

MAYOR OF LONDON

Thomas Turrell AM

C/o AssemblyChair@london.gov.uk

Our ref: MGLA110625-7750

Date: 13 August 2025

Dear Thomas,

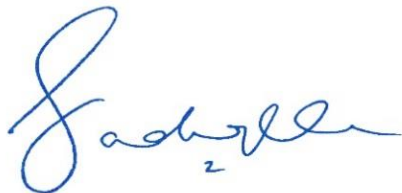
Thank you for the petition about the 138 bus timetable presented at the Plenary session on 5 June 2025.

Transport for London's (TfL) bus services are regularly reviewed according to customer demand. The frequency of bus route 138 has been reduced to ensure a more reliable service can be provided for customers. As a result of changing traffic conditions, the route was unable to consistently meet its previous scheduled timetable. Therefore, TfL has chosen to ensure customer certainty by reducing frequency. No consultation was required as there were no changes to the actual route, just the frequency.

The capacity provided under the new frequency remains sufficient to meet current customer demand, and therefore, customers will benefit from more reliable services on the route. TfL will monitor the new frequency to ensure this remains the case. There are no current plans to adjust the frequency of the service further, as the restoration of a 20-minute frequency would require an additional bus and driver, which would be disproportionately expensive for TfL when considering the current level of passenger demand.

TfL regularly reviews bus network performance, and as with all changes to the bus network, will monitor the frequency to ensure the changes are working for everyone. Should there be demand, TfL will work with the operator to adjust schedules to ensure an appropriate level of service.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Sadiq Khan', with a small '2' written below the name.

Sir Sadiq Khan

Mayor of London