

Note of Transport Committee's site visit on bus route 343, 9 July 2013

Present:

- Transport Committee Members: Val Shawcross AM, Chair; and Darren Johnson AM;
- Peter Bradley, Head of Consultation, TfL;
- Local residents and Councillors Soanes and Hargrove of the London Borough of Southwark; and
- London Assembly staff: Laura Warren, Sheena Craig and Jo Sloman.

Overview of site visit

Members travelled by bus 343 at 5.30pm from Tooley Street to Southampton Way, SE5 where they met local residents and councillors to discuss the issues relating to bus route 343 which runs from Tooley Street to New Cross Gate.

Issues covered during the site visit

- Members observed many people attempting to board the double decker bus at Elephant & Castle. After the bus left this stop, all the seats were full and around 23 people were standing.
- At the visit, local residents raised a number of issues including the following.
 - The route 343 is the only bus serving the Southampton Way area where many people live. It is frequently overcrowded on the part of the route from Elephant & Castle to Southampton Way.
 - Some years ago the scheme for the cross river tram was proposed to improve public transport in the area and provide better links to central London. This scheme was cancelled by the Mayor in 2008 which led TfL to consult on improvements to bus routes 343 and 168 but this had not resulted in sufficient improvements to crowding levels.
 - Bus route 343 is 7 miles long. At some places on the route such as Peckham Rye there are too few passengers but at other places, notably Elephant & Castle, there are too many passengers.
 - Local residents have had to use the Freedom of Information (FOI) Act to obtain the data that TfL used in its analysis of the case for extending bus route 168. Residents suggested that the data shows TfL has not considered all relevant passenger flows in its analysis.
 - TfL's has provided extra buses on bus route 343 but this has not solved the overcrowding issues. It has just unlocked latent demand for bus travel.
- Local councillors highlighted the long campaign for changes to bus route 343. This includes a current petition which has attracted nearly 1000 signatures and a public meeting in April 2013. They also stressed the deprivation in the local area and the need for better public transport links. They wanted TfL to undertake meaningful consultation on local bus services and for there to be genuine interaction with boroughs to resolve any issues effectively.
- TfL reported that it was looking at how to improve its engagement with local communities on bus services. It stressed that it was a misconception that it only looked at bus services on a route by route basis and it was reviewing services all the time on an area wide or corridor basis. TfL suggested scope to improve its consultation process. It was in the process of developing proposals to further improve the engagement with local authorities on bus service issues, possibly by providing a forum where topics could be discussed more fully. In relation to bus route 343 specifically, TfL reported its intentions to introduce an interim solution in September 2013 which would provide for two further journeys towards Elephant and Castle in the morning peak period. At this time TfL would also present a medium term solution which could comprise a restructuring of route 343.

Note of Transport Committee's site visit on Bus Route 22, 1 July 2013

Present:

- Transport Committee Members: Val Shawcross AM, Chair; and Richard Tracey AM.
- Peter Bradley, Head of Consultation, TfL.
- Over 20 local residents and representatives of local organisations including the university of Roehampton, the National Tennis Centre, Kairos Centre, Ibstock Place School, and the London Borough of Wandsworth.
- London Assembly staff: Laura Warren and Sheena Craig.

Overview of site visit

The Committee met local residents and councillors at the University of Roehampton to discuss issues with bus route 22 which currently runs from Piccadilly Circus station to Putney Common.

Issues covered during the site visit

- At the visit, local residents raised a number of issues including the following.
 - There was infrequent bus service provision late at night (on routes 72 and 265) and many buses in the Roehampton area were considered to be overcrowded. Sometimes people had to wait for more than two buses before they could board. There were particular issues on Roehampton Lane and no service along Priory Lane.
 - The population in the Roehampton area is growing due to the university which has 9000 students and 1000 staff, the local hospital, and new residential developments but it is considered that there is insufficient public transport for this growing population.
 - There is a need for better bus links from Roehampton to Hammersmith and other places which can provide onward transport links to central London;
 - There is latent demand for bus travel in Roehampton with many people not using buses because they are so busy. More local people would use buses if bus services were improved.
 - Some local residents met TfL in 2012 to discuss poor bus service provision in Roehampton. As a consequence, TfL increased buses on route 72 but this has not fully resolved the issues. The proposal to extend route 22 seeks to improve bus services for the university, hospital and local residential areas.
- The councillors explained that they had received lots of complaints about bus services in Roehampton. Local councillors had done some informal monitoring of bus usage in the area and one councillor described Roehampton as a desert for public transport. The council had passed on the local concerns to TfL as part of TfL's biannual request for any views on local bus services. Bus service provision in parts of Roehampton will be considered in future as part of local master planning. TfL will be contributing to this future planning process.
- TfL advised that it had become aware of bus service issues in Roehampton three years ago. As a result, it had monitored bus capacity along Roehampton Lane and then increased buses on route 72. TfL had also worked with the operator of route 72, London United, to improve reliability and was proposing a further increase in the number of buses on route 72 in the morning peak period from 9 to 10 per hour in the autumn. TfL reported that to extend route 22 as proposed by campaigners would cost £2 million p.a. (net cost) involving the provision of 10 extra buses, would significantly increase the length of the route and would not provide an attractive journey time for those wishing to travel into central London (existing links into Barnes, Hammersmith and Putney Bridge Station's provide a more feasible solution). However TfL acknowledged that local residents were reporting on-going problems with bus services in the area and would look specifically at capacity on route 265 to

Putney in the autumn... TfL also stressed that it did not simply look at bus routes on an individual basis when the contracts for bus services were renewed but reviewed bus routes on a corridor and area wide basis all the time.

Note of Transport Committee's site visit to Stagecoach bus garage, West Ham, 28 August 2013

Present:

- Valerie Shawcross AM, Chair of Transport Committee;
- Mark Threapleton, Managing Director of Stagecoach London and other Stagecoach staff; and
- London Assembly staff: Katie Smith, Vincenzo Coppola, Adebusuyi Adeyemi, and Laura Warren.

Overview of site visit

Mark Threapleton provided a presentation on Stagecoach London's operation of bus services. This was followed by a tour of the service control centre where staff use the IBus system to manage bus services in 'real' time and the CCTV management suite where staff use CCTV footage to help improve bus services.

Issues covered during the site visit

- The presentation covered various aspects of Stagecoach London's operations including the following points.
 - Stagecoach London operates 78 TfL bus contracts which represent 15 per cent of the total. This involves the provision of around 974 bus vehicles each day (its total fleet of vehicles is 1108).
 - Stagecoach London has two operating centres in the London covering east London and south east London and Kent (Selkent) and has nine bus garages in total. It employs 3867 staff of which 86 per cent are drivers.
 - Stagecoach London has low bus driver turnover of around 7.7 per cent per annum. Around 55 per cent of its costs relate to staffing but the bus contract regime requires bus operators to keep staff costs under control to ensure value for money.
 - Stagecoach London had good bus service performance last year. Its focus is on providing the best customer service for passengers. The key performance indicators are excess waiting time for high frequency routes and % on time for low frequency routes. For night buses, performance is currently measured as a low frequency service and measured on departures from key bus stops only but from April 2014 TfL will be measuring night buses in line with daytime service as a mix of high and low frequency services from all timing points along the route. This will have cost implications for TfL and Stagecoach London in order to meet the improved performance standards, as it will need to provide more buses on some routes.
 - Stagecoach London takes road safety very seriously. Last year its buses were involved in 3788 road traffic collisions of which 35 per cent were the result of its drivers' fault (or the equivalent of 1 incident in every 36,000 miles operated).
 - Stagecoach London considers road congestion to be the key threat to improving bus service performance. Last year, it "lost" 700,000 miles to road congestion compared to a "loss" of 126,000 miles to factors within its control e.g. vehicle breakdown or not enough bus drivers.
 - Each year more buses and more bus drivers are needed just to maintain the same service. The bus network costs increase each year but this is not funding major improvements – it is investment to maintain the same service and prevent the current service from declining. Stagecoach London estimates that it probably adds 10 new bus vehicles per annum to address the issue of congestion and to continue to maintain the same service. At the same time demand for bus services is continuing to rise.
 - Stagecoach London provides information to TfL on any issues of congestion on its routes and there are many examples of where extra vehicles have been added to routes. Any such changes to routes have to be approved by TfL.
 - The solutions to road congestion should include more bus priority measures on roads. However, some boroughs do not always give priority to buses on their roads and do not recognise that

buses can be part of the solution rather than cause the problem of congestion. Stagecoach London would like to see a change in some boroughs' views about bus services. Any negative attitudes may reflect wider social prejudices about travelling by bus.

- The proposed introduction of cashless bus payment may take a simple payment option away from passengers but at the same time it could help to address many operational issues.

- The tour of the service control centre covered various issues including the following points.
 - The IBus system (the automatic vehicle location system that tracks all bus vehicles in real time) is generating lots of data about bus services including about the regular congestion hotspots. Stagecoach London uses this information to develop its schedules for bus services. London is leading the way internationally in using this type of tracking technology to deliver bus services.
 - The Stagecoach London East London service control centre comprises 15 work stations where members of staff each manage a 'corridor' of services in the east London area. The staff use the IBus system to track each bus, and to communicate directly with the driver as they are driving, to help ensure the bus is running to time and all the bus vehicles on that route are evenly spaced. Stagecoach London has another similar service control centre to manage all bus services in the south east London/Kent area.
 - All bus operators in London hold a conference call on Friday morning to discuss any major issues on the bus network. This is part of the legacy of the 2012 Games when this practice was introduced as part of the 'One Team Transport' plans to deliver a joined-up transport service.
 - The staff in the service control centre will not ask bus drivers directly for details of any overcrowding at bus stops. However, Stagecoach London does record for the purposes of the excess waiting time performance indicator reasons why a bus may not be running to time and one such reason could be there are lots of passengers waiting to board the bus.
 - The communications with bus drivers using the IBus system is not only verbal via the radio but also visual via a display in the bus drivers' cab. The display provides simple 'real' time information for the bus driver about the vehicle's proximity to the next bus vehicle on the route.

- The tour of the CCTV management suite covered various issues including the following points.
 - Stagecoach London operates CCTV on all its buses. It uses the footage of any incidents to run awareness campaigns at each bus garage to inform its bus drivers e.g. a recent campaign showed the problems that could occur as a result of the different wing mirrors on new bus vehicles.
 - The CCTV images captured each day on each bus are retained for up to 21 days and the quality of the CCTV system is improving all the time.
 - Stagecoach London is actively using CCTV to decrease the number of road traffic incidents across its services. It has used CCTV to help develop guidance for each bus garage about the specific issues on all routes operated from that garage.
 - The CCTV footage is also used to investigate complaints from bus passengers and to assist the police in investigating crimes. The police regularly request CCTV footage from Stagecoach London to assist them in their work.

STAGECOACH LONDON

28 AUGUST 2013

Stagecoach London – some facts

- 78 TfL bus contracts - incl. 8 schools
- 15% market share (scheduled miles) - 4th largest
- 974 buses in service on a weekday
- 1108 bus in our fleet
- 3867 staff employed
- 2 operating companies
- 9 garages

Stagecoach London – some facts

- 2 operating companies
- 9 garages
- East London
 - garages at Bow/Barking/Leyton/Romford/Rainham/
West Ham
- Selkent (South East London & Kent)
 - garages at Bromley/Catford/Plumstead

Stagecoach London

Breakdown of staffing levels

- Staff 3867
 - Drivers 3323 (86%)
 - Engineers 209 (5%)
 - Service Control 111 (3%)
 - Garage Mgt/Supervisory 148 (4%)
 - Head Office 76 (2%)
- Driver turnover 7.7%
- Flat, lean management and support structure
 - quick decision making and clear, short chain of communication

The following statistics are based on 2012/13 performance

- 309.9m passenger trips made on our buses
 - an average of 851,000 trips per day
- 48.2m miles operated
 - An average of 132,400 miles per day
- Bus service performance
 - Most high and low frequency services operated better than the network average
 - Improved year on year performance
 - Focus on improving services for the passenger to drive improved company performance

The following statistics are based on 2012/13 performance

- Bus service performance

High frequency services – excess waiting time

- network average 1.02 mins
- East London 1.01 mins
- Selkent 0.98 mins

Low frequency services - % on time

- network average 83.6%
- East London 87.9%
- Selkent 83.2%

*NB – all the above figures cover the
Olympic and Paralympic Games*

Safety

- 3788 road traffic collisions
- 1329 (35%) where driver was at fault
 - 1 in every 36,000 miles operated
- 828 passenger injuries
 - 1 in every 374,000 passenger trips
 - mainly on-bus slips, trips, and fall
- 88 pedestrian injuries
 - 1 in every 542,000 miles operated

Staff assaults in 2012/13

- 193 staff assaults
 - 134 were non-physical/verbal
 - 49 were minor (incl. spitting)
 - 10 were major
- All assaults are investigated using CCTV
- Good support from Safer Transport Teams and Centrecomm
- We always support criminal prosecutions if there is a realistic chance of success.

Congestion is the key threat to improving service performance

- 700,000 miles lost to congestion, and other road disruptions
 - 1.5% of all scheduled miles
 - by far the largest cause of lost mileage
- Compared to 126,000 miles lost to issues within Stagecoach's control.
 - 0.3% of scheduled
- Tackling the effect of congestion on bus services will maximise the current capacity of the network

Tackling congestion is important?

- Each year more buses and drivers are needed to run the same timetables
- Network costs increase but no improvement to the passengers – investing to stand still.
- Prevents service performance deteriorating
- Less funding available for network expansion to meet passenger growth

Buses are important

- Passengers make more trips by bus than by other public transport options
- Borough's attitudes are key to dealing with congestion
 - give buses the road space priority this importance deserves
 - recognise buses are an integral part of any solution not part of the problem
- Can you help?
- What do you need from us to help you help us?

Note of Transport Committee's informal meeting with Abellio, 19 September 2013

Present:

- Valerie Shawcross AM; Tom Copley AM; and Darren Johnson AM.
- Tony Wilson, Managing Director; Mark McGuinness, Performance Director; and Alastair Willis, Commercial Manager, Abellio.
- London Assembly staff: Jonathan Hollis; Ashley Lumsden; Steve Morgan; and Laura Warren.

Main points from the informal meeting

- Tony Wilson provided a brief presentation on Abellio's bus services.
 - Abellio operates bus services in London and Surrey. It has an annual turnover of £127.6 million of which £115.6 million relates to TfL contracts for operating 44 bus routes with 585 bus vehicles. It employs 2,140 staff (1,840 drivers) and five of its six bus depots are in London.
 - Abellio lost money on its bus operations until last year when it made a profit of £100,000. It attributes this change to improving its performance against TfL's Excess Waiting Time performance indicator which allows it to obtain quality incentive contract bonuses.
 - In addition to improving punctuality, it is working to improve bus driver standards with a variety of initiatives to improve bus drivers' customer service and driving practices.
 - Abellio seeks to work in partnership with TfL to deliver the bus service required although there are aspects of the contracting regime that it would like to see changed. For example, when the bus service operators grant was cut from 100 to 80 per cent, TfL passed on the cut to Abellio and other bus operators to absorb.
 - In the period 5 January - 17 September 2013, Abellio ranked top of all the bus operators in London for performance against the Excess Waiting Time performance indicator. Abellio thinks it may plateau in terms of improving its Excess Waiting Time in 2014.
 - Abellio works closely with TfL to determine where to invest in its bus service to realise improvements in performance. It costs around £120,000 for every extra bus it provides on a route but it has made such investments that have delivered benefits.
- Abellio provided the following information in response to questions on a range of issues.
 - Traffic congestion is a barrier to improving the bus service further. Abellio's work to improve punctuality of bus services involves making up for traffic congestion as well as rectifying issues with poor scheduling of bus services. It has invested £800,000 in the last year on bus services providing for around 10 additional vehicles, and believes it is getting a good return on its investment.
 - Abellio participated in the Roads Task Force. It perceives the Mayoral focus to be more on addressing road works than delivering bus priority at present. Abellio is seeking to make bus journeys and timetables more reliable but reducing road congestion would help to improve reliability further.
 - Meeting the Excess Waiting Time performance indicator can mean bus vehicles get curtailed on route but Abellio has got better at addressing this issue. On all routes, bus drivers can now see for themselves how close they are to the next bus vehicle and adjust their speed accordingly.
 - Abellio's work to improve bus driver standards includes ensuring any new entry drivers without licences receive professional training and undertake the driver "CPC" five day training course as soon as they start. They also use the Genius on-board bus monitoring system to monitor how well bus drivers are driving. Abellio publishes the scores drivers receive from this monitoring system to its staff to encourage them to improve.
 - Abellio does not produce performance graphs for Excess Waiting Time at every bus stop as the TfL iBus system is able to provide this data on how actual journey times compare to scheduled journey times by day and time which can allow it to identify busy bus stops and adjust bus

services accordingly. Using iBus data, Abellio was able to identify that it had a major problem getting the buses out of depots on time in the morning which has now addressed.

- Abellio's main performance measures are Excess Waiting Time and mileage operated because it can get financial bonuses or penalties for TfL if does or does not meet or exceed these performance indicators. In addition, Abellio also monitors driver quality, engineering, customer complaints, road traffic incidents involving its bus vehicles, and fuel consumption.
- Abellio welcomes the proposal to remove cash payment from bus services in London. However it does not believe this would result in the level of immediate financial savings that TfL suggests.
- Abellio has never really considered using electric bus vehicles and agrees that at present the only viable electric bus vehicles on the market are from China. The UK bus industry suffers from a lack of funding for R&D so is unlikely to develop electric vehicles itself unless funding is provided from elsewhere e.g. TfL provided funding for the New Bus for London vehicles. Abellio suggests the solution to the issue of poor air quality in London is greater use of hybrid bus vehicles. The cost to Abellio of leasing hybrid vehicles is getting closer to the cost for leasing diesel bus vehicles but there is not yet parity on costs.

October 2013

Results from Transport Committee's survey of bus users.

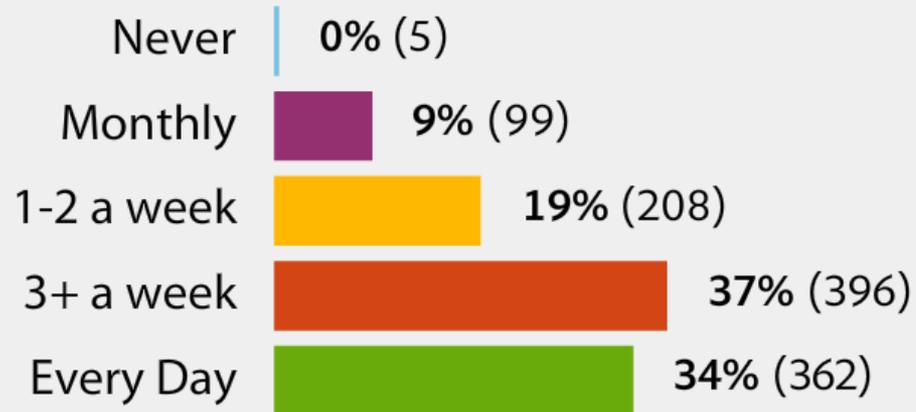


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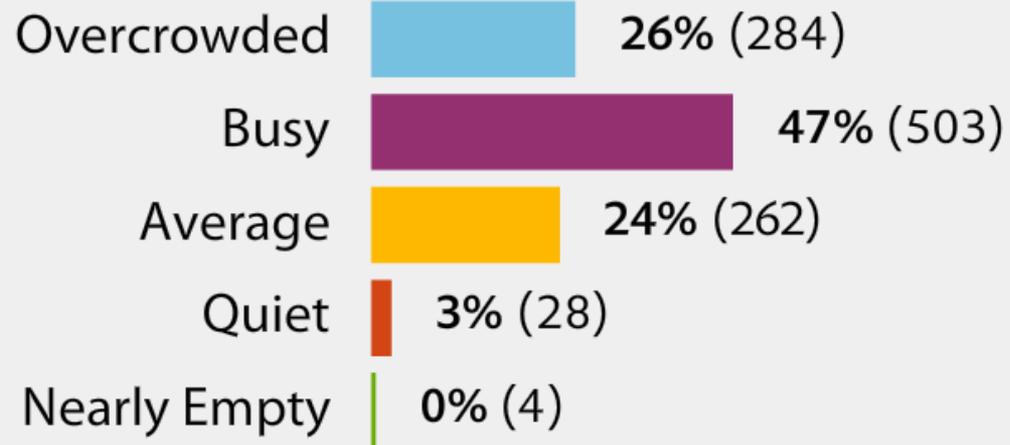
Bus use:

How often do you use a bus?



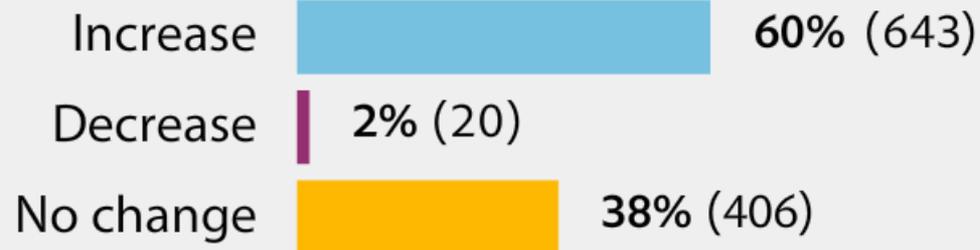
Capacity (1):

How crowded is your bus?



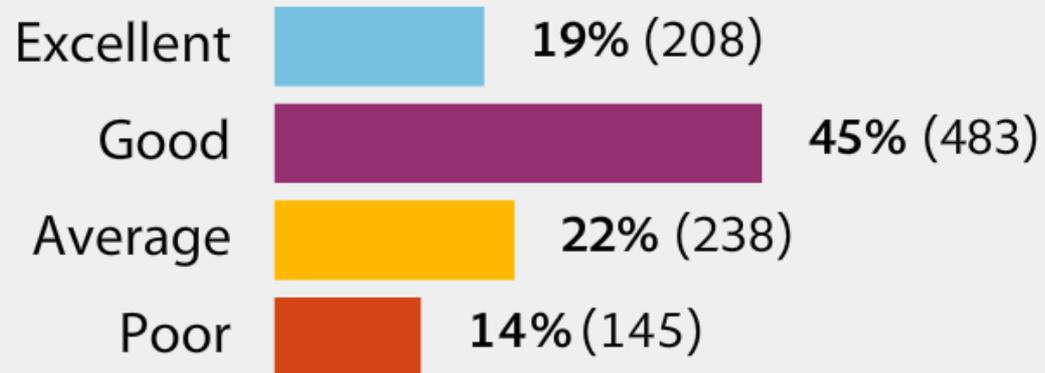
Capacity (2):

Have you seen an increase or decrease in passengers on your bus over the 12 months?



Service:

**How well do you think
your area is served by
buses?**



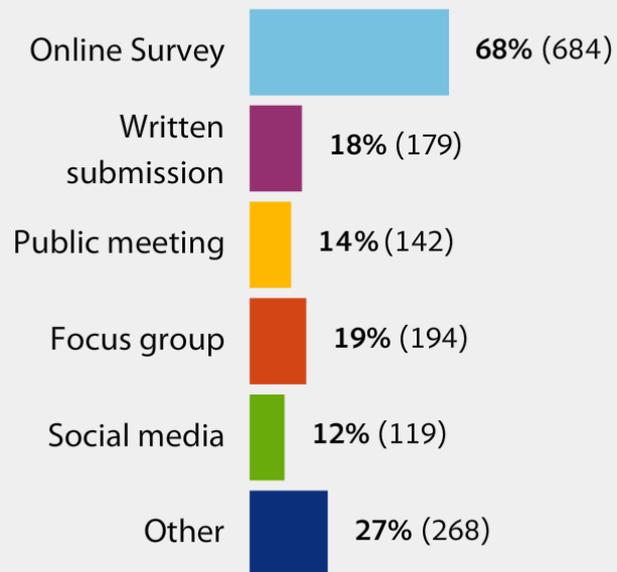
Consultation (1):

How likely would you be to respond to a consultation about buses in your area?



Consultation (2):

If you ticked likely, how would you like to be consulted about bus services in your area?



Individual routes

The following 10 routes are those that people referred to most in the survey as bus or overcrowded:

- 185 bus route
- 208 bus route
- 96 bus route
- 38 bus route
- 176 bus route
- 172 bus route
- 484 bus route
- 336 bus route
- 162 bus route
- 358 bus route

Range of comments from Transport Committee's survey of bus users organised by theme

Comments on overcrowding

Bus route 336 is a fairly reliable service but it has seen a huge increase in the number of passengers. It is also very popular with local secondary schools with a significant number of pupils using the route. I rarely get a seat on my way into work or home. Also, as the buses on this route are small and the buses so busy, it means passengers having to get off the to allow prams on and off. I also use bus routes 320 and 208 - again busy buses but not so reliable. There are new big housing developments on the route of 336, 320 and 208 - we need extra buses on these routes. One of which is on Bromley Road near Bellingham. This is a huge housing development which will affect all these bus routes. Action needs to be taken urgently as the buses will not be able to cope with the extra passengers that will inevitably use these routes.

1. Short turning is a major problem on Route 172. Southbound buses are often terminated, without reason or notice, at Brockley Cross instead of continuing to the terminus at Brockley Rise. There are the usual assurances of services just behind etc but these are not reliable, meaning that continuing passengers are forced to wait at the roadside. Continuation tickets are not offered unless you ask for them. 2. Overcrowding on small single decker routes (eg the P4) is endemic, and it is often impossible to board during peak periods. 3. Getting TfL even to consider even a minor extension to the 63 bus route to include Honor Oak Park station and an Overground interchange was remarkably difficult, even where possible offsetting savings were identified. There was a strong impression of "not invented here".

Route 8 struggles to cope with peak flows. This is exacerbated by the amount of new housing that has sprung up at the Bow end of the route, which is some distance from an Underground station; and the increasing desirability of the East End of London as a place to live. Other buses in my area (I live in Bethnal Green) are generally good. However I am concerned about the proposal to cut back the D6 from Hackney Central to Ash Grove. Not only does this break direct links for many passengers, it will also put extra pressure on the 106 and 254 between Bethnal Green and Hackney - and the 106 has just had a frequency reduction. A more synchronised timetable between the 8 and 388 between Liverpool Street and Bethnal Green for 388s to pick up customers for Bethnal Green while the 8 can pick up customers wanting beyond Bethnal Green.

Early morning and early evening I avoid buses as the numbers of people using the local buses in St Mary Cray Station is very high as the buses R1, R11 and B14 all arrive at the same time and the bus stop becomes overcrowded with long cues if you are last to get to the stop it's better to walk as you will not get on a bus as they are already crowded when they arrive. I have noticed this get worse in the last 6-12 months.

Since the 29 changed from the bendy buses our buses are regularly over crowded. Particularly for mothers with buggies and those in wheelchairs. A large number of people use that route to bring shopping home and it is impossible for us to carry it upstairs, therefore the lower floor is often over crowded. We either need a higher frequency or something similar to the bendy bus back,

I find this service packed during peak periods. Why is there no school service bus from Bexleyheath to Woolwich. There should be one, as there is a problem with most routes in this

area,89, 401 etc. When schools empty out, all the buses clog up. Route 96 being the worst. If you can't lay on a school service at least put more buses on the road.

There seems to be more and more flats being built in the Wapping area and the bus service is not changing to cope with more people in the area and with more large projects to come the system needs to look at how it handles more people and more traffic the buses are very over crowded in the rush hours.

The 133 in a morning heading towards Liverpool Street from Oval is so overcrowded that you often have to wait for 2 or 3 buses to pass by full before you can get on a bus. The gap between consecutive buses simply means that more people are waiting for the bus by the time one arrives even though that gap may be only 2 or 3 minutes. It's got to the point where you begin to hope that 2 x 133s will turn up together to get a chance to get on board one of them. This state of affairs is just repeated as you get closer to Elephant and Castle: I see the same people at the same stops being driven past each morning. It doesn't help that the 133 is the only bus service from that part of London that travels North of Elephant and Castle. The 415, 155 and 333 all terminate/start at Elephant.

162 terribly overcrowded Only runs every 20 minutes Monday-Saturday and every 30 minutes on Sunday Very useful bus service, connects key outer London Town Centres such as Bromley and Eltham I have seen elderly people falling over on this bus as there's nowhere to sit Especially bad in the mornings during the school term; the bus often drives past paying passengers as it is full Issue appeared in Bromley News Shopper as star letter last October.

Happy with bus frequency of 176 during day although Bus can be very crowded at night from W End. Major difficulty using bus with grand child in buggy during day. Dangerous getting off bus as bus does not usually stop close to the curb so wheels of buggy can get trapped between curb and bus. Have used 75 bus in rush hour for work but bus gets very crowded and is not frequent enough. Major problem with school children, who dont have to pay, travelling by bus when they could walk For journey length less than a mile or 1-2 bus stops. Children in Mayow Road SE26 fill up the 75 bus so that adults cannot get on the bus when travelling to work.

Comments on consultation

There are problems with consultation. The biggest single change to the routes I use was the withdrawal of the 113 from Oxford Street, but the public/users were not consulted about this. I would have liked to have suggested possible alternatives. As it was, the cut was made and my usage has plummeted as the route is now so much less convenient for my journey now. It was pretty appalling that a route that had worked well and remained untouched for over 70 years was cut. Route 251 has seen huge increases in usage over the years and is now often very overcrowded. I hardly ever get one where there aren't passengers standing, and I have been left behind by full buses at around 8am quite a few times. The route seriously needs higher peak time frequencies or double-deckers. More night buses are needed throughout London. Frequency increases would also be useful on 114, 221, and some others.

London is changing rapidly but contracts to operate services are planned two years in advance and are then set for the following 5 or 7 years with little opportunity to revise these as changes in the environment occur. eg, start of Crossrail, hospital closures, new or closing schools or workplaces. Over the years an essentially outdated network has been tampered with but what is now needed is a major re-think across a wide area. Consultations in public meetings do help but meetings with the many local transport user groups offer greater local expertise. TfL

should partly fund the setting up of borough wide consultation groups and draw on their expertise.

It takes too long to respond to changes. For example, Morland Road has far too many buses whereas other routes (such as 410) are overcrowded.

I am involved in the bus campaign of the Highgate Society for better bus services in the Highgate N6 area - in favour of more orbital routes as opposed to North London- West End/City, joining suburbs together for example towards Muswell Hill, Hampstead, Crouch End. We have been campaigning for TfL to amend the current network, in vain. The 134 bus service often gets overcrowded at peak times - by the time the bus reaches Warren Street (3 stops after Tottenham Court Road, its departing point) the bus is overcrowded. Frequencies and reliability need improving, with still too many curtailments and short workings on the route.

Comments on timed tickets

I travel about 3.5 miles from home to work, and have the choice of the tube or the bus. The tube is crushloaded at rush hour, and it's often impossible to board a train; as the bus journey takes around the same time and sometimes has empty seats I'd much rather make the trip above ground. However, despite the short distance, it's impossible for me to make the trip using just one bus- I have to change routes at least once- and as TfL doesn't issue multi-transfer tickets or fixed duration validity tickets, I have to pay each time I board a bus. This means that it costs me more to catch the bus than the tube for the same short journey- and over a week, the price difference is just too much for me to afford. My zone 1 and 2 off peak return journey is £5.60 by bus, but only £4.20 by tube. It seems quixotic that TfL's fare structure is pricing people like me off the relatively empty buses and on to the overloaded Underground. I know that PAYG Oyster cards are capped at the price of a bus pass if I only use buses- but if I find myself having to catch a train during the course of the day, the cap doesn't apply and I'm penalised. I strongly believe TfL Buses should replace the current Oyster flat single fare with a single fare valid multiple buses, for up to an hour from touching in on the first bus. This would allow people to make 'round the corner' and radial bus journeys that currently aren't viable, making better use of the bus network, and freeing up capacity on the Underground. It would also benefit Londoners on a low income or limited budget, even if the Oyster single fare was raised slightly to counteract any loss of revenue from the new system.

I have an annual bus pass and make about 30 bus journeys a week so its very good value for me Because i have a bus pass i can jump from bus to bus and avoid wasting time For instance i might take the 57 from Wimbledon to Raynes Park and then the 163 to Grand Drive rather than the 163 throughout as i can usually get there quicker This option is not available for passengers using pay as you go I don't see why (apart from ease of administration) passengers should be penalised for taking more than one bus on a journey. Therefore i support moves to make tickets valid for a certain period of time (ie one trip or multiple trips within one hour). I also think that ultimately it makes no sense to treat buses,tubes and trains as entirely separate modes with the need to pay again if you switch from one to the other Lets have a genuine multi-modal fare system please! Also i have the following comments: 1) some buses don't show on countdown so you start walking and then get overtaken by the bus 2) when buses are diverted due to roadworks you get crazy countdown information eg bus disappears and re-appears again later 3) the countdown system should be able to tell you when a bus stop is closed 4) some buses attract very few passengers and seem to be poor value for money eg 152 at the western end of the journey (South Wimbledon/Raynes Park/New Malden) 5) bus drivers should be instructed to be sensible when stopping at railway stations eg Raynes Park, especially late in the evening, to ensure people have a chance to make a connection Thank you

Comments on other issues

The 185 service is much more frequent than the 176, so I would certainly like to see the frequency of the 176 service improved. The changing of drivers in the middle of a journey is bizarre and irritating. The constant occurrence of buses ending their journey before getting to the original/final destination is ridiculous. I understand that this is often because the bus companies are fined if they end up with buses too close together. This is extremely inconvenient for passengers, not to mention infuriating. This must stop.

The most useful aspect of bus use is information. Visual and verbal info. on buses is invaluable as are the electronic information panels at bus stops. Perhaps notices advising passengers to have their tickets, Oyster cards, passes etc to hand when getting on the bus might encourage those who faff about looking for them and holding up the queue. As a Freedom Pass user I would like to say that whilst I do save money on fares I do contribute in other areas such as paying entrance fees, buying theatre/cinema tickets, having lunch etc after reaching my destination via public transport. It also helps the environment as I have halved my petrol consumption.

Whilst the standard of bus services in London is generally high, I've been disappointed by bus service cuts in recent years; the curtailment of the 73 and the 349 have made certain journeys more difficult and frequency on other routes (such as the 167) has been reduced. I also feel that 'debandification' of certain routes was short-sighted; whilst clearly unsuitable for some routes, bendy buses were excellent on the 149 and 521 for example and are sorely missed. I'd like to see more routes that take less obvious 'back street' routes to encourage more 'orbital' and intelligent journey making - the 24-hour 236 is a brilliant example on this. In particular I'd like to see a night route that facilitates journeys between Camden and West Hackney (perhaps something that mirrors the route of the North London line Kentish Town-Stratford) as this is prohibitively difficult at present for two such geographically close places.

the only thing i would like to mention is that the cleanliness which you have in the morning is completely lost during the day. all the food and drinks, which is spilled and smelly and then the package gets dropped on seats and floor. mostly no trashcan at the stops, please please put them back. if they want to bomb us, they can do that if there is a bin or not. otherwise i am a satisfied customer.

The worst aspect is the 'change of destination', i.e. early termination which is a chronic problem on the northbound 4 route, particularly bad when it occurs during rush hour or late at night. Litter is a big problem, especially food and drink litter.

Comments on possible improvements

Crazy to have buses paid for the miles run, resulting in empty buses clogging up the centre of London, then weak nightbus service. Spread the services out to give a better night service and less waste in the middle of the day

First of all 35 can get very overcrowded, especially N35. After Liverpool street the buses are packed. Personally I would like to see more longer distance routes and express routes. This would help ease some of the congestion on the local routes. Buses like X26 and X68 show exactly what I mean by this. Bus routes in London just aren't long enough, also some prove not to be as frequent as they should be.

Bus services in this area tend to follow the train lines too closely. This means they tend to act as a slow alternative to the train rather than providing feeder services from other local areas. From Thornton Heath it is easy to get to Croydon (5/5 buses serving the area) and Streatham/Norbury (2 high frequency, direct routes), all on the frequent Croydon-Victoria line, but it is very difficult to get to Crystal Palace (1 very slow, indirect route) and S Norwood/Norwood Junction (0 buses), both on different train lines and within close proximity which would be convenient to reach without having to detour to Croydon (S Norwood) or Balham (Crystal Palace). It is also difficult to walk this journey due to the steep hills in the area. Likewise, it is difficult to reach Streatham from S Norwood using buses and requires 2 buses or a change of trains at Balham or W Croydon.

Comments on individual bus routes:

185

Please increase the frequency of the 185. It is often very full and it can prove hard to get our daughters pram aboard as the buggy space is regularly full. The 185 seems a very popular service and could do with being less crowded.

208

I have lived near the 208 route for 13 years and it is a literally a major bus service linking Lewisham and Bromley and other parts of Bromley to each other. It is good that the 320 service was added recently to alleviate congestion on this service.

208 service is fantastic, and most of the drivers are really nice and make an effort for disabled or elderly people (e.g. not moving away until the person is seated safely).

I get on the bus at Ashgrove Road junction with Bromley Hill (either the 208 or the 320) just before it begins its journey up the hill into Bromley. In normal circumstances, the bus is packed with school children. The issue is that the two buses 208 and 320 arrive together - literally. Now whilst being aware the the start and end points are different 208 Lewisham - Orpington 320 Catford - Biggin Hill Valley a good part of the journey - Catford Town Hall to the turn off at Crown Lane Spur are the same. Would it not be sensible to stagger these buses so that they arrive 5-8 mins apart rather than arriving one behind the other. The same issue - obviously occurs on the return journey. Might be worth a thought or two!

96

96 bus could easily pull into South Darent Hospital as it passes the oor on the way to Bluewater from Bexleyheath. Parking is a nightmare at the hospital.

38

In general the bus services are good but the new routemasters that are in use on the 38 route are too hot and also less spacious than the other double deckers. TfL should stop wasting money on rolling these buses out to other routes.

176

I used to commute to work daily, partially by bus, but have now started cycling to work. This was largely due to the unpredictability of getting on a bus (P4 is generally overcrowded at peak times) and then the speed of travel - an overcrowded bus takes longer to complete a route since it takes so long to fight your way on/off at each stop. I can now leave the house 30 minutes later! My area is well-served by bus routes. It's just that the frequency often doesn't feel right. The other route that generally feels packed is the 176 - particularly in the evenings. I would like my Oyster fare to group any bus journeys within 60 minutes into one journey. As a

PAYG user, I have to wait for a bus to my final destination rather than being able to 'bus hop' to get there. In an ideal world, I'd like the cost of a bus fare to a Tube station to be treated as an 'Underground' change. It seems unfair (particularly in SE London where there are limited Tubes) that if I am penalised £2.80 a day to get to/from a station. It makes reaching the PAYG cap almost a certainty!

172

172 sometimes has a very irritating habit of making us get off early - bad enough at Elephant; nothing worse than being decanted at a busy bus stop in Old Kent Road with no explanation. I get the bus into work but the train to Crofton Park home

I used to love traveling by bus though recently I have noticed the service deteriorate quite sharply outside central London, though the 521 bus I take from London Bridge is good and reliable. I used to regularly take the 172 bus home from work. However, it has become very unreliable and now 50% of my recent trips on the bus have resulted in the bus terminating early at Elephant & Castle with no reason given and having to fight my way onto the next (now overcrowded) 172. If this bus were more reliable I would use it more often. One aspect that would make life much easier where I live would be extending a current bus route so that it would be possible to take the bus from Honor Oak high street to East Dulwich station. At the moment the closest option is a 10 minute walk to Stanstead Road to take the 185 or a 10 minute walk up a steep hill to take a 63.

484

484 bus route is very unreliable leading to over crowding. The route has many bends and hills and standing is very uncomfortable due to this. The bus is so unreliable that I cannot use it regularly for work and instead pay more to use the train.

I have been trying to get the 484 bus (Camberwell to Lewisham) to be diverted into East Dulwich Sainsbury's, so far with no success. This would provide a useful link from Camberwell. A useful link would be a bus service from Camberwell to Greenwich. The last service to do this was the 163 which was withdrawn in January 1970!!

336

First, the 336 provides an excellent localised service into Bromley but only runs every 20mins in the week... Second, the reason I travel on the 336 is I don't wish to get involved with the substantial provision of bus services between Lewisham & Catford... Numerous buses mirror routes all the way along from Catford to Lewisham, adding pollution, congestion and limited efficient use of bus fleets... It should be a priority concern to identify corridors such as these and act upon in ways such as changes of destinations... E.g. 181 & 75 to terminate at Catford... I once read Lewisham high street has more buses per hour pass through it than the numbers on Oxford Street, please look into this...

162

Route 162 very infrequent; regular overcrowding. Sunday frequency poor (every 30 minutes) During the mornings (8am), the bus regularly drives past my stop as it's too full to take on more passengers. The Mayor wants to improve declining town centres like Bromley. Here's an excellent chance to do such an activity.

Frequency of 162 bus is terrible. Only one bus every twenty minutes, even in the rush hour is unacceptable. In October 2012, the severity of this problem was highlighted in the Bromley News Shopper, and appeared as the Star Letter. I wrote to TFL last year and received no response. As a paying bus passenger, often I have to wait for 40 minutes to 1 hour for a bus as

they are often full with school children during the morning rush hour. This is because no extra buses are run during the rush hour. I work in Bromley and after work regularly see elderly people forced to stand because of the lack of seating left on the bus. The 162 is such a great bus route. It serves several town centres such as Bromley and Eltham, whilst also providing access to several mainline railway stations, including New Eltham, Bickley and Bromley South. The route really needs at least one more bus per hour, at least in the rush hour and on Saturday afternoons.

358

Taking 358 bus to Bromley between 7.20am-8am - so many school children are on this bus that it is full and overflowing by the time it gets to the bus garage at Farnborough and it stops picking anyone up until these children pour off at Bishop Justus School on Bromley Common. These buses are stated as 'every 11-12 minutes' on the bus timetable (no specific time) which means you never know what time they will be coming - not a good way of knowing what time to be at bus stop - they come at different times each morning and you can bet if I get to the stop at the same time I caught it yesterday - I will see it go past and have missed it.. Crazy, unhelpful system to not know the exact time of the bus! My other bug bear is that all the kids take all the seats and the paying adults stand all the way.

I have recently changed bus routes because the 358 route has become busier especially in term time. I now use the 367 but cannot do so in school holidays because the lack of a bus that only runs in term time leaves a long gap in the service, not least because the earlier bus usually runs ahead of time in the school holidays.

Comments on the 10 most used bus routes specifically

29

Since the 29 changed from the bendy buses our buses are regularly over crowded. Particularly for mothers with buggies and those in wheelchairs. A large number of people use that route to bring shopping home and it is impossible for us to carry it upstairs, therefore the lower floor is often over crowded. We either need a higher frequency or something similar to the bendy bus back,

149

Whilst the standard of bus services in London is generally high, I've been disappointed by bus service cuts in recent years; the curtailment of the 73 and the 349 have made certain journeys more difficult and frequency on other routes (such as the 167) has been reduced. I also feel that 'debendification' of certain routes was short-sighted; whilst clearly unsuitable for some routes, bendy buses were excellent on the 149 and 521 for example and are sorely missed. I'd like to see more routes that take less obvious 'back street' routes to encourage more 'orbital' and intelligent journey making - the 24-hour 236 is a brilliant example on this. In particular I'd like to see a night route that facilitates journeys between Camden and West Hackney (perhaps something that mirrors the route of the North London line Kentish Town-Stratford) as this is prohibitively difficult at present for two such geographically close places.

73

The decision to stop the 73 running to Tottenham was disappointing and inconvenient for people who live there.

Whilst the standard of bus services in London is generally high, I've been disappointed by bus service cuts in recent years; the curtailment of the 73 and the 349 have made certain journeys more difficult and frequency on other routes (such as the 167) has been reduced. I also feel

that 'debendification' of certain routes was short-sighted; whilst clearly unsuitable for some routes, bendy buses were excellent on the 149 and 521 for example and are sorely missed. I'd like to see more routes that take less obvious 'back street' routes to encourage more 'orbital' and intelligent journey making - the 24-hour 236 is a brilliant example on this. In particular I'd like to see a night route that facilitates journeys between Camden and West Hackney (perhaps something that mirrors the route of the North London line Kentish Town-Stratford) as this is prohibitively difficult at present for two such geographically close places.

Comments on bus services at hospitals

Make arrangements with TFL arrival for the 96 bus to call at Darent Valley Hospital when on route to and from Blue Water Shopping Centre

The 96 bus route goes to bluewater. it would be very helpful if the route was re-directed via Darent Valley Hospital and then on to Bluewater. The car parking facilities at the hospital are extortionate for pensioners

The 492 which is most convenient for me is a very poor service. It be nice if the 96 and 492 went to Darent Valley Hospital on the way to Bluewater

We havent got any buses going from Barnehurst to any hospital direct. As you get older it is difficult to get two or three buses just to get to hospital.

Would it be possible for the No.96 bus to make a stop at Darent Valley Hospital? This would assist a large number of people who need to attend/visit the hospital

We need better services to local hospitals. The 377 should be diverted on a loop to Chase Farm Hospital

I have severe mobility problems and regularly have to attend QE hospital in Woolwich, this requires me to get 2 buses (122, 161). It would be more useful to me and other people in my neighbourhood if there was a direct link, even if it was a hopper service, following a route from Eltham high st > eltham hill > westhorne ave > well hall rd > shooters hill > QE hospital and then maybe via Charlton village to terminate and peninsular park shopping village at Bugbys way.

The existing U7 bus route should be rerouted to serve the Barnhill Estate so that residents have a direct link to Hillingdon Hospital in line with Govt requirements to travel by public transport. To do this, we need useful bus routes

In the area I live (Yeading - Hayes Middx) its a 10 minute walk to the nearest bus stop. If going to the hospital, its a change of bus. There is no direct bus to destination. Many elderly people have to arrange transport for a cab fair which is at this moment £8 each way

We need a bus to go to Uxbridge Hillingdon Hospital (direct). I visit the hospital regularly for blood tests etc and also hearing centre. Apart from this people without passes it proves very expensive.

We are quite restricted for buses to Barnhill. In particular any transport direct to Hillingdon Hospital. There are a lot of older community here who would benefit from this. I also work in Uxbridge and although I currently drive, this may be restricted in the near future. I as many other residents, I'm sure would agree, would appreciate this bus service to Uxbridge as there is no current service which makes it very costly. The U7 would provide a direct route.

We need in our area a direct bus route to Hillingdon Hospital. More buses for the journeys pensioners make

As per government requirements - Barnhill Estate needs a direct link to Hillingdon hospital - especially when you are older and without personal transport. We really need it

Allow U7 to be re-routed to Boomhill Estate for residents to access Hillingdon Hospital for appointments as the gov wants us to use public transport. When you dont have a car it is difficult to travel so direct route by U7 would be a real godsend and it would even make shopping easier

96 bus could easily pull into South Darent Hospital as it passes the oor on the way to Bluewater from Bexleyheath. Parking is a nightmare at the hospital.

Please re-route the 96 bus route via Darent Valley hospital. This is the 'spine' route from SE London to Kent - Very Important.