

## **Written submissions received to date for the Transport Committee's investigation into Bus services in London**

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**London Buses**  
Performance Directorate  
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London SE1 8NJ

19 June 2013

Dear Jo

**Transport Committee's investigation into bus services in London**

Please find attached our response to the request for information in Valerie Shawcross's letter to Sir Peter Hendy of 22<sup>nd</sup> May.

The attached report provides the requested overview of the planning and review process and our approach to understanding future demand for bus services. Appendix A explains the data supplied in spreadsheet format. For convenience, the original request is copied in Appendix C.

Please let me know if there are any immediate questions and we will of course be happy to supply further information as required.

Yours sincerely

John Barry  
Head of Network Development

Spreadsheets available on request to:  
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VAT number 756 2770 08

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## **TRANSPORT FOR LONDON**

### **TfL's planning and review process for bus services**

#### **1. Introduction**

- 1.1. As the Committee has acknowledged, London's bus network is a huge success with 38% more people using it now than a decade ago (2012/13 vs 2002/03). The network itself has been expanded by 23% in that time. Trends over the longer-term are shown in Appendix B.
- 1.2. In addition to the quantity of service delivered, the all-round quality of the service had been transformed, with reliability at its best level ever recorded. It is the most accessible fleet in the world, with powered wheelchair ramps and real-time next stop and destination messages on every bus, in audio and visual formats. Real-time bus arrival information is available electronically through Countdown on the fixed and mobile web for all 19,000 stops and there are 2,500 signs at bus stops. The environmental credentials of the service continue to improve with the least polluting fleet ever and ambitious plans in place to improve this further. Most noteworthy, the New Bus for London fleet is leading the way in design, accessibility and the lowest emission levels.
- 1.3. The increase in usage of the network is a product of economic conditions, population levels and fares policy together with the quantity and quality of service provided.
- 1.4. The way in which the network is carefully planned is a major contributor to its high usage and ensures that all changes are appropriate to passengers' needs and sustainable in the longer term. By carrying out extensive passenger demand and satisfaction surveys, involvement with short and long term development planning, liaison with the widest range of stakeholders and using direct feedback from passengers, the network is developed so that it meets current demand and anticipates changes.
- 1.5. However, this does not mean that all requests for changes to the network can be met. All proposals for change are carefully reviewed using a framework which is long-established and fully consistent with Department for Transport guidance. This is described in more detail in the following sections, with specific examples of how it works in practice set out through the document.
- 1.6. Following the growth in the size of the bus network over the last decade, TfL's current Business Plan is based on an assumption of no change to the overall level of bus-kilometres in 2013/14 and 2014/15, followed by growth of approximately 4% between 2014/15 and 2021/22. (This is subject to the outcome of the current government spending review). Passenger demand is forecast to increase by approximately 7% between 2013/14 and 2021/22. This increase in demand will come from a combination of general population growth across the city and specific changes in Growth and Opportunity areas. How this is best addressed will depend on the time of day and geographical location where the new demand arises. For example the current network is at capacity in certain locations in the peak direction at peak times. Where the new trips are



outside these times or locations or involve trips against the peak flow then they can be accommodated. Alternatively, it is sometimes most cost-effective to put bigger vehicles on a route, replacing single-decks with double-decks. In addition, some of the new rail capacity which will come on-stream, particularly Crossrail, will change bus trip patterns with more shorter trips to rail stations replacing longer bus-only ones, the shorter bus trips being cheaper to provide. Where passengers cannot be accommodated, in order to provide sufficient capacity at peak times it may be necessary to re-allocate resources from quieter, off-peak periods.

- 1.7. It is vital that the bus network be as cost-efficient as possible and this means ensuring, where appropriate, priority is given to bus services through measures at traffic signals and bus lanes and also that direct routes are available to key locations such as town centres. TfL will continue to invest in bus priority measures across the Business Plan period.
- 1.8. The huge advantage of the bus network over rail is its flexibility and the short timescales over which changes can be planned and provided. The TfL Business Plan will undoubtedly change every few years. There will be therefore, a continuous opportunity to re-assess the level of service needed to keep London moving and growing.

## 2. Network development: the strategic context

- 2.1. The London bus service supports delivery of the Mayor's Transport Strategy. The Mayor's vision is that "London's transport system should excel among those of global cities, providing access to opportunities for all its people and enterprises, achieving the highest environmental standards and leading the world in its approach to tackling urban transport challenges of the 21st century."
- 2.2. Six goals are set out for the achievement of this vision:
  - Supporting economic development and population growth.
  - Enhancing the quality of life for all Londoners.
  - Improving the safety and security of all Londoners.
  - Improving transport opportunities for all Londoners.
  - Reducing transport's contribution to climate change, and improving its resilience.
  - Supporting delivery of the London 2012 Olympic and Paralympic Games and its legacy.

## 3. Planning approach

- 3.1. The service planning process is designed to help achieve these goals, in conjunction with other initiatives and modes of transport. It is a continuous process carried out on a network basis, with the scope required to range from the small-scale and imminent (eg a school changing its finishing times, a need to tackle a reliability issues, or local crowding) to the large-scale and long-term (eg the impact of Crossrail on bus requirements, supporting the Barking Riverside development over the next twenty years, or supporting delivery of the emerging findings of the Mayor's Roads Task Force).

- 3.2. The system produces real results. Since May 2008 there have been 350 permanent service changes on the network. They range in scale from diversions in support of councils' town centre schemes or adding an extra peak-time journey for additional capacity, to major network alterations such as the changes to routes 8 (Oxford Circus-Bow) and C2 (Parliament Hill-Victoria) supporting the 25% reduction in bus flow on the busiest part of Oxford Street and new routes such as the 135 (Old Street-Isle of Dