty Report may have in terms of providing assistance, identified difficulties for members in accessing platforms and asking for directions if staffs are removed from stations.

## **5. Existing Situation and Future Challenges**

### **5.1 Introduction**

Hackney is a well-connected borough generally, with relatively high levels of public transport accessibility. Despite this there are some serious gaps remain in provision, which will become more apparent as the borough and neighbouring areas in London continue to grow. This section outlines some of the key issues and trends impacting public transport provision in Hackney as things currently stand and some of the more likely future demands on public transport.

### **5.2 Improvements in public transport since the 2006 Hackney Transport Strategy**

In recent years, Hackney has benefited from significant investment in public transport provision with many previously poor-served parts of the borough becoming more accessible. Since the publication of the 2006 Hackney Transport Strategy the most significant improvements to public transport have taken place;

- The completion of the East London Line and four new DDA-compliant London Overground stations at Dalston Junction, Haggerston, Hoxton and Shoreditch in 2010;
- The completion of the full orbital Overground East London route offering connections from Dalston Junction to Highbury and Islington (since 2011) and to Clapham Junction (since 2012);
- The upgrading of the North London line with refurbishments of stations at Dalston Kingsland, Hackney Central, Homerton and Hackney Wick and the introduction of new rolling stock providing better comfort, greater reliability and increased capacity;
- Enhancement to the bus service in Hackney resulting in increased frequencies, route extensions and particularly new routes, e.g. routes 388, 393, 394 and most recently the 488 extension. However it is also recognised that recently there have been a number of reductions in service frequencies on certain routes by TfL.

Despite these improvements however, some areas of the borough near Victoria Park, Lordship and the Upper and Lower Clapton areas are still under served by public transport

(PTAL 2 or less). Despite Hackney's relative proximity to Central London and other key sub-regional public transport hubs such as Stratford, public transport accessibility is poorer than other similar borough's in inner London primarily due to the lack of Tube connections and the radial nature of its rail network.

### **5.3 Current Public Transport Accessibility Levels (PTAL)**

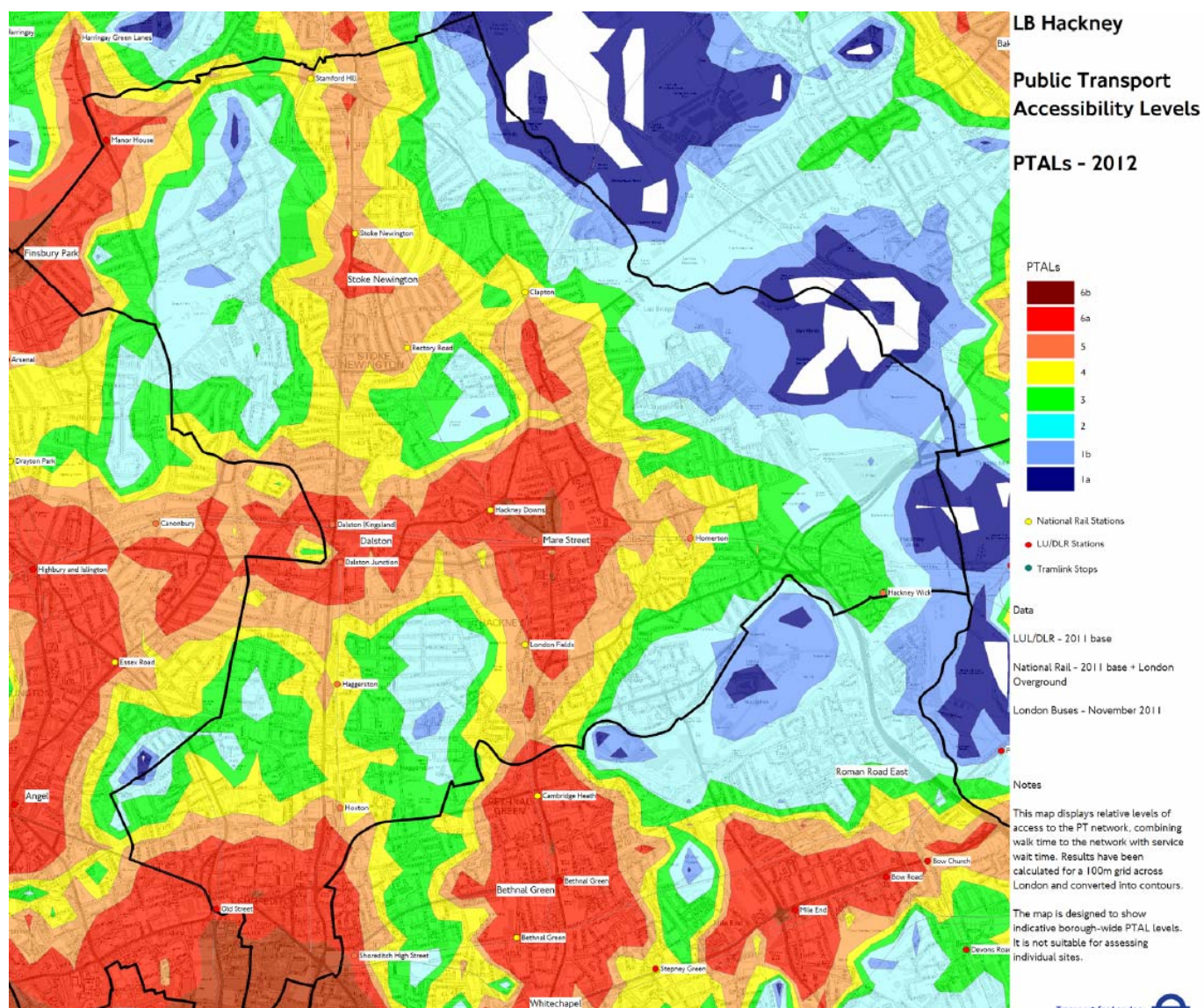
Measurement of public transport accessibility in London has traditionally revolved around the use of Public Transport Accessibility Levels (PTAL). PTAL quantifies the proximity to and frequency of public transport services to a particular site or location. PTALs are calculated by combining indices of bus, underground and rail services and stations, resulting in an index demonstrating the relative accessibility on a scale of 1 to 6 where 1 is the lowest provision and 6b the highest.

Hackney's most recent PTAL Map (2012) is depicted in Fig 5.1 and was updated to reflect improvements to the London Overground network with the opening of the East London line and further enhancement of the North London line in 2010.

The map shows that most areas of the borough have PTAL Levels of between 3 and 6, with the best public transport accessibility, level 6 to 6b found at Shoreditch in the south of the borough and at town centre areas such as Dalston and Hackney Central. PTAL levels are also high along main transport corridors along the A10 and Mare Street.

Fig 1 highlights the areas of the borough that presently have low levels of public transport accessibility (PTAL 3 or less). These areas tend to be located in the east of the borough generally around Victoria Park, Hackney Marshes and Lower Clapton. There are also pockets of low PTAL near post-war housing estates in the north-west and in the Queensbridge areas of the borough.



**Figure 1: PTAL Map of Hackney**

Source; TfL 2013

It is understood that TfL are in the process of developing a new method that will better measure an area's accessibility taking into account an area's Access to Opportunities and Services (ATOS) amenities and essential local services and could potentially include proximity to the cycle hire scheme. However details of this are yet to be confirmed.

## 5.4 Population and employment growth in Hackney and beyond

Accommodating recent and projected population and employment growth is the underlying challenge for public transport provision. The 2011 Census estimated Hackney's population to be at 246,300 – a 19% increase over ten years. Much of this growth has been in the 25 to

34 age group. The borough is relatively young compared to London, with a greater proportion aged 25-34 and fewer aged over 45. The growth pattern across the borough varies significantly at ward level with Dalston, Hoxton, and Leabridge are all estimated to have experienced growth of over 40% over the last ten years, likely linked to housing developments in these wards.

Within the wider London sub-regions, the East London SRTP estimates there will be an additional 600,000 people (about 40% of London's growth) and 160,000 additional jobs in the period up to 2031- growth that will see the total amount of trips increase by more than 25%. The majority of this growth will take place in the neighbouring boroughs of Tower Hamlets and Newham (TfL, 2012, p11). North London has the second highest population and employment growth of any London sub-region with additionally 180,000 people and 40,000 jobs expected by 2031 with focal points around Brent Cross, Central Leaside and Tottenham Hale (TfL, NSRTP, 2012). The Central London SRTP meanwhile, envisages an additional 300,000 population with an additional 450,000 jobs spread throughout the sub-region in Opportunity Areas near Hackney such as Kings Cross and the City Fringe and Intensification Areas Farringdon/Smithfield (TfL, 2012).

## 5.5 Land use and projected growth levels to 2026

Hackney is in the process of developing its Local Development Framework portfolio of development plan documents. The Council adopted its Core Strategy in 2010 which outlined strategic broad locations where the Hackney's future growth will be expected to occur over the next 15 years to 2026. While further information can be found in the Transport Strategy background paper some of the key statistics are summarised as follows;

- **Dalston** is a London Plan-designated Intensification Area which is ear-marked to grow by approximately 1,770 new homes, 6,000 sqm of new employment space and 3,000 sqm of convenience shopping;
- **Hackney Central** is slated for approximately 1,200 new homes and improved retail, civic and cultural growth;
- **Woodberry Downs** is one of largest regeneration programmes in Europe which an estimated 4,664 gross new homes expected to be realised over a 20 year period

- **Hackney Wick** is a key Olympic Legacy employment area is expected to contribute an additional 87,000 sq m of employment space and 620 new homes;
- **City Fringe South Shoreditch** – growth in this area will look to enhance its cultural, office, leisure and creative character with an additional 530 new housing units and approximately 175,000 sqm of new employment space;
- **Railway Corridors** centred in areas around Haggerston, Hoxton and Shoreditch High Street Overground stations will be expected to contribute 630 new homes and further intensification of mixed use development.

A key reason why these particular growth locations were chosen was based on their proximity to high levels of existing or planned public transport provision. This planned growth can therefore be catered for by mitigating against additional car use but will likely to put pressure on existing public transport services.

## 5.6 Hackney residents commuting patterns

As covered in the over-arching Transport Strategy, at an average of 0.7 jobs per resident of working age, Hackney has a low jobs density in relation to other inner London boroughs. This means that the borough's residents are more likely to travel outside the borough to access employment than their counterparts in neighbouring boroughs. Jobs density is even lower in the north of the borough in places such as Clapton, Dalston and Stoke-Newington have a jobs density of 0.31 reflecting an obvious need to travel in these areas to access employment.

While some of the 2011 Census travel to work data has yet to be released, the 2001 Census indicated that a majority of Hackney's commuters (67%) travelled into Central London and neighbouring borough's to access their place of work. This trend is likely to be maintained over the lifetime of the Strategy with notable developments including the 2011 opening of the Westfield development in Stratford and planned employment growth in the Upper and Lower Lea Valley. A need for additional orbital public transport provision and capacity across the inner north, east and central London sub-regions will be required as employment opportunities in these areas grows.

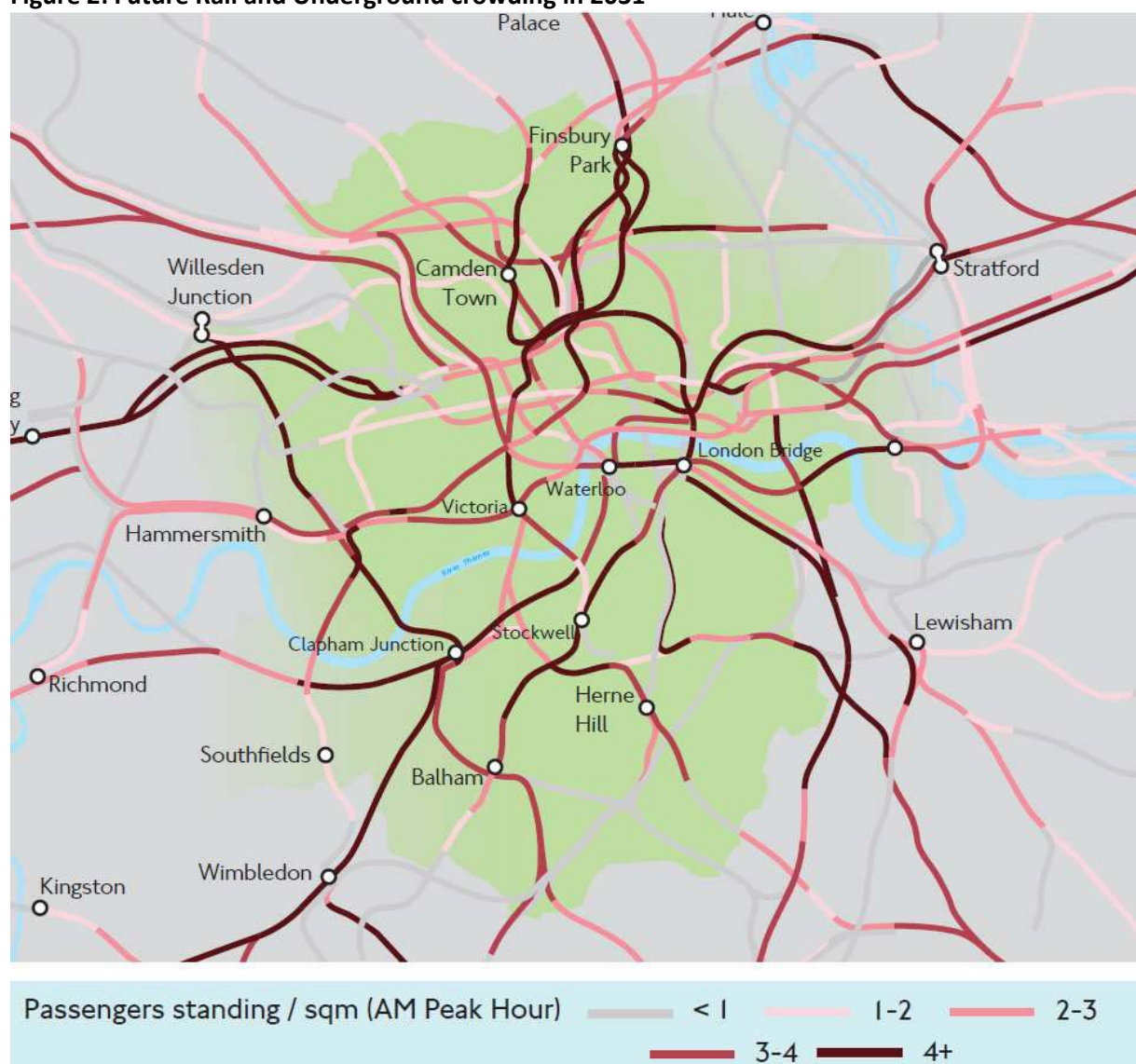
## 5.7 Addressing future over-crowding

Even with all committed investment and planned infrastructure in place, Hackney in common with other inner London boroughs, is likely to experience overcrowding and congestion on its public transport network in future years. This will likely be the result of increases in the demand to travel primarily from with additional growth both within the borough and from journeys originating outside but routing through Hackney; but also the increasing popularity of public transport as private car use becomes progressively more expensive.

Fig 2 highlights the extent of expected overcrowding on London's rail network by 2031. The map depicts severe over-crowding on many railway lines and Tube connections to key hubs and termini such as Kings Cross, Liverpool St, London Bridge and Stratford. The following is of particular relevance to the travel patterns of Hackney's residents;

- Severe overcrowding is expected on all rail and tube lines running south of Finsbury Park;
- Overcrowding expected on the North London line between Homerton and Highbury and Islington (particularly between Dalston and H&I);
- Overcrowding on most of the Northern line but particularly between London Bridge and Euston;
- Central Line overcrowding between Bank and Stratford.



**Figure 2: Future Rail and Underground crowding in 2031**

Source; TfL, Central London SRTP 2012.

Future regeneration within Hackney and within the wider central and east London sub-region will be dependent upon the success or otherwise of finding a solution to these problems. The answer is likely to be the result of a significant uplift in public transport capacity provision and policy initiatives promoting a shift to greater walking and cycling levels to reduce pressure on the existing network. Efforts to relieve local public transport overcrowding are outlined in the Cycling and Walking strategies.

## 5.8 Barriers to using public transport in Hackney

As part of the initial consultation process for the Transport Strategy, Council officers engaged key stakeholder groups including disability groups, Age UK, Hackney Headteachers Forum and Hackney Councillors to identify some of the key issues around public transport provision in Hackney. In addition to this, Council officers also took into consideration previous submissions to the LIP2 document and other useful documents such as the Disability Backup Report 'Getting there' and the Council's emerging Infrastructure Delivery Plan, which identifies gaps in transport infrastructure. Table 1 provides a synopsis of some the key issues raised.

**Table 1. Issues raised by key stakeholders**

Issue	Raised by	Specific Locations raised
Over-crowding on the London Overground	HC	North London Line in particular
Inaccessible rail stations/ lack of DDA-compliant stations	HC DBU	Hackney Downs Station Dalston Kingsland Homerton Hackney Wick Hackney Central London Fields
Lack of staff at rail stations/ threat of staff cuts	DBU HC	All NR stations
Poor interchange facilities	DBU	Dalston Kingsland/Dalston Junction
Inadequate ticket hall facilities	DBU	Dalston Kingsland
Some bus drivers not stopping for wheelchair users/ unhelpful attitude	HC DBU	Londonwide
Need for more bus priority measures	HC	Amhurst Park Road Wick Way Cassland Road
Reduced bus services/reliability issues	HC	Route 242, 336 Stoke-Newington town centre Generally east of the borough
Lack of bus services going west from the east of the borough	HC	
Schoolchildren using bus services for short journeys to school rather than walk or cycle	HC	Amhurst Park Road

Lack of safe crossing facilities near bus stops	DBU	Lea Bridge Road
Design of new Routemaster allows less space for wheelchairs	DBU	
Lack of black cabs in town centres	DBU	Dalston

In order to meet these challenges, the Council will need to continue work closely in partnership with a range of stakeholders including the Department for Transport, National Rail, Transport for London, community groups and through forming alliances with neighbouring boroughs to plan and jointly fund public transport improvements. These will include schemes that improve integration between different travel modes.

Whilst the borough is not directly responsible for the provision of public transport services, it plays an important role in facilitating improvements primarily through identifying gaps in provision and working with TfL and public transport operators to address these shortfalls. The Council can also assist by implementing local improvements to existing services for example, by providing bus priority measures on its road network or by providing a better environment for pedestrians, cyclists and bus users to access stations through better crossing facilities and slower vehicle speeds. The Council also acts as an important intermediary between Hackney residents and Transport for London e.g. by raising resident concerns with bus stops, crossing facilities on the TLRN network etc and hosting regular meetings which brings together a wide range of public transport groups and operators to provide updates and discuss areas of concern.

Many of the issues raised above are covered in other parts of the Transport Strategy- notably the Walking and Public Realm Plan. The remainder of this document will be concerned with the Council's proposals for improving the capacity, frequency and quality of public transport provision in the borough.

## **6. Rail Strategy**

### **6.1 Introduction**

Rail-based public transport services in Hackney have significantly improved in recent years particularly with the opening of the East London Line Extension and further service improvements to the North London Line. However, there remain significant challenges to overcome in relation to addressing gaps in provision of underground rail services, reducing overcrowding on services and improving accessibility to stations. The radial nature of the National Rail routes that currently terminate at Liverpool Street without appropriate interchanges also creates difficulties in terms of providing orbital movement. This chapter sets out Hackney Council's approach to rail provision for our residents over the lifetime of the Transport Strategy.

### **6.2 Existing rail network and recent improvements**

Rail services in Hackney are provided and managed by a number of operators including Transport for London and Network Rail. Four mainline rail routes serve stations based within Hackney:

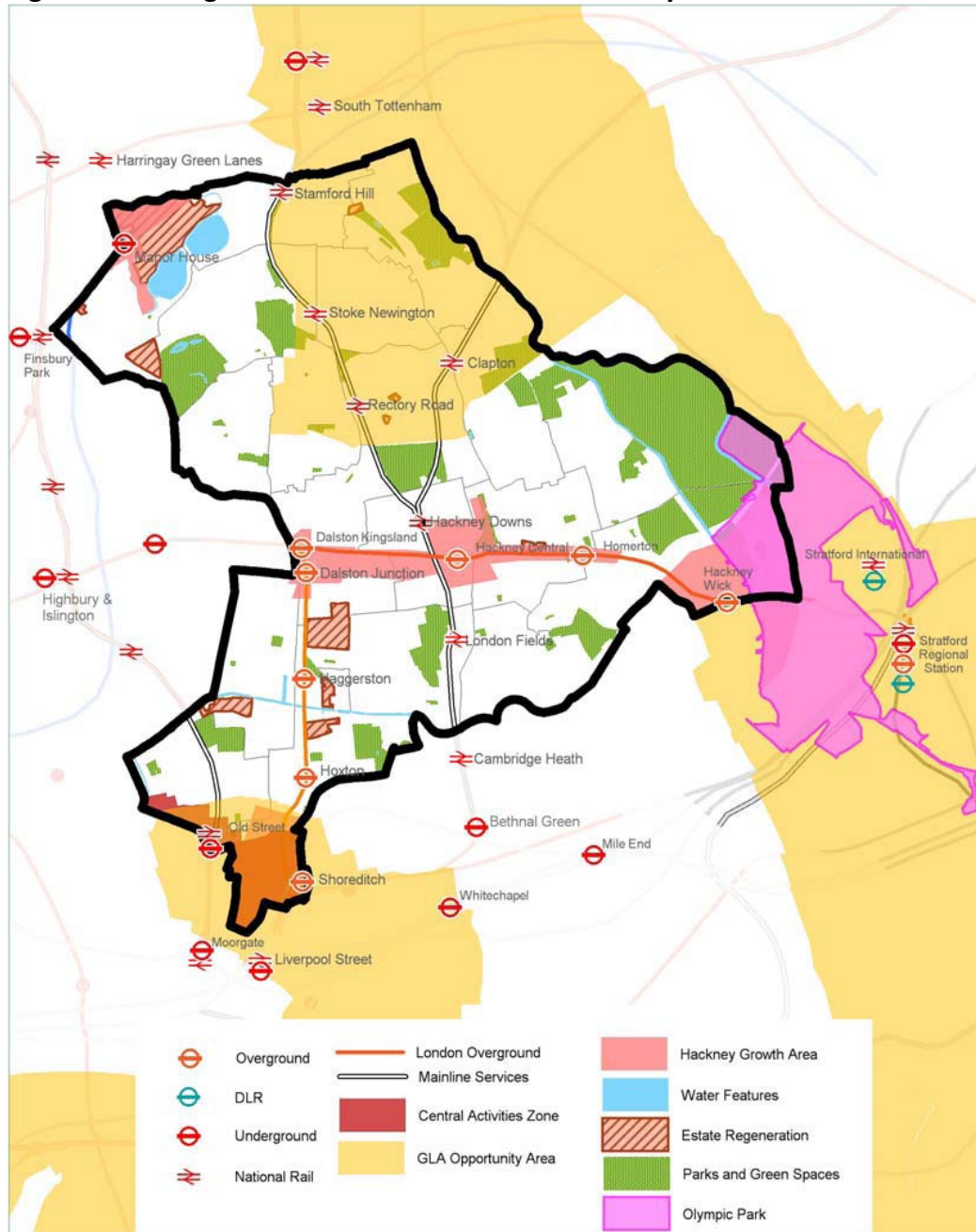
- Greater Anglia's West Anglia services which originate from Liverpool Street and serve stations at Hackney Downs, London Fields, Rectory Road, Clapton, Stoke-Newington and Stamford Hill;
- Great Northern's Northern City line which runs from Moorgate to Finsbury Park and serves Old Street;
- The North London Overground line that runs from Richmond in the west to Woolwich in the east with stations at Dalston Kingsland, Hackney Central and Homerton, and;
- The East London Overground line that runs from Highbury and Islington in the north to West Croydon in south London and Clapham Junction in the southwest. The line opened in 2010 and provided new stations at Dalston Junction, Haggerston, Hoxton and Shoreditch.

In February 2011, the Highbury and Islington extension on the East London line was completed allowing additional services at Dalston Junction. The second phase of the East



London line extension was completed in December 2012, thereby allowing the borough full orbital connections across London. The map showing the existing rail network in Hackney and location of key railway stations within and immediately outside the borough is depicted in Fig 6.1.

**Figure 3: Existing Rail network in and around Hackney**



Source; LBH LIP2 2011

### 6.3 Confirmed rail improvements (2014-2018)

Planned improvements to the strategic railway network in London are primarily decided by the Department for Transport, Transport for London and Network Rail. Nonetheless the Council has an important role in making the case for local improvements either on its own or through strategic partnership agreements with other boroughs such as the East London and South East London Transport Partnership (ESEL); with colleagues representing north and central London boroughs and a wide range of advocacy groups and non-government organisations. Key sources of information include Network Rail's 'Strategic Business Plan for 2014-2019 and TfL's Business Plan 2009/10 – 2017/18. Key confirmed infrastructure projects impacting Hackney include;

- **Crossrail 1 (2018)**

Crossrail is a 73-mile rail route links Heathrow airport to Canary Wharf in London Docklands and Shenfield in Essex via 25 miles of tunnels under central London. Crossrail will expand the city's rail network capacity by 10% cutting journey times substantially and relieving congestion on many other rail and Tube lines. Although there will be no station situated within the borough boundary, the station at Liverpool Street will have an influence on the South Shoreditch area and act as a further catalyst for regeneration and growth in this area of Hackney. Similarly, the station at Stratford should have benefits in terms of reducing congestion on the Central Line and facilitating regeneration in the Hackney Wick area providing appropriate bus and rail links are in place. Hackney will work with TfL, Crossrail and neighbouring boroughs to ensure that pedestrian, cycle and bus routes to stations are improved as the project progresses. Crossrail 1 is due to be opened by 2018.

**PT1 Crossrail 1 Station Access Improvements**

Hackney will work with TfL, Crossrail and neighbouring boroughs to ensure that pedestrian, cycle and bus routes from Hackney to new Crossrail stations are improved and benefits to the borough maximised as the project progresses.

- **Lea Bridge Station (2014)**

Although located just over the borough boundary in Waltham Forest, Hackney residents in the Lower Clapton and Lea Bridge Road areas of the borough will benefit from the re-opening of this station, which was confirmed in Network Rail's Strategic Business Plan published in January 2013. The station which is located near some of the most deprived wards in Hackney; is served by a number of high-frequency bus routes including the 48, 55, and 56 and will improve transport accessibility for the growing residential area along Lea Bridge Road to access employment opportunities in Stratford and the wider Lower Lea Valley and Docklands area. Interchanges will also be possible at Tottenham Hale offering further possibilities to access destinations in the Upper Lea Valley area such as the Meridian Water and Northumberland Park developments. As with the Crossrail stations, Hackney will work with Waltham Forest, Network Rail and TfL to ensure that improvements to existing pedestrian and cycle routes and infrastructure are secured as part of the implementation process.

**PT2                      Lea Bridge Station**

Hackney will work with Waltham Forest Council, Network Rail and TfL to ensure that improvements to pedestrian, cycling and bus routes between the station and Hackney are secured.

- **West Anglia Main Line three -tracking (by 2019)**

A related project includes the £72million commitment outlined by Network Rail in the Business Plan to relieve overcrowding and absorbing the additional forecast growth on the West Anglia main line by delivering the infrastructure required to increase the frequency of Lea Valley line services to Stratford to four trains per hour. An additional benefit to this would be that there is an opportunity to increase services at Clapton station by enabling a direct rail service from Clapton to Tottenham Hale and the Lea Valley Line in addition to the existing Chingford-Liverpool Street route.

The North London Strategic Alliance was recently successful in securing £25 million from the Growing Places Fund for rail upgrades to provide extra services at Northumberland Park and Tottenham Hale, improving rail links between Stratford, the Upper Lee Valley and beyond, including Stansted Airport. The funding will enable the construction of an additional track between the re-opened Lea Bridge station and Angel Road which would have the benefit of doubling the amount of trains serving Lea Bridge station to 4 per hour. The scheme is expected to complement additional station upgrades at Angel Road and support the Meridian Water and Northumberland Park developments as part of the wider regeneration of the Upper Lea Valley Opportunity Area. These greater capacity and commuter rail services improvements would enable our residents' greater access to employment opportunities at Stratford and the Upper Lea Valley.

### **PT3 Clapton to Tottenham Hale service improvements**

Hackney will work with Network Rail and TfL to ensure that three-tracking the West Anglia Main Line results in frequency and connectivity improvements for Hackney residents. In particular we would want to see a direct service between Clapton and Tottenham Hale and the Lea Valley Line in addition to the existing Liverpool Street – Chingford service.

- **Devolution of West Anglia Line suburban services to the Mayor and TfL**

In the June 2013 Comprehensive Spending Review the Chancellor of the Exchequer announced that by 2015, Transport for London will take over running suburban train services and stations on the West Anglia line between Liverpool Street and Cheshunt, Chingford and Enfield Town. This means all West Anglia Line services stopping in Hackney and all stations in Hackney will be managed and run by TfL and the Mayor of London by 2015. Hackney will work in partnership with the Mayor and TfL to secure urgently needed improvements to stations and trains on the West Anglia Line in the borough.

### **PT4 Devolution of the West Anglia Line to TfL**

Hackney will work in partnership with the Mayor and TfL to secure urgently needed improvements to Hackney stations and train services on the West Anglia Line.

- **Hackney Central/Downs Direct Interchange (2014)**

Planning permission was recently granted by Hackney Council to restore a pedestrian link between Hackney Downs and Hackney Central. When completed, this project will offer the ability to interchange between the Overground and West Anglia Lines in central Hackney in less than 5 minutes compared with the approximate 10-15 minute walk that it currently takes.

The project was identified in the Mayor of London's Transport Strategy as a key interchange linking orbital and radial routes and will consolidate the integration of the rail network in inner north-east London and assist in distributing demand away from congestion points such as Liverpool Street, Seven Sisters and Tottenham Hale. The total scheme costs are approximately £5 million, which will be jointly funded by Network Rail (£3 million), TfL and Hackney Council (£1 million each). Construction on the project is estimated to start in early 2014 with an expected opening date in later that year.

**PT5 Hackney Central / Hackney Downs Direct Interchange**

Hackney will work in partnership with the Network Rail and TfL to ensure the direct interchange is completed by the end of 2014.

- **Electrification of the Gospel Oak - Barking line (GOBLIN) (2019)**

Although there are no stations in Hackney, Hackney Council strongly welcomes the recent announcement from Transport for London for the £90million electrification of the Gospel Oak-Barking Line by 2019. The scheme is expected to form part of an overall extension of the line to Barking Riverside. At present, the current line only facilitates diesel trains, meaning that electric trains (whether passenger or freight) from other routes cannot currently use it. The line is also one of the few in the capital that does not pass through Central London and consequently forms part of an important freight route to other parts of the country.

A potential upside for Hackney and neighbouring boroughs is that electrification of the GOBLIN would allow an electrified diversionary route across London (thereby avoiding Hackney) for Thameside freight as well as providing capacity relief between Forest Gate

Junction and Stratford on the Great Eastern Line. Electrification will deliver huge benefits to both the local area and London as a whole, including improvements to the rail network connectivity and a reduced environmental impact. An upgraded South Tottenham station to include accessibility improvements is also expected to take place within this period.

- **Five-car trains on all London Overground routes (2014 – 2015)**

**PT6 Support for GOBLIN Electrification**

Hackney strongly supports the electrification of the GOBLIN line and will work with Haringey Council and TfL to promote use of the station by residents in the Stamford Hill area of the borough.

The success of the London Overground network has meant that demand is outstripping capacity causing severe peak time congestion. Transport for London's ten year Draft Business Plan commits the Mayor to boosting the capacity of the Overground by lengthening trains and increasing the frequency of existing services. This will result in an overall increase of capacity of the London Overground network by 25%. Within Hackney, this will include longer 5-car trains on the North London Line and increasing frequency on the East London line by an additional two trains per hour. The first longer trains are due to enter service on the East London Line by December 2014, with all other routes gaining five-car units within the following 12 months.

**PT7 Improved London Overground Services**

Hackney will continue to lobby TfL and the Mayor to ensure there are continued improvements to the North and East London Overground lines to match the increasing levels of demand, including but not limited to five car trains and increased frequencies.

- **Cycle parking at stations**

Hackney Council is very keen to promote active travel to public transport stations and will continue to seek improvements to the walking and cycling environment around the boroughs railway stations to facilitate linked trips. The Council has been very successful in



working with TfL and Network Rail to install additional cycle stands at rail stations across the borough. We will continue to do this and seek to supplement LIP funding with other sources on a priority needs basis.

The borough has used local transport funding and worked in partnership with the rail operators to improve facilities at stations across the borough. All stations in the borough have had cycle parking improvements however ever increasing cycling levels means at many stations demand outstrips supply and we will need to revisit in order to increase provision.



Image 6.1 - Cycle parking at Hackney Downs

#### **PT8 Cycle Parking at stations and public transport interchanges**

Hackney Council will continue to review the level of cycle parking at stations and public transport interchanges in order to ensure that (wherever possible) supply meets demand.

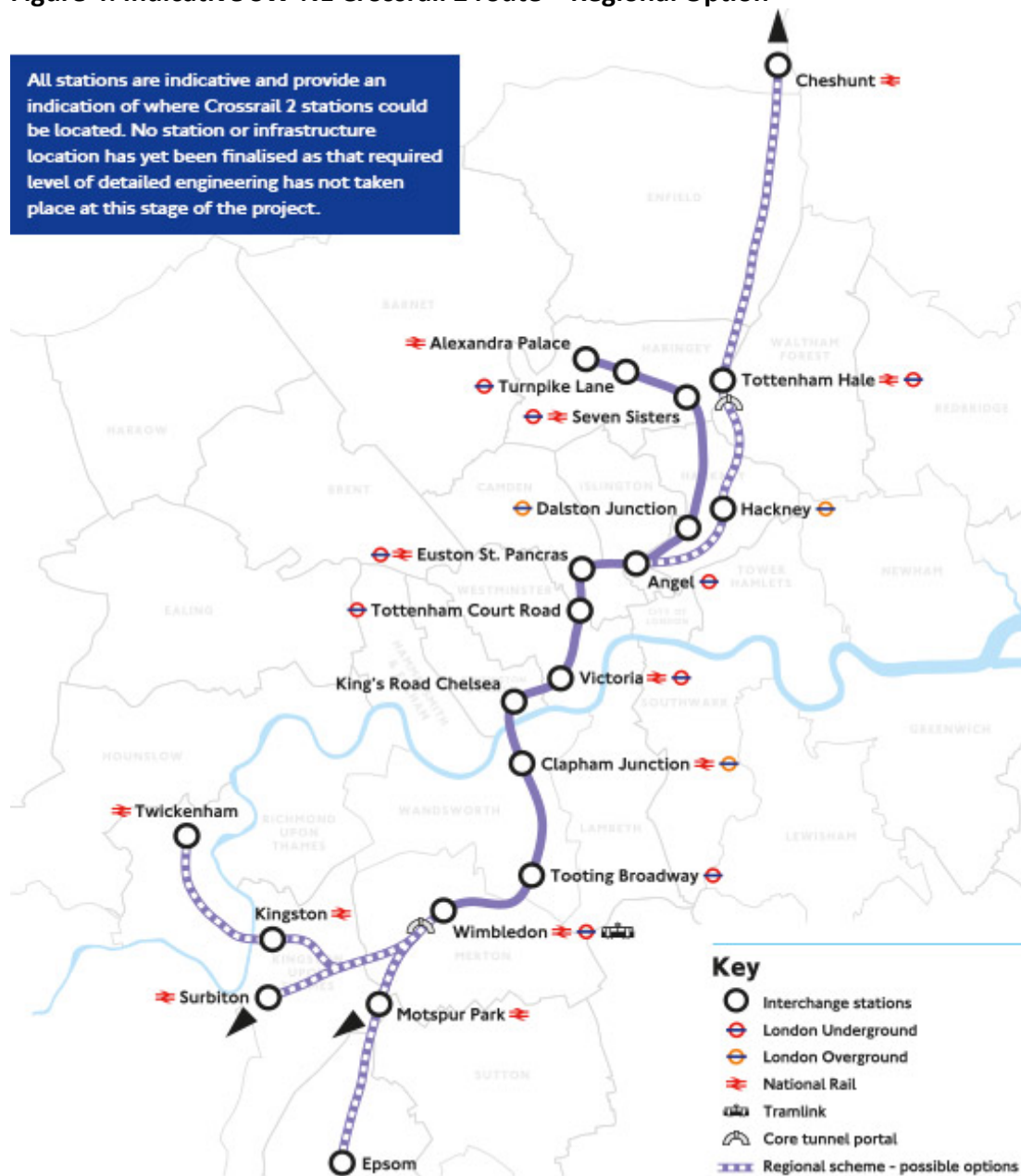
### **6.4 Future Rail priorities**

As noted earlier in the plan, the borough and wider north-east sub-region of London will need additional investment over-and-above those committed in existing business plans- a fact acknowledged by Transport for London and the Mayor amongst other influential groups in several documents and press releases. The following section therefore outlines some of the key priorities for the Council over the lifetime of the Strategy.

- **Progression of Crossrail 2 and securing stations in Hackney**

Crossrail 2 is a long-proposed rail project linking southwest and north London via Victoria and Euston and is intended to relieve the severe congestion and overcrowding on London's rail network by 2031 as highlighted in Fig 5.1. The construction of Crossrail 2 (formerly known as the Chelsea-Hackney line) is a long-term objective for the Council. Should the project proceed, the completed railway will provide high-speed rail connections to central and west London, support regeneration objectives in Hackney's strategic growth areas and help address the borough's historic poor connectivity to the London Underground network. Whilst the final route alignment is in the process of being decided by Transport for London, the Council is required to help safeguard the current route (which was last refreshed in 2008) until such a point as that alignment is refreshed, which is expected to be confirmed in early 2014.



**Figure 4: Indicative SW-NE Crossrail 2 route – Regional Option**

Source; TfL (2013) Crossrail 2: Summary of Option Development

Recent consultations with TfL indicate that the current favoured proposals show route alignments going through Hackney with a proposed station at Dalston Junction on the branch via Seven Sisters to Alexandra Palace and a proposed station at Hackney Central on the branch via Tottenham Hale to Hertford East. Whilst the Council supports these proposals it is seeking guarantees from TfL over the provision of these stations on the core route as part of any first phase of the line. It is also concerned that as currently proposed there is no interchange proposed between the London Overground station at Dalston Kingsland and the Crossrail 2 branch running through Dalston despite the close proximity of

the platforms. Similarly the interchange arrangements at Hackney Downs/Central with Crossrail 2 appear circuitous and should be reviewed.

#### **PT9 Crossrail 2 proposals**

Hackney Council will continue to lobby the Mayor of London, Network Rail and TfL to ensure that Crossrail 2 progresses as quickly as possible and the alignment of the route maximises benefits for the borough.

- **Hackney Wick Station upgrade and remodelling**

Hackney Council and other partners such as the London Borough of Tower Hamlets and the London Legacy Development Corporation, Network Rail and TfL are committed towards the reconfiguration of the station to provide a new highly accessible station. Essentially, the intention is that an upgraded Hackney Wick station will become a key catalyst of regeneration for significant growth planned around the station and become a point of access to the Lee Valley Regional Park, ICity, the extensive waterside areas created on both sides of the Lee Navigation and the legacy facilities that will be available in the Olympic Park.

The station upgrade is likely to be delivered over a number of stages with the creation of a new north-south road-level pedestrian link through the existing railway embankment to be provided as an essential first step. At a later date new lifts and a booking office located on ground floor level to provide full DDA-compliant accessibility will complete the planned project. More detailed proposals and principles for the upgrading of the Hackney Wick station and the activity 'Hub' around the station and its context within the surrounding area can be found in the Council's adopted Hackney Wick Area Action Plan (AAP).

#### **PT10 Hackney Wick Station Upgrade**

Hackney will continue to work with partner organisations to ensure that Hackney Wick Station is upgraded and remodelled to improve access to the local area in the next few years.

- **Improving accessibility and upgrades of existing stations**

The LIP2 and the Hackney Infrastructure Assessment and Delivery Plan have identified the need for the following:

- The reopening of the Hackney Central station ticket hall;
- Dalston Kingsland ticket hall upgrade and accessibility;
- Homerton Station ticket hall improvements (new station entrance on north side- (DDA compliant north side).

The issues with these improvements relate to the difficulty in entering/exiting the ticket hall at peak times. In addition to these Disability Back-Up in Hackney's report 'Getting There' has identified issues for members in accessing Dalston Kingsland and Hackney Downs and also pointed out that inadequate lighting in and around the latter station is a significant problem. While there will be accessibility improvements to Hackney Downs station as part of Hackney Interchange project in 2014, the Council is hopeful that the station will become fully accessible through the subsequent project phase with preliminary designs for the potential installation of lifts already in place. The Council will continue to work with TfL and Network Rail to improve accessibility in all cases and require private financial contributions towards these schemes where appropriate as part of new development e.g. as part of any redevelopment of major schemes in the Kingsland High Street area.

#### **PT11 Station Ticket Hall Improvements**

Hackney will continue to work with TfL and Network Rail to ensure that Dalston Kingsland, Hackney Central and Homerton station ticket halls are all upgraded and remodelled to improve accessibility and accommodate increasing passenger numbers.

- **Staffing of stations and consideration of co-locating community uses in stations**

There is concern that the recommendations of the McNulty report (DfT 2011) will result in a reduction or complete removal of staff from some stations in Hackney. This is a concern because of safety and personal security considerations for more vulnerable residents, and because passengers with mobility issues such as sight impairments will not be able to rely on the assistance of station staff if needed hence they will be forced to avoid these stations. The Council will investigate options for expanding the Banner Repeater project at Hackney

Downs station where a community reading space and art project space has been established in an empty room in the station.

Stations are often in key busy locations and have a continuous flow of people passing throughout the day so are good places to co-locate community services and/or commercial activities. With the increase in online shopping there has also been a significant increase in delivery vehicles on our roads that end up going back and forth trying to deliver packages when residents are at work and not at home. Stations would be excellent places to locate facilities such as lockers to enable delivery organisations to drop off items or packages to enable residents to pick them up on their way home from work.

#### **PT12 Staffing of stations and alternative ways of activating stations**

The Council will investigate options for alternative uses of station and increasing activity through the co-location of community services/uses and potential use of stations for online delivery pickups.

- **Full 4-tracking of the Lea Valley line including Coppermill Lane Junction improvements Post 2019 (Control Period 6)**

Demand for rail travel over the next ten years is forecast to significantly increase due to substantial regeneration and population growth in East London and the Lea Valley Corridor. Even with the recent improvements to rail such as the East London Line and the future improvements such as Crossrail 1, there will still be heavy congestion on the rail services in Hackney and neighbouring boroughs such as Haringey and Newham. Transporting freight will also be an issue given the industrial nature of much of the planned employment base.

Hackney Council is a member of the West Anglia Routes Group which is working with TfL and Network Rail to seek a commitment to address ongoing constraints arising from having Lea Valley line services better suited to a four track mainline currently operating on a two track railway. Currently there is a major tension between faster limited-stop longer distance services and slower all-stations inner suburban services running on the same tracks.

Resolving this through investment in a four track mainline in CP6 will help address ongoing capacity, connectivity and journey time issues and facilitate regeneration and population growth in the north-east London region. Hackney Council will continue to work with this group to seek the necessary improvements to the line by 2019.

**PT13 Four-tracking the Lea Valley Line**

Hackney Council will continue to work with the West Anglia Routes Group to seek the necessary improvements to the line by 2019.

- **Promotion of Stratford as a regional and international hub**

The commencement of international stopping services at Stratford would enhance Hackney's international linkages and support business development in the borough. The high frequency services of the Javelin service during the Olympic Games was an initial barrier to providing a stopping service on the King Cross St Pancras-Paris route but the Council will now look to work with partners to seek a review of this position from Eurostar. The Council is also keen to examine the possibility of an international stop as part of the Deutsche Bahn proposed London-Frankfurt route and the "Transmanche Metro" project to Calais via local stations.

**PT14 Stratford as regional and international hub**

Hackney will continue to support the promotion of Stratford as an international hub and work with partners to lobby for this to happen.

Details of the expected delivery dates of all confirmed and proposed infrastructure can be found in Chapter 10 - Delivery Strategy of this report.

## **7. Bus Strategy**

### **7.1 Introduction**

Buses are by far the most used form of public transport in London with almost 2 billion bus journeys each year. Almost half of Londoners use buses on at least two days a week compared to around a quarter that use the Underground and 13% who use National Rail services. Bus services are particularly important to those Londoners on low incomes whereas car, rail and Underground trips are more likely to be made by those on higher incomes (London Councils, 2010).

These trends are of particular relevance to Hackney which has some the highest levels of deprivation in the country. As commented in the third chapter, bus travel is the most popular form of transport in Hackney and we have the highest level of bus usage in London. This chapter outlines some the key challenges impacting on the bus service in Hackney and summarises some of the key actions for the Council over the coming decade.

### **7.2 Existing bus provision and recent improvements**

There are presently 49 bus service routes that use Hackney's roads making buses the most significant form of public transport provision. Ten of these routes are amongst the Capital's 25 most heavily used.

Many routes overlap on the major road network with the busiest bus corridors (greater than 20 vehicles per hour) operating along much of the TLRN roads or the Borough's principal roads. Twenty-two of the bus routes continue to operate 24 hours as part of the Night Bus network. Fig 7.1 illustrates the bus network in Hackney and the level of frequency on each route.

In recent years, there have been a number of enhancements to the bus service including frequencies route extensions and particularly new routes which now reach hitherto poorly served areas, e.g. routes 388, 393, 394 and most recently the 488 extension.



Figure 5: Existing Bus Network in Hackney



### 7.3 Strategic priorities for the Council

The Mayor of London has recently undertaken a review of the bus service in London. Whilst the results of this Review and its implications for Hackney are unclear at present, the following represents the strategic priorities for the Council over the lifetime of this Strategy:

- **Improving access to Hackney Wick and Stratford/Queen Elizabeth Park (2013/14)**

The Council has long recognised the importance of providing good public transport links to serve Stratford and access employment opportunities created at the former International Broadcast Centre (IBC) and Main Press Centre (MPC).

Hackney Council responded to a TfL Buses consultation relating to new routes serving the Queen Elizabeth Park which is due to open in mid-2013. The key points of the proposal included:

- Route 308 (Wanstead, Woodbine Place – Clapton Park, Millfields)  
TfL's proposal to extend the route from Clapton Park to Lea Bridge roundabout.  
There will also to be increased frequencies on all days of the week.
- Route 339 (Stratford City bus station – Shadwell Station). The proposed diversion to serve areas to the immediate south of Hackney Wick would benefit residents and workers in this area.
- Route 388 (Hackney Wick – Blackfriars Station). The proposed extension will allow a through link to Stratford from Victoria Park and Hackney Wick.

In addition to the above, the Council have requested clarification on certain proposals and also for TfL Buses to consider further amendments to the following routes.

- Route 308- that the Review looks at using the Lea Interchange and Velo Park as opposed to Temple Mill Lane to serve the Media Centre, Velo Park and North Hub.
- Route 30 and 236 – The Council requests that this Review considers extending these routes to provide greater capacity and frequency bus service that links the heart of the borough with the Park and employment opportunities in Stratford via the new contra-flow Eastway Bridge which is expected to open in late 2013 (see below)
- Extension of Route 241 from Media City (iCity) to Dalston Junction Bus Station. This would provide a service from the Dalston Intensification Area in and Hackney Central



to the Olympic Park as well as provide resilience for the London Overground North London Line connection from Dalston to Stratford

### **PT15 Improving bus access to the Olympic Park, Hackney Wick and Stratford**

Hackney Council will work with TfL to improve access to the Olympic Park and Stratford City from Hackney

- **Improving journey times through bus priority measures**

Hackney has an agreed LIP2 commitment with Transport for London to reduce excess waiting time (the waiting time experienced by passengers over and above what might be expected of a service that is always on time) from a baseline of 1.2 minutes in 2009/10 to 1.1 minutes by 2017/18. One of the most effective ways to achieve this is through giving buses priority over other motor traffic through the reallocation of road space. There are presently about 11 Km of bus priority measures in Hackney of which 8.8km is located on the TLRN and 2.2km on borough roads. Ring-fenced funding for bus priority specific projects was discontinued by Transport for London prior to the LIP2 but the Council has continued to implement bus priority measures through LIP funding , for example recent schemes on Homerton Road and Amhurst Road.

The Council is examining the possibility of introducing more bus priority measures where one-way systems are more prevalent causing buses to take longer and circuitous routes. By and large, these routes tend to be in the east of the borough on approach roads to the A12. The Council are currently examining the feasibility of introducing contraflow bus lanes in the short to medium term (1-5 years) in the following areas;

- Wick Road – (at feasibility stage 2);
- Well Street (initial feasibility work to be carried out with funding available from OPTEMS);
- Cassland Road- (feasibility work is expected to be undertaken after the Wick Road and Well St studies completed).

In the medium to long term (3-10 years), the Council will look to prioritise the following bus priority schemes in the western part of the borough either as part of LIP 3/LIP 4 schemes or

based on other factors including route reviews or from performance data received from TfL

Buses:

- Amhurst Park Road;
- Morning Lane (westbound approach to Mare Street);
- Balls Pond Road.

**PT16 Improving journey times through bus priority measures, completing missing gaps in the network and reviewing bus lane hours.**

Hackney Council will aim to improve bus journey times and reliability by implementing additional bus priority measures such as new bus lanes on roads that will complete the missing gaps in the bus priority network, as well as reviewing the hours of bus lanes in order to reflect the growth in the night time economy and increasing levels of congestion on our roads at the weekends and evenings.

- **Stoke-Newington Gyrotory**

At Stoke Newington there is currently a two stage study underway examining options for improving the road network in this area. This review may well result in proposals for changes in the bus network and more details will be provided as the study progresses whilst this document is being refined. The first stage of the Stoke Newington work is due to report in October 2013.

- **Mare Street (Narrow Way) trial**

From mid-2013, Transport for London (TfL) and Hackney Council will trial the removal of southbound buses and other traffic from the Narrow Way in Mare Street as part of the

**PT17 Progress the implementation of road layout changes as part of major schemes in Hackney Central and Stoke Newington without significant negative impacts on bus services**

Hackney Council will continue to progress two major town centre improvement schemes in and around Hackney Central / the Narrowway and Stoke Newington with TfL. The aims of these schemes will be to improve conditions for pedestrians, cyclists and public transport users. Therefore we will work to ensure any negative impacts on bus services are minimised and preferably the schemes will result in a positive outcome for bus users.

Council's wider plans to attract more visitors and shoppers to the area. The trial is expected to prove beneficial for pedestrians and cyclists in addition to improving air quality. The trial is expected to last until early 2014 at which point the Council will consult with TfL Buses, residents and local businesses to determine the success of the scheme. Southbound Buses will be re-routed around and along Amhurst Rd.

- **Achieving full coverage of accessible bus stops in the borough**

Hackney has made good progress on this issue with approximately 96% of the circa 380 bus stops on borough-controlled roads in the borough fully-compliant with TfL Accessible standards at the end of the 2012/13 financial year– the highest of any borough in London. The Council's Streetscene department is currently undertaking a review of all borough bus stops with a view to upgrading those in poor condition and retrofitting with seating, lighting and shelters subject to space restrictions over the course of the Strategy. These will include a commitment to resolve identified problem areas by local groups such as Living Streets and Disability Back Up such as the bus stops where ramps cannot presently be lowered and inadequate crossing facilities near important bus stops.

There are approximately 120 bus stops on the TLRN network in Hackney which are the responsibility of TfL. As of April 2013, TfL estimates that around 70% of all bus stops in the capital are accessible – from a baseline of around 29% in 2008. The Mayor of London has

recently pledged an additional £18 million to ensure that 95% of bus stops (on borough roads and the TLRN) will be accessible by 2016. The Mayor has also committed additional funding for driver training to help passengers with differing needs, which includes stopping correctly at bus stops and making sure the ramp is lowered properly.

**PT18 To have be one of the first boroughs to have a fully accessible bus stop network in London**

Hackney Council will work to ensure that every bus stop in the borough is fully accessible and do this as soon as is practically possible. All the bus stops on borough controlled roads are close to being fully accessible however the TfL road network requires more work and the Council will work with TfL to ensure their bus stops are also fully accessible.

- **Extending Bus Countdown and publicising iBus realtime information**

In terms of directly 'improving the journey experience', one of the measures being implemented is the imminent roll-out of the new Countdown bus stop passenger information system. A recent TfL roll-out programme saw an increase in the number of Countdown installations in Hackney from 59 to 85, and a concentration of new installations in the most heavily-used areas such as Hackney Central, Dalston and Stoke-Newington. These will continue to be rolled out subject to agreement with TfL and dependent upon changes in technology that may make Countdown technology redundant.

Hackney Council will also continue to promote and publicise iBus realtime information available on smartphone applications and will investigate opportunities for providing more realtime bus and train departure digital displays in public buildings such as libraries and Hackney town hall.

**PT19 Continue to roll out bus countdown displays at bus stops where appropriate and make real-time bus departure information available wherever possible.**

Hackney Council will work with TfL to expand digital countdown displays at bus stops in appropriate locations and we will investigate opportunities for providing more digital displays of real-time bus departure times in public buildings and places.

- **Reducing crime and the fear of crime on the bus network**

Reducing crime and the fear of crime is an integral part of making bus travel more attractive to residents and school children in Hackney that may otherwise travel by car. Ensuring that the borough is safer is also a commitment in the Sustainable Community Strategy. The prevention and investigation of crime and disorder on the bus network is the responsibility of the Metropolitan Police Safer Transport Team (as opposed to the British Transport Police who look after the Tube, DLR, London Overground or National Rail).

The Hackney Safer Travel Team has agreed the following local priorities;

- Crime and disorder on the bus network;
- Pick Pocketing on the bus network.

The STT team have recently proved successful at tackling after-school anti-social behaviour through policing the arrival and departure of school children. The STT team are also pro-active in preventing pick-pocketing on bus routes through the use of plain-clothes officers photographing and stopping suspects and are similarly pro-active in dealing with street drinkers around the bus network ensuring that they do not make passengers feel uncomfortable.

The Council has an excellent working relationship with the local STT team who have achieved some notable success in reducing crime on the borough's bus network and look forward to maintaining this relationship over the lifetime of the strategy. The Council will lobby TfL for improved frequencies and better services on certain routes such as the 253 and 254 where overcrowding may be a contributing factor in the occurrence of incidents involving anti-social and violent behaviour.

**PT20 Work with partners to reduce crime and the fear of crime on the bus network**

Hackney Council will work with a number of different partners and stakeholders to reduce crime and the fear of crime on the bus network ensuring fewer incidents which result in delays and discourage people from using buses.

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## **8. Taxi, Minicabs and Community Transport**

### **8.1 Introduction**

Taxis and minicabs are a legitimate and valuable form of public transport in Hackney, helping to serve areas where public transport options are limited or unavailable at certain times of the day. Taxi and minicabs provide access to a car in a borough that has low car ownership and provide a valuable contribution to the borough's night time economy as well as providing employment in their own right. This section looks some of the issues relating to taxi and minicab provision in Hackney and outlines the Council's strategic priorities.

### **8.2 Taxis and minicab provision in Hackney- existing provision**

Hackney residents' trip share of taxis and 'other' (largely private hire) is quoted as 2% of trips starting in Hackney (Travel in London TfL report 2, 2010). Hackney is one of the areas that has been identified by TfL as receiving relatively poor taxi service as it lies outside the heart of central London where most taxi activity is based, and inside the suburban boundary thereby not having a dedicated pool of drivers who work mainly locally.

In response to concerns of poor supply of taxis, suburban drivers licensed in the Enfield, Haringey and Waltham Forest sector have been authorised to operate in the north of Hackney. However, as this is the smallest of the suburban sectors, this only involves 130 of the 3500 suburban drivers with the smaller number of 61 of the 130 having the Hackney extension. Therefore, taxi availability in much of the borough is still considered to be poor, and by way of supplement the private hire trade is important in serving the borough.

There are a number of ranks in Hackney, located in the following areas;

- Calvert Avenue off Shoreditch High St (three spaces);
- Shoreditch House, Ebor Street (two spaces);
- Stamford Hill (three spaces);
- Woodberry Down, Seven Sisters Road (five spaces);
- Old Street, Hoxton (a night time rank, 10pm to 4am has four spaces);
- Sandringham Road, Dalston (3 spaces).

The Council is currently working with TfL to facilitate the conversion of some loading bays to form two additional taxi ranks after 7pm near Dalston Kingsland station and further north at Stoke-Newington Road.

There are additional ranks located very close to the borough boundary, particularly at Finsbury Park station and Moorfields Eye Hospital. There are also fourteen minicab operating centres in the borough, and many of these firms provide other services too. There are ten premises in Hackney that are used as operating centres by the holders of small operator's licences. There are just over 400 taxis currently owned by Hackney residents and at least twelve taxi repair garages in the area, there is also one taxi meter installation company.

### **8.3 Strategic Priorities for the Council**

The Council recognises the importance that taxi/minicabs play in supporting the night time economy of Hackney but also in providing accessibility to many of our residents. There is however some negative aspects to provision relating to noise and loss of amenity, local air pollution issues through idling and pressure on local parking many of which have been outlined in the Sustainable Transport SPD.

Finding sufficient road space to accommodate taxi ranks is also an issue in a borough with competing demands on the existing highway network. In addition, recent advances in technology with the advent of popular smart phone applications such as Hailo and Kabbee has reduced customer waiting times for taxis and subsequently the need for as much dedicated rank space previously required. Given these constraints, the Council will consider requests only in areas of identified need and where demand for taxi/minicabs is justified and the location is appropriate.

The following sets out the Council's intended actions in this area:

- Work with TfL to establish whether there is sufficient demand to justify the implementation of taxi ranks at Hackney town centre and Homerton Hospital and other town centres in the borough subject to request;



- Seek the inclusion of appropriate taxi pick up areas in new development such as hotels and shopping centres in accordance with the Sustainable Transport SPD;
- Examine the need for additional ranks near popular night time destinations at Old Street, Shoreditch and Dalston;
- Continue to work with TfL and the Met Police to discourage the operation of unlicensed taxis and touting in our town centres;
- Ensure that all new taxi ranks will have a fast or rapid electric vehicle charging point installed adjacent to the rank;
- Promote the uptake of electric and zero/ultra-low emission vehicles amongst taxi and mini-cab companies and owners in the borough.

**PT21 Recognise the role of taxis and minicabs in the borough and look to expand number of ranks in the borough whilst facilitating the shift to electric and zero emission vehicles.**

Hackney Council will look to identify new potential sites for taxi ranks in the borough and will look to install electric vehicle charging infrastructure at all existing and new ranks.

## 8.4 Community Transport

Community transport is defined here as transport that is operated by a community or voluntary organisation. The Council supports a number of community based transport services that provide services to people that find it difficult or impossible to use or access mainstream public transport. Hackney Community Transport (HCT) provides low cost community based transport services. Particular focus is given to the most vulnerable and marginalised within society so they can access jobs, education, services and have the simple freedom of being able to get out and about. The Council supports HCT through its Voluntary and Community Sector Grants programme.

Dial-a-Ride (DAR) is a service provided by TfL which provides transport all year round to allow potentially housebound people the opportunity to shop and use local amenities. Funding for the scheme comes from TfL's overall budget and is operated on a London-wide rather than an individual borough basis. The Dial-a-Ride scheme has limitations in respect of

availability, distance that can be travelled and purpose it can be used for e.g. it cannot be used for hospital appointments. It generally has to be booked well in advance, there is no guarantee that transport is available when required and it has been designed for multiple use so it is for very local journeys only. Disability BackUp has also pointed out that the requirement for a full destination code creates difficulties for some members where operators do not show sufficient flexibility in using maps. The Council will look to ensure that these concerns about Dial-a-Ride's performance is escalated through London Councils in order to pick up similar issues from other London boroughs and collectively influence Transport for London.

Within Hackney, HCT provide DAR under contract as and when required and when there is spare capacity. HCT has identified some gaps and has introduced an individual transport service called YourCar to bridge them. YourCar operates in the London Boroughs of Hackney, Haringey, Islington, Lambeth & Southwark. So far, over 200 Hackney residents have joined the service which has provided over 3000 trips – mainly in Hackney. (LIP2, 2011).

Similarly, the Taxicard scheme is a borough service managed on Hackney's behalf by London Councils Transport and Environment Committee and financed by the London Boroughs and part funded by TfL. Members are allocated an annual budget of trips and pay a contribution to the fare with the scheme subsidising the remainder up to a limit. Should the fare exceed this limit the balance is payable by the Member. The DBU Report identified that some members experienced difficulties when using some mini cab firms that work under the Taxicard scheme and have requested that these firms ensure that drivers are trained when assisting Members and manage their performance. The Council will consult with DBU on this issue and if appropriate, escalate it to London Councils.

#### **PT22 Improving Community Transport Services**

Hackney Council will work with stakeholders and listen to their concerns about community transport services and assist with lobbying and raising concerns with TfL and London Councils over specific issues.

## 9. Delivery Strategy

The previous chapters described the proposals and initiatives that the Council is presently considering to improve public transport provision and to improve the experience of using it in Hackney. This chapter sets out in tabular format the list of proposals including estimated costs, lead partners, priority level and anticipated delivery dates of the project. The Delivery Plan will be reviewed annually and fully revised every three years in line with the LIP funding programme.

**Table 2: Wider Measures**

Measure	Implementation Phasing			Lead Partner (s)	Likely funding sources	Priority Level
	Short term	Medium term	Long term			
<b>Partnership Working</b> <ul style="list-style-type: none"> <li>- On-going commitment to consult with Living Streets, Age UK in Hackney, Disability Back Up and other organisations to identify existing barriers to public transport use in Hackney and implement measures</li> <li>- Continue to identify public transport issues through quarterly Transport Liaison meetings with community groups, Transport for London officers and Council staff</li> </ul>	O	O	O	LBH, TfL, DBUih, Living Streets, Age UK	S106, CIL, and LIP funding	High
<b>Taxis and minicabs</b> <ul style="list-style-type: none"> <li>- Work with TfL, local business and residents and community groups to examine demand for taxi ranks at Hackney town centre and support night time economy</li> </ul>	O	O	O	LBH,	S106, TfL	Medium
<b>Dial a Ride and Taxi Card</b> <ul style="list-style-type: none"> <li>- Ensure that concerns about performance are escalated to London Councils in order to pick up similar issues from other London boroughs and collectively influence TfL</li> </ul>	O	O	O	LB Hackney, London Councils, TfL	TfL, London Councils , LBH grants	High
<b>Reduce crime and fear of crime</b> <ul style="list-style-type: none"> <li>- Continue to work with the Metropolitan Police, British Transport Police and the Safer Transport Team to reduce crime and the fear of crime on the boroughs public transport network</li> </ul>	O	O	O	LBH, TfL, Metropolitan Police, British Transport Police and Safer Transport Team	TfL, LIP, Metropolitan Police, British Transport Police	High

<b>Community Transport</b> <ul style="list-style-type: none"> <li>- Continue to support Community Transport initiatives through community grants whenever possible</li> </ul>	O	O	O			High
<b>Development Management</b> <ul style="list-style-type: none"> <li>- Use local planning framework to encourage mixed use developments with design solutions to ensure ease of access to public transport stops and stations</li> <li>- Improve bus services to Stratford and other key locations</li> <li>- Upgrade bus stops to TfL Accessible Bus Stop standards</li> <li>- Secure appropriate taxi/minicab drop facilities for trip generating activities</li> </ul>	O	O	O	LB Hackney, Developers, minicab firms and TfL,	S106, CIL, LLDC	High
<b>Promote Linked trips</b> <ul style="list-style-type: none"> <li>- Improve walking routes and lighting around public transport stops and interchanges</li> <li>- Improved cycling conditions and parking around public transport stations and interchanges</li> <li>- Progress extension of Cycle Hire scheme around London Overground stations</li> </ul>	O	O	O			High

**Table 3: Rail Delivery Plan**

Project	Implementation Phasing			Lead Partner (s)	Likely funding sources	Priority Level
	Short term	Medium term	Long term			
<b>Hackney Interchange project</b>	0			LB Hackney, Network Rail, TfL	LB Hackney, Network Rail, TfL	High
<b>Lea Bridge station re-opening</b>	0			LB Waltham Forest, Network Rail, TfL	Stratford City S106, DfT, Network Rail	High
<b>Hackney Wick station upgrade and remodelling</b>	0			Network Rail, LLDC, LBH	S106, LEP	High
<b>Five-car trains on all electric Overground routes</b>	0			LB Hackney, TfL		High
<b>Crossrail 1 – confirmed</b> - estimated opening date 2019		0		, TfL, affected boroughs	Mayor of London CIL, s106,	Medium
<b>Crossrail 2 – unconfirmed</b> - Refresh of safeguarded route due in early 2014 - Confirmation of stations - Estimated construction start 2019	0 0		0	TfL, Network Rail, LB Hackney,	Mayor of London CIL, s106,	High
<b>Upgrading of West Anglia Line</b> - 3 tracking of line from Angel Road to Stratford - Potentially upgrading towards 4 tracking of the entire line beyond 2019	0	0 0		Network Rail	Growing Places Fund	High

<b>Improving accessibility and upgrades of existing stations in Hackney</b> <ul style="list-style-type: none"> <li>– Installation of lifts at Hackney Central*</li> <li>– Dalston Kingsland ticket hall and accessibility upgrade</li> <li>– Hackney Central ticket hall</li> <li>– Homerton improvements</li> </ul> <p>*subject to success of bids to DfT*</p>	0 0 0	0		LBH, TfL, Network Rail	DfT, LB Hackney, TfL, Network Rail, S106 and CIL	High
<b>Cycle parking at stations</b> <ul style="list-style-type: none"> <li>– Applications submitted as part of Mayor's Cycle Parking Fund</li> <li>– On-going LBH implementation programme</li> </ul>	0	0	0	LBH, TfL, Network Rail	S106, Mayor's Cycling Fund	Medium

### Table 4: Bus Delivery Strategy

Project	Implementation Phasing			Lead Partner (s)	Likely funding sources	Priority Level
	Short term	Medium term	Long term			
<b>Reduce Excess Waiting Time (EWT)</b> <ul style="list-style-type: none"> <li>- Work with London Buses to identify problematic locations on Hackney's bus network and prioritise intervention</li> </ul>	O	O	O	LBH, TfL	TfL, LIP funding, s106	High
<b>Bus priority – proposed contraflow measures</b> <p><u>East of the borough</u></p> <ul style="list-style-type: none"> <li>- Wick Road – (at feasibility stage 2)</li> <li>- Well Street (initial feasibility work to be carried out with funding available from OPTEMS)</li> <li>- Cassland Road (feasibility work is expected to be undertaken after the Wick Road and Well Street studies completed)</li> <li>- Morning Lane – westbound approach to Mare Street</li> </ul> <p><u>Other proposed areas</u></p> <ul style="list-style-type: none"> <li>- Amhurst Park</li> <li>- Contra-flow bus lane at Stoke Newington (examining an option as part of gyratory system removal)</li> <li>- Balls Pond Road</li> </ul>	O  O  O  O	O	O	LBH, TfL	TfL, LIP funding, CIL	High



<b>Achieving full coverage of accessible bus stops in the borough</b> <ul style="list-style-type: none"> <li>- All stops on borough roads to be accessible by 2014</li> <li>- Mayor of London commitment to have 95% of bus stops in London fully accessible by 2016</li> <li>- On-going review of accessible bus stops on the borough road</li> </ul>	O			TfL, LBH	TfL, s106	High
<b>Bus Route Enhancements</b> <ul style="list-style-type: none"> <li>- Route 308 extension to Clapton Park – expected 2013</li> <li>- Route 339 – via Hackney Wick AAP expected 2014</li> <li>- Route 388 via Eastway Bridge –expected late 2013/early 2014</li> </ul> <p>Council proposal to extend Route 30 and 236 to provide greater capacity and frequency bus. (unconfirmed)</p> <p>Extension of Route 241 from Media City (iCity) to Dalston Junction – unconfirmed</p>	O O O O			TfL, LBH	TfL, MCV funding, OPTEMS, s106	High
<b>Narrow Way bus removal trial</b> <p>Bus trial commenced in mid 2013. Review and consultation early 2014</p>	O			TfL, LBH	TfL, LBH	High
<b>Extending Bus Countdown</b> <p>-on-going programme</p>	O	O	O	TfL, LBH	TfL, LIP, s106	High
<b>Narrow Way bus removal trial</b> <p>Bus trial commenced in mid 2013. Review and consultation early 2014</p>	O			TfL, LBH	TfL, LBH	High

## 10. Monitoring and Evaluation

### 10.1 Key Infrastructure

Delivery of the majority of the strategic public transport infrastructure projects outlined in this Plan is primarily dependent upon external bodies such as TfL, Network Rail, and the London Legacy Development Corporation. Within Hackney, the Council will undertake regular consultation, surveys and monitoring to determine the success or otherwise of its own initiatives e.g., bus priority measures, Narrow Way trial etc.

### 10.2 Annual data and LIP indicators

Most of the more relevant data on public transport use and performance in London is collected by Transport for London with additional data collected and analysed by boroughs, stakeholder groups and other bodies such as London TravelWatch.

Mode share data which includes levels of public transport use is collected by TfL as part of the annual Travel in London Report and the LIP Performance Indicators which provides an estimate of the percentage of how residents travel by Rail, Tube/Overground, bus and taxi. This data will enable us to identify annual variations in how our residents are travelling and by which mode of transport.

Other relevant indicators include:

- A LIP target to reducing Excess Waiting time for bus arrivals from a baseline of 1.2 minutes in 2009/10 to a target of 1.1 minutes by 2017/18.
- A LIP commitment for 100% of bus stops on Hackney borough roads to be fully accessible by 2015
- The Mayor of London has committed to 95% of bus stops in London to be fully accessible by 2016.

The Council will continue to have regular dialogue with groups such as Living Streets, Age UK and Disability Back Up in Hackney to identify issues with accessing public transport in the borough and to progress solutions.

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