



Caroline Russell AM  
City Hall  
Kamal Chunchie Way  
London  
E16 1ZE

Friday 24 January 2025

Dear Caroline,

At the London Assembly (Plenary) on Thursday 5 December 2024, *Motion 3.1 – London TravelWatch Bus Report* was agreed by Assembly Members. Please see below for my response to this motion.

We thank London TravelWatch (LTW) for its report 'The Next Stop: Making London's Buses Better'. We continue to work closely with LTW to understand the findings and recommendations of this report, as well as what can be done to improve London's bus network for customers more broadly.

We published the Bus Action Plan in March 2022, setting out a clear strategy for how we will transform bus travel in the capital to help provide a sustainable, reliable, and inclusive transport option for customers and achieve the Mayor's target for London to be a net zero carbon city by 2030.

The Bus Action Plan has been integral to the design and delivery of schemes such as the Superloop, where demand is around 15 per cent higher than the network average, the decarbonisation of the bus network, with 1,800 buses now zero-emission, and the delivery of the Equality, Diversity and Inclusion training to all bus drivers, with 7,000 drivers already having received the training in the first year of the programme. In addition to this, bus ridership continues to recover since the Bus Action Plan's launch, with bus ridership at 89 per cent of the pre-pandemic baseline in 2023/24.

We share the London Assembly and LTW's concerns regarding bus journey times and we are committed to addressing this through a range of initiatives. This includes the Bus Priority Programme, which is currently focused on delivering 25km of new bus lanes by April 2025 and introducing bus priority schemes for the Superloop. It also involves working closely with the London boroughs to support the development and delivery of bus priority schemes on their roads, including through the Better Bus Partnership programme. Road works are the most significant contributor to bus delays and we are working with the London boroughs to manage these in a way that reduces impact to bus

customers through the Bus Sense initiative and delivering the Mayor's commitment to expand lane rental schemes across London's road network.

The Bus Action Plan is an ambitious strategy, set to deliver the bus network that our capital needs by 2030. When used in conjunction with other guiding standards and strategies, its existing vision for the future remains fit-for-purpose, proven by the continued development of the bus network and our clear understanding of what more needs to be done. We consistently review and evaluate the impact of the Bus Action Plan, using its findings to reflect ways of working. We will continue to share details of the performance of the bus network on our website, our annual Travel in London reports, and by request.

Yours sincerely,

Lorna Murphy  
Director of Buses