

Hammersmith Bridge Survey

Results Report

1. Introduction

This report sets out the findings from the consultation on the closure of Hammersmith Bridge, which was conducted from 4th June to 16th July 2019.

2. Background

Hammersmith Bridge is currently closed while undergoing a complete refurbishment by Hammersmith & Fulham Council and Transport for London (TfL). The works could take as long as three years.

While Richmond Council has no decision-making role in the plans for the bridge, it can liaise with Hammersmith & Fulham Council and TfL on behalf of our residents and businesses.

Many residents and businesses in the Borough of Richmond upon Thames are impacted by the closure of Hammersmith Bridge, for a variety of reasons. Richmond Council want to make sure Hammersmith and Fulham and TfL hear the concerns and suggestions of Richmond Borough residents and businesses, as they plan for the future of the bridge.

3. Methodology

Data was gathered using an online survey hosted on the Richmond Council website. Paper copies of the survey were available by post on request. The questionnaire is included at Appendix B of this report.

To maximise awareness and ensure that everyone had the opportunity to take part, the consultation was publicised on the Council website and via social media. A community meeting was held on 19 June to discuss the issue and give people the opportunity to take part in the survey.

The consultation was open to residents and businesses in the borough of Richmond. The consultation responses were analysed and reported by the Council's Consultation Team on an anonymous basis under the guidelines of the Data Protection Act.

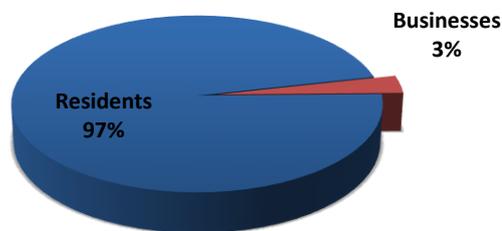
4. Responses

The Council received 2,707 responses to this consultation – 2,620 residents and 87 businesses participated in the survey. A demographic profile of respondents can be found at Appendix A of this report.

5. Results

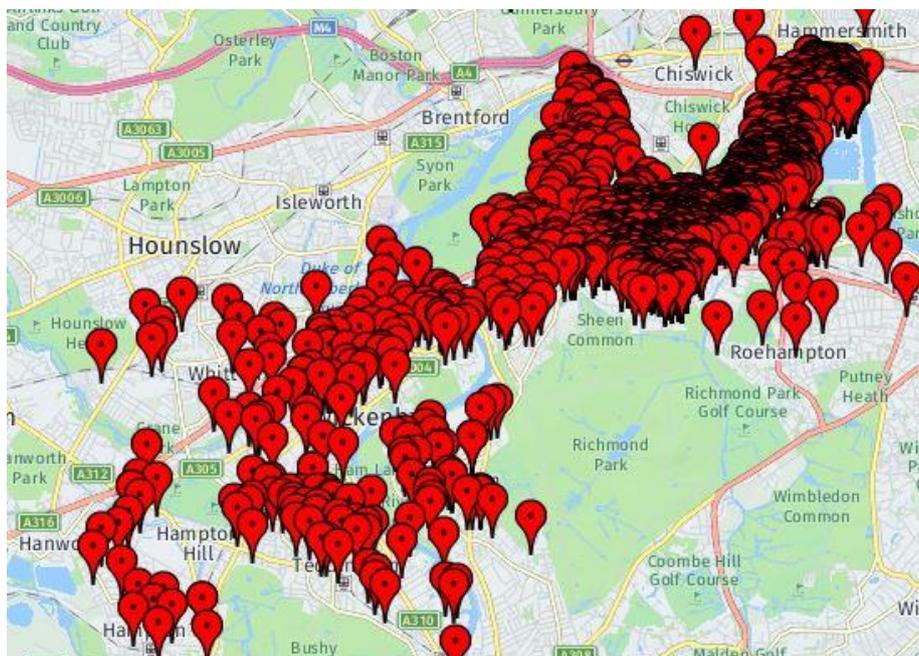
In what capacity are you responding to this consultation?

There were 2,707 responses to this question. 2,620 responses (97%) were from residents and 87 (3%) from businesses in the borough.



What is your postcode?

There were 2,707 responses to this question. The postcodes provided were used to create a map illustrating where people were responding from. The map below shows the distribution of the responses across the London Borough of Richmond upon Thames area.

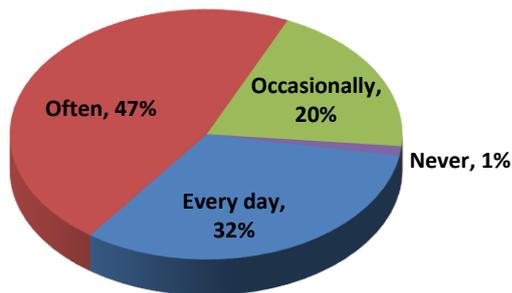


Impact on residents

Before the closure, how often did you use Hammersmith Bridge?

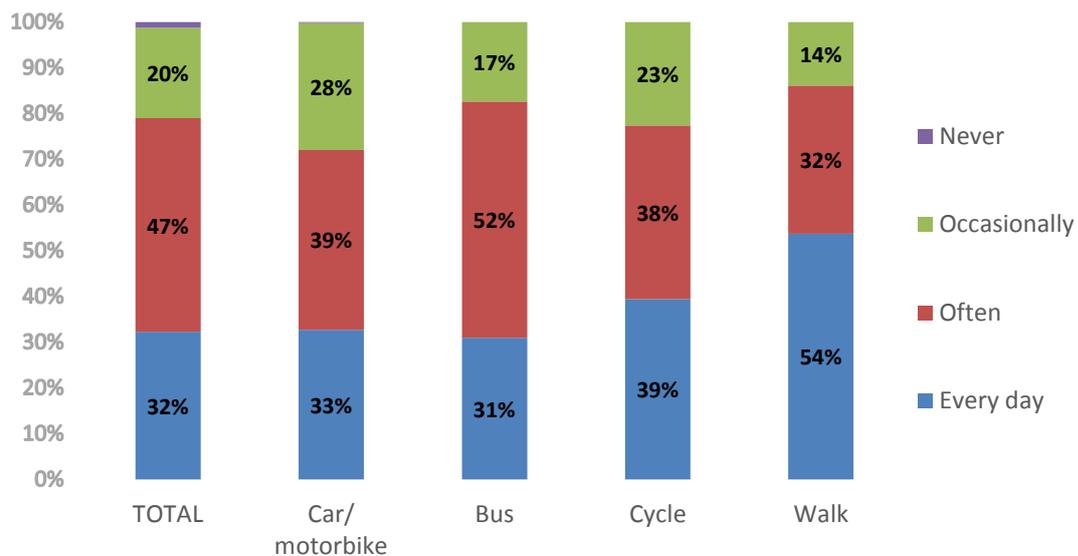
This question was asked of residents only; there were 2,620 responses.

Over three quarters of respondents were frequent users of the bridge prior to its closure. One third used it daily and almost half used it often.



As can be seen from the chart below, pedestrians were the most frequent users of the bridge, 54% using it daily. Travellers by bus are most likely to use the bridge 'often' (52%).

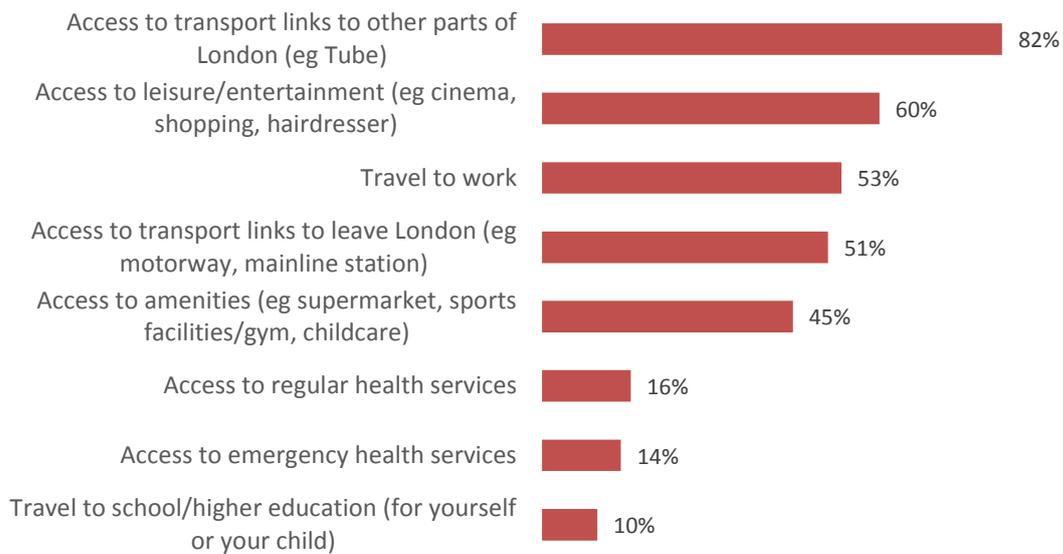
Frequency of using Hammersmith Bridge - by mode of transport



Before the closure what did you usually use the bridge for?

This question was asked of residents who use Hammersmith Bridge; there were 2,560 responses.

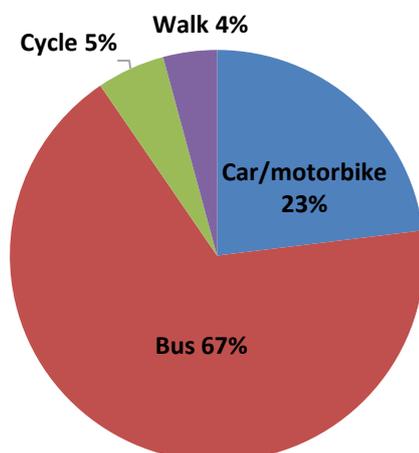
The main reasons for residents using the bridge were to access transport links to other parts of London (82%) or elsewhere (51%), for leisure (60%), and for travel to work (53%).



Before the closure, how did you usually travel over the bridge?

This was asked of residents who use Hammersmith Bridge; there were 2,573 responses.

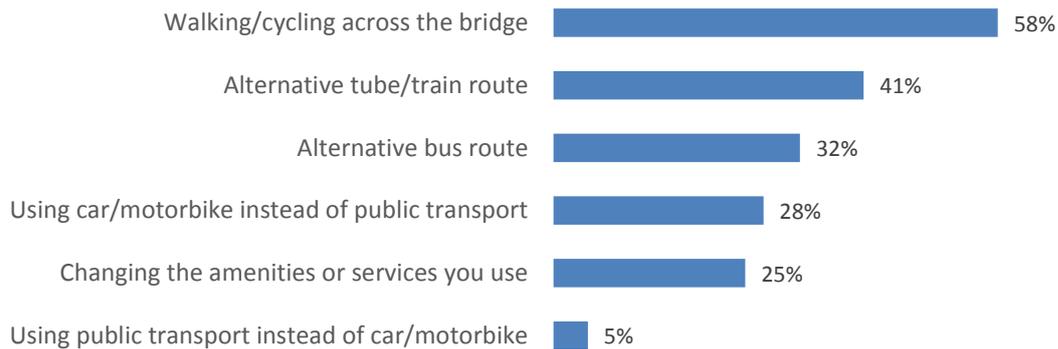
Travel by bus was the main mode of transport prior to the bridge closing (67%), whilst almost a quarter of respondents used a car/motorbike (23%).



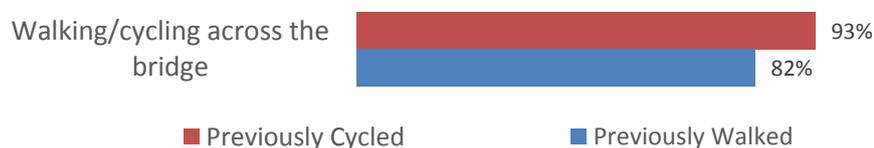
Since the bridge closed, what alternative arrangements have you made?

This was asked of residents who use Hammersmith Bridge; there were 2,374 responses.

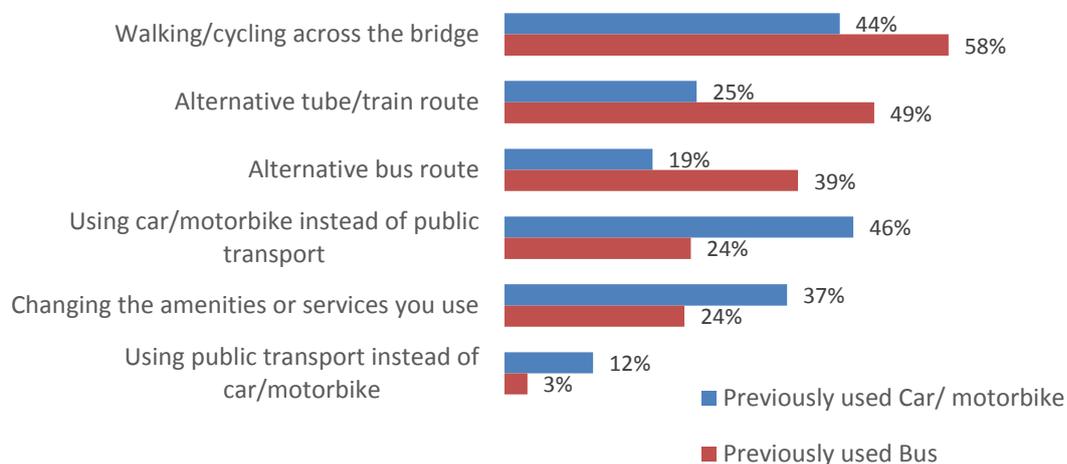
Over half of respondents (58%) say they now walk or cycle over the bridge, with two in five people using alternative train routes (41%), and around one third using alternative bus routes (32%).



As the chart below shows, pedestrians and cyclists have largely continued to walk or cycle.



Amongst those who previously used the bus, over half (58%) are now walking/cycling across the bridge and around half are using the tube/train routes (49%). Amongst those previously using a car/motorbike, almost half (46%) are still using their car/motorbike, whilst around half (49%) are using tube/train travel.

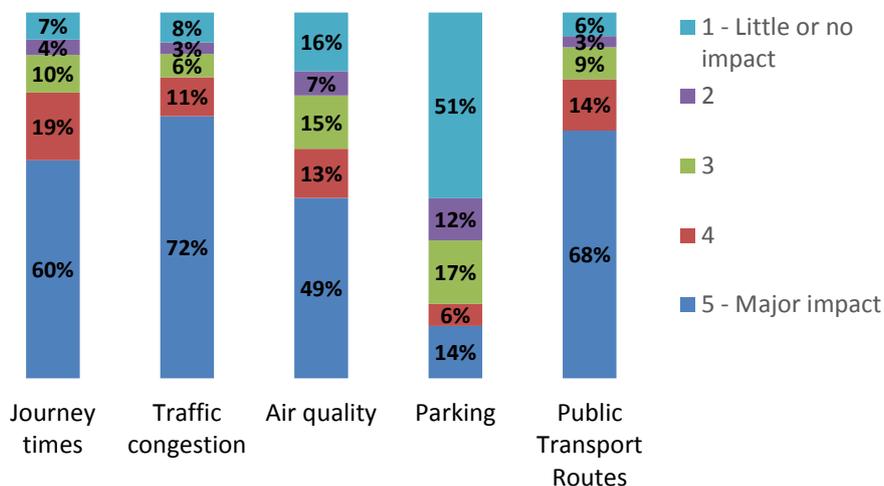


To what extent has the bridge closure impacted you in the following areas?

Residents were asked about the impact the bridge closure has had on them in five areas: journey time, traffic congestion, air quality, parking and public transport routes.

Traffic congestion topped the list of areas of major impact – (72% of residents scored this area a 5), followed by public transport routes (68%).

Residents have also been impacted in terms of journey times (60% scored this area a 5) and air quality (49%). There has been less of an impact in terms of parking for residents, having little or no impact for half of them (51%).



The level of impact on residents differs according to how frequently they used the bridge prior to the bridge closing. For those who used the bridge daily the impact has been greater for journey times (71% major impact) and public transport routes (79% major impact).

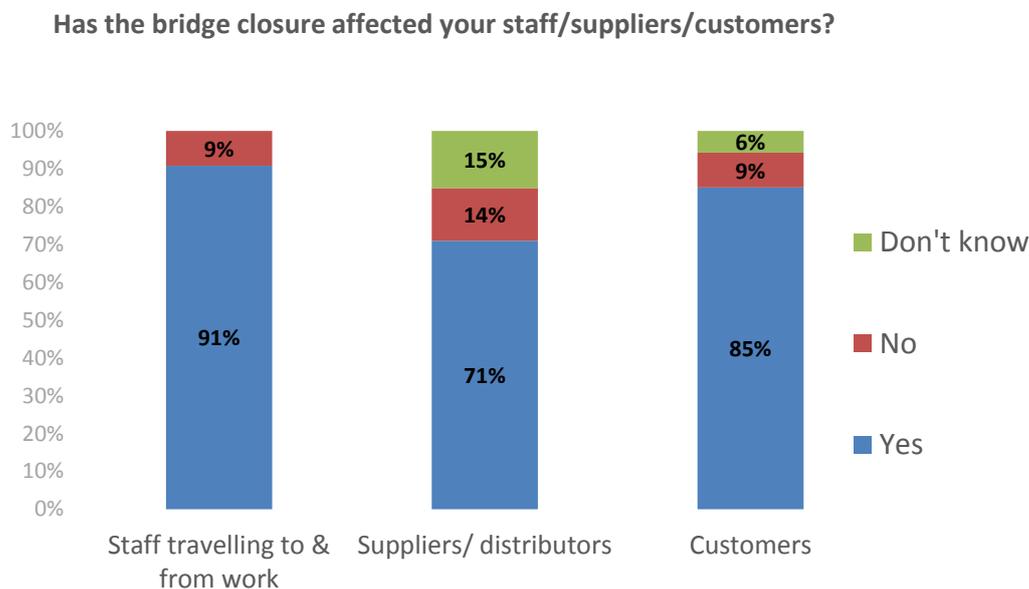
The impact also differs by the mode of transport people used prior to the bridge closing. Journey times have impacted most on those who used cars/motorbikes (69% major impact) and buses (62% major impact). Similarly, traffic congestion is felt most acutely by users of cars (81% major impact) & buses (74% major impact).

Impact on public transport routes has had a major impact on those who used buses (77% affected). Pedestrians and cyclists have been less affected by the bridge closure, one third (34%) & half (55%) respectively claiming little or no impact on journey times and feeling less impact on traffic congestion and air quality too.

Impact on businesses

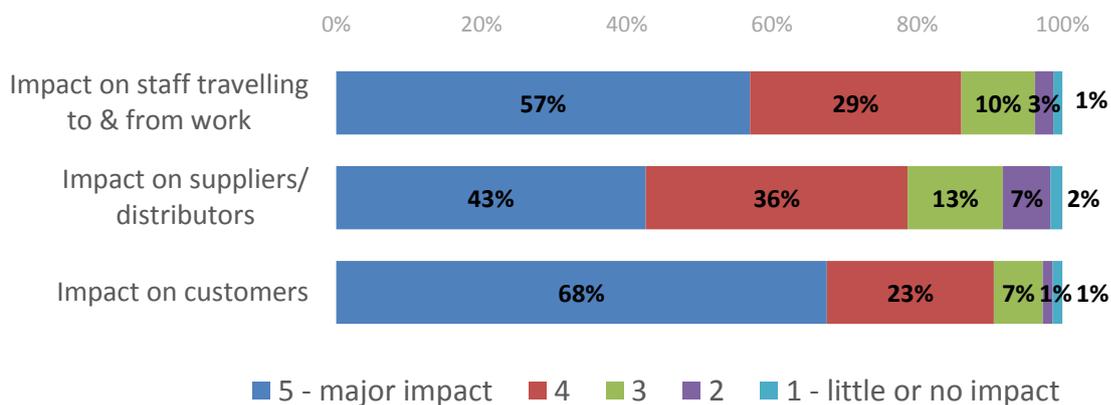
Businesses were asked a series of questions about whether the bridge closure had affected their staff travelling to work, their suppliers/distributors and their customers, and if so the extent of the impact on these three groups.

The chart below shows the extent to which businesses have been affected by the closure of the bridge in terms of their staff travelling to/from work, their suppliers/distributors and their customers.



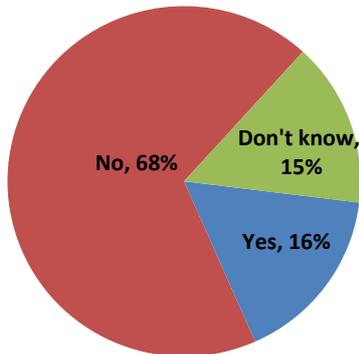
Of the businesses who responded to this question, 91% stated that the bridge closure had affected their staff and 85% felt that their customers had been affected. Almost three quarters (71%) said their suppliers/distributed had been affected by the closure.

Amongst those businesses who stated that these groups had been affected, two thirds felt there had been a major impact on their customers, over half felt there was a major impact on their staff and four in ten felt there was a major impact on their suppliers/distributors.



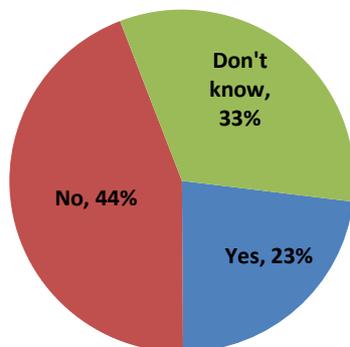
Do staff generally have reasonable alternative travel options?

79 businesses felt their staff had been impacted - two thirds of these felt that their staff did not have reasonable alternative travel options (68%), with only 16% stating their staff had reasonable options.



Do suppliers/distributors generally have reasonable alternative route options?

Almost half (44%) of businesses who answered this question felt that suppliers/distributors did not have alternative routes, whilst around a quarter (23%) thought they had found alternative routes.



Longer term, is the bridge closure likely to affect your company's annual turnover?

There were 87 responses to this question. More than three quarters (78%) of businesses who answered this question felt that the bridge closure will affect their company's annual turnover.

Are there any positive business benefits from the bridge closure?

There were 87 responses to this question. One in ten businesses (13%) felt the bridge closure has had some positive benefit on their business, whilst 87% felt there were no benefits.

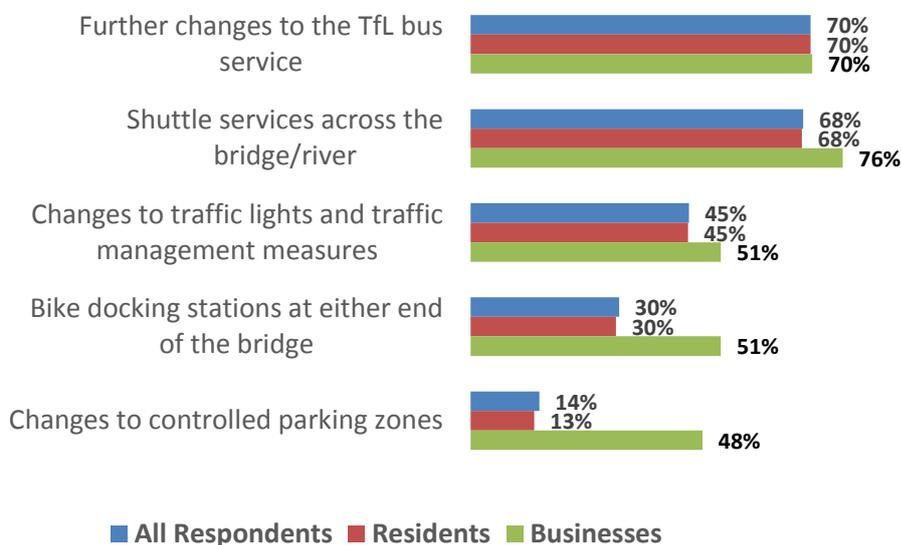
Residents and businesses

What measures do you think would be helpful while the bridge remains closed?

This question was answered by 2,627 respondents - 2,547 residents and 80 businesses.

Respondents felt the most helpful measures would be further changes to TFL bus services (70%) and a shuttle service across the bridge/river (68%).

Businesses were also more likely to feel that shuttle services, bike docking stations and changes to parking zones would be helpful.



In the 'other' box beneath this question 607 respondents gave a comment. When these comments were analysed, 27 themes were identified. These are illustrated in the table below.

	Theme	No of comments	% of total comments
Theme 1	Traffic management/review traffic	111	18%
Theme 2	More frequent/ More/additional buses	69	11%
Theme 3	209 bus/Reinstate 209 bus	68	11%
Theme 4	Negative comments about congestion/traffic jams/delays caused by traffic	43	7%
Theme 5	Introduce a shuttle service/shuttle bus	38	6%
Theme 6	Traffic light phasing/management	33	5%
Theme 7	Pedestrians issues/allow pedestrians/ make it safer for pedestrians	32	5%
Theme 8	Chalkers Corner traffic management	29	5%
Theme 9	Cycle issues/allow cycling/cycle lanes/ make cycling safer	29	5%

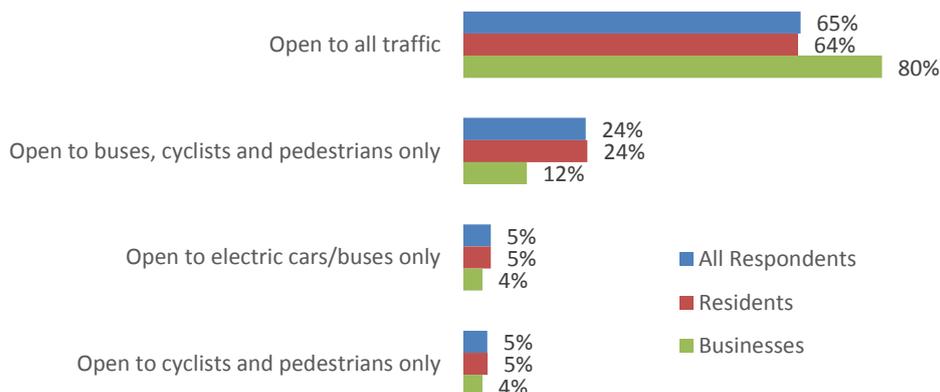
	Theme	No of comments	% of total comments
Theme 10	Poor air quality /traffic pollution/bad emissions/air quality monitoring needed	27	4%
Theme 11	Parking issues, parking enforcement; relaxing restrictions; difficult to park, more car parks	27	4%
Theme 12	Repair/fix the bridge	26	4%
Theme 13	More frequent 533 bus	23	4%
Theme 14	Build a temporary bridge (build a Bailey Bridge)	24	4%
Theme 15	Bike docking stations/bike parks/more bike rentals	22	4%
Theme 16	Build a new bridge	25	4%
Theme 17	Allow motorcycles/scooters to use bridge	18	3%
Theme 18	Theme 17: River bus (extend service)/boats	19	3%
Theme 19	Buses - other (reinstate routes/ buses either side of bridge)	18	3%
Theme 20	Reinstate bus route 72/removal of 72 =bad impact	15	2%
Theme 21	Help for disabled/people with mobility issues/older people	15	2%
Theme 22	More 33 buses/re-route 33	14	2%
Theme 23	Limit roadworks	12	2%
Theme 24	Re-open bridge	12	2%
Theme 25	Train/tube services	10	2%
Theme 26	Emergency services access	6	1%
Theme 27	Keep bridge closed	5	1%

NB respondents may make comments under more than one theme, so numbers of comments will not add up to number of respondents

Which of the following options would you prefer for the bridge in the future?

This question was answered by 2,696 respondents – 2,614 residents and 82 businesses.

Two thirds of respondents (65%) would like the bridge to remain open to all traffic. This is particularly true for businesses, over three quarters of whom (80%) felt it should remain open to all traffic, compared to two thirds of residents (64%).



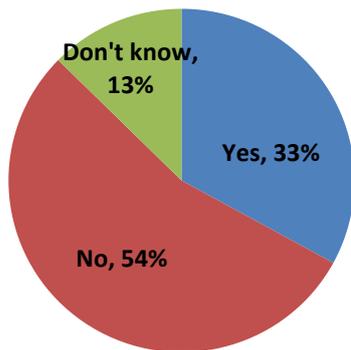
In the 'other' box beneath this question 297 respondents gave a comment. When these comments were analysed, 21 themes were identified. These are illustrated in the table below.

	Theme	Number of comments	% of total comments
Theme 1	Open to cyclists/bikes	64	22%
Theme 2	Open to pedestrians	59	20%
Theme 3	Open to buses	48	16%
Theme 4	Open to electric vehicles/zero emission vehicles/non polluting vehicles/hybrids	38	13%
Theme 5	Open to all traffic	30	10%
Theme 6	All traffic but with weight restrictions/ Exclude/Restrict heavy vehicles/no lorries / no commercial vehicles	29	10%
Theme 7	Build a new bridge/new underpass/new tunnel	22	7%
Theme 8	Not open to buses/exclude double deckers/limit to single deckers/limit buses	17	6%
Theme 9	Introduce a toll	15	5%
Theme 10	Open to emergency services / vehicles	15	5%
Theme 11	Open to cars/private vehicles	16	5%
Theme 12	Allow motorcycles	14	5%
Theme 13	Open to taxis/mini cabs	14	5%
Theme 14	Weight restrictions/no HGVs/heavy vehicles	14	5%
Theme 15	Open to local residents vehicles	11	4%
Theme 16	Negative about allowing electric vehicles	10	3%
Theme 17	Ration/ration hours/restrictions during rush hour	8	3%
Theme 18	Shuttle service/shuttle buses	7	2%
Theme 19	Designated cycle lanes	5	2%
Theme 20	Open to commercial /delivery vehicles	4	1%
Theme 21	Comments about congestion (open to all traffic to reduce congestion)	12	4%

NB respondents may make comments under more than one theme, so numbers of comments will not add up to number of respondents.

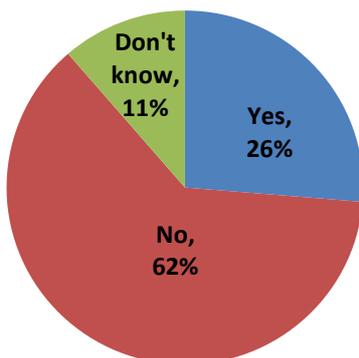
Hammersmith and Fulham Council are considering a toll for vehicles using the bridge, for all drivers except Hammersmith & Fulham residents. Do you support the idea of tolls to fund the ongoing maintenance of the bridge?

2,707 respondents answered this question. More than half of respondents (54%) are not in favour of tolls, while one third support the idea (33%).



As a Richmond upon Thames resident (or business), would you be happy to pay to use the bridge?

2,700 respondents answered this question. A quarter of respondents (26%) were prepared to pay to use the bridge - fewer than those that support the idea of a toll.



Do you have any other comments on the impact of the closure, or suggestions for the future of the bridge?

1,797 respondents answered this question. When the comments were analysed, 34 themes were identified. These are illustrated in the table below.

	Theme	Number of comments	% of total comments
Theme 1	Increased traffic congestion	704	39%
Theme 2	Improved public transport – inc bus routes	431	24%
Theme 3	Increased pollution from congestion	297	17%
Theme 4	Changing route will cause significant delays	242	13%
Theme 5	Build a new bridge (replace existing bridge)	211	12%
Theme 6	Repair bridge ASAP	207	12%
Theme 7	Exemption of tolls for locals – inc Richmond	139	8%
Theme 8	The old bridge can be used by cyclists and pedestrians	112	6%
Theme 9	Both sides should benefit from the toll - H&F & LBRUT	108	6%
Theme 10	Consider the walking distance for the disabled/ elderly	88	5%
Theme 11	Improve traffic management/control	86	5%
Theme 12	Positive comments about the closure of the bridge	83	5%
Theme 13	A toll is a good idea (Generally)	80	4%
Theme 14	Improved planning needed regarding bridge construction/repair	75	4%
Theme 15	Safety concerns due to increased traffic (speeding/rat runs)	67	4%
Theme 16	Should not have to pay toll	65	4%
Theme 17	A toll is a bad idea (Generally)	57	3%
Theme 18	Consider the effects on local businesses	55	3%
Theme 19	Harder access for emergency services	47	3%
Theme 20	Encourage people to cycle/walk (reduce vehicle use)	45	3%
Theme 21	Repair maintenance paid through council tax but not a toll	41	2%
Theme 22	Improved traffic light systems	37	2%
Theme 23	Allow access only for electric vehicles	37	2%
Theme 24	Hammersmith council should rescind control of the bridge/have control taken away	36	2%
Theme 25	Increased worry to safety from area being quieter due to closure of bridge	34	2%
Theme 26	Reduce parking to manage traffic/congestion (deal with parking issues/CPZ)	31	2%
Theme 27	Construct a tunnel	27	2%
Theme 28	Bridge work should be centrally funded – TFL/government funding (not by council/toll)	26	1%
Theme 29	Lots spent on the repair already/stop wasting money	26	1%
Theme 30	Incurred costs as a result of impacted transport	21	1%
Theme 31	Consider future effect from closure of Richmond Park/winter park timetable	15	1%
Theme 32	Cyclists should be exempt from toll	9	1%
Theme 33	Only larger vehicles should pay toll	5	0%
Theme 34	No problem with changing route	1	0%

NB respondents may make comments under more than one theme, so numbers of comments will not add up to number of respondents

Appendix A

Demographic profile of respondents

Demographic profile of residents	Sample base (Unweighted)	Proportion (Unweighted %)
Gender		
Male	961	37%
Female	1532	59%
Prefer not to say	102	4%
<i>Base: 2595 respondents</i>		
What was your age last birthday?		
19 and under	15	1%
20 – 24	34	1%
25 – 34	182	7%
35 – 44	512	20%
45 – 54	649	25%
55 – 64	512	20%
65 – 74	404	16%
75+	169	6%
Prefer not to say	128	5%
<i>Base: 2605 respondents</i>		
Do you consider yourself to have a disability?		
Yes	199	8%
No	2253	87%
Prefer not to say	135	5%
<i>Base: 2587 respondents</i>		
Do you have dependent children living with you?		
Yes	1101	42%
No	1379	53%
Prefer not to say	114	4%
<i>Base: 2594 respondents</i>		
How would you describe your ethnic group?		
White	2138	83%
Mixed/multiple ethnic groups	65	3%
Asian or Asian British	45	2%
Black/ African/ Caribbean/ Black British	9	0%
Prefer not to say	281	11%
Any other ethnic group	27	1%
<i>Base: 2565 respondents</i>		

Demographic profile of residents	Sample base (Unweighted)	Proportion (Unweighted %)
Please indicate your sexual orientation:		
Heterosexual / straight	1930	77%
Gay man	36	1%
Gay woman / lesbian	13	1%
Bisexual	10	0%
Prefer not to say	473	19%
Prefer to self-describe:	46	2%
<i>Base: 2508 respondents</i>		
Do you belong to a religion or faith group?		
No	1025	41%
Yes, Christian	945	38%
Yes, Buddhist	8	0%
Yes, Hindu	12	0%
Yes, Jewish	49	2%
Yes, Muslim	13	1%
Yes, Sikh	0	0%
Prefer not to say	448	18%
Yes, other (please specify):	20	1%
<i>Base: 2520 respondents</i>		
Are you a member of a local group or organisation?		
Yes	552	22%
No	1993	78%
<i>Base: 2545 respondents</i>		

Appendix B

Questionnaire

Hammersmith Bridge Survey

Hammersmith Bridge is now closed while undergoing a complete refurbishment by Hammersmith & Fulham Council and Transport for London (TfL). The works could take as long as three years.

While Richmond Council has no decision-making role in the plans for the bridge, we can liaise with Hammersmith & Fulham Council and TfL on behalf of our residents and businesses.

Why we want to hear from you

Many residents and businesses in the Borough of Richmond upon Thames are impacted by the closure of Hammersmith Bridge, for a variety of reasons. We want to make sure Hammersmith and Fulham and TfL hear all of your concerns and suggestions as they plan for the future of the bridge.

Please note this is not a formal consultation on options for the bridge refurbishment or on any public transport routes.

Who we want to hear from

We want to hear from everyone from the Borough of Richmond upon Thames who feels the impact of the bridge closure – whether for positive or negative reasons.

What happens next

Once this survey closes we will feed back the information we have gathered to Hammersmith & Fulham Council and TfL, to ensure the needs of Richmond upon Thames residents and businesses are considered as the refurbishment progresses.

For more information about Hammersmith Bridge please visit <https://www.lbhf.gov.uk/hammersmith-bridge>

You can access the online survey below, but if you would like a paper copy, please contact us at consultation@richmond.gov.uk

Confidentiality

All the information you provide will be treated in strict confidence and will not be used to identify you personally. It will not be passed on to anyone else and will only be used for the purposes of this consultation. The analysis is done on an anonymous basis under the guidelines of the Data Protection Act. Anonymised data may be published, including publishing comments on the Council's website.

In what capacity are you responding to this consultation?

I am a resident of the London Borough of Richmond upon Thames

I have a business in the London Borough of Richmond upon Thames

What is your postcode?

This information will not be used to identify you personally but to ensure we are consulting widely across the area.

Before the closure, how often did you use Hammersmith Bridge?

Every day

Often

Occasionally

Never

Bridge users

Before the closure what did you usually use the bridge for?

Travel to work

Travel to school/higher education (for yourself or your child)

Access to regular health services

Access to emergency health services

Access to amenities (eg supermarket, sports facilities/gym, childcare)

Access to leisure/entertainment (eg cinema, shopping, hairdresser)

Access to transport links to other parts of London (eg Tube)

Access to transport links to leave London (eg motorway, mainline station)

Other, please specify:

Before the closure, how did you usually travel over the bridge?

Car/motorbike

Bus

Cycle

Walk

Other, please specify:

Since the bridge closed, what alternative arrangements have you made?

Using car/motorbike instead of public transport

Using public transport instead of car/motorbike

Alternative bus route

Alternative tube/train route

Walking/cycling across the bridge

Changing the amenities or services you use

Other, please specify:

To what extent has the bridge closure impacted you in the following areas?

1 - Little or no impact 2 3 4 5

Journey times

Traffic congestion

Air quality

Parking

Public transport routes

Businesses

Has the bridge closure affected your staff travelling to and from work?

Yes

No

Don't know

If yes, to what extent has it impacted them?

1 - little or no impact

2

3

4

5 - major impact

Do staff generally have reasonable alternative travel options?

Yes

No

Don't know

Has the bridge closure affected your suppliers/distributors?

Yes

No

Don't know

If yes, to what extent has it impacted them?

1 - little or no impact

2

3

4

5 - major impact

Do suppliers/distributors generally have reasonable alternative route options?

Yes

No

Don't know

Has the bridge closure affected your customers?

Yes

No

Don't know

If yes, to what extent has it impacted them?

1 - little or no impact

2

3

4

5 - major impact

Please give us more details:

Are there any positive business benefits from the bridge closure?

Yes

No

If yes, please tell us here:

Longer term, is the bridge closure likely to affect your company's annual turnover?

Yes

No

Don't know

If yes, please tell us how:

Alternative measures - residents

What measures do you think would be helpful while the bridge remains closed?

Bike docking stations at either end of the bridge

Shuttle services across the bridge/river

Further changes to the TfL bus service

Changes to controlled parking zones

Changes to traffic lights and traffic management measures

Other, please specify:

Future use of the bridge - residents

Which of the following options would you prefer for the bridge in the future?

Open to all traffic

Open to electric cars/buses only

Open to buses, cyclists and pedestrians only

Open to cyclists and pedestrians only

Other, please specify:

Hammersmith and Fulham Council are considering a toll for vehicles using the bridge, for all drivers except Hammersmith & Fulham residents. Do you support the idea of tolls to fund the ongoing maintenance of the bridge?

Yes

No

Don't know

As a Richmond upon Thames resident, would you be happy to pay to use the bridge?

Yes

No

Don't know

Comments – residents

Do you have any other comments on the impact of the closure, or suggestions for the future of the bridge?

About you - residents

The following questions will help the Council to improve its services and be fair to everyone who lives in Richmond borough. The information you provide will be used for statistical and research purposes only and will be stored securely. If there are any questions you do not wish to answer, please move on to the next question.

Are you:

Male

Female

Prefer not to say

What was your age last birthday?

19 and under

20-24

25-34

35-44

45-54

55-64

65-74

75+

Prefer not to say

Do you consider yourself to have a disability?

Yes

No

Prefer not to say

Do you have dependent children living with you?

Yes

No

Prefer not to say

How would you describe your ethnic group?

White

Mixed/multiple ethnic groups

Asian or Asian British

Black/African/Caribbean/Black British

Prefer not to say

Other ethnic group, please specify:

Please indicate your sexual orientation:

Heterosexual / straight

Gay man

Gay woman / lesbian

Bisexual

Prefer not to say

Prefer to self-describe:

Do you belong to a religion or faith group?

No

Yes, Christian

Yes, Buddhist

Yes, Hindu

Yes, Jewish

Yes, Muslim

Yes, Sikh

Prefer not to say

Yes, other (please specify):

Alternative measures - businesses and groups

What measures do you think would be helpful while the bridge remains closed?

Santander bike docking stations at either end of the bridge

Shuttle services across the bridge/river

Further changes to the TfL bus service

Changes to controlled parking zones

Changes to traffic lights and traffic management measures

Other, please specify:

Future use of the bridge - businesses and groups

Which of the following options would you prefer for the bridge in the future?

Open to all traffic

Open to electric cars/buses only

Open to buses, cyclists and pedestrians only

Open to cyclists and pedestrians only

Other, please specify:

Hammersmith and Fulham Council are considering a toll for vehicles using the bridge, for all drivers except Hammersmith & Fulham residents. Do you support the idea of tolls to fund the ongoing maintenance of the bridge?

Yes

No

Don't know

As a Richmond upon Thames business, would you be happy to pay to use the bridge?

Yes

No

Don't know

Comments – businesses

Do you have any other comments on the impact of the closure, or suggestions for the future of the bridge?

Are you a member of a local group or organisation?

Yes

No

If yes, please tell us which: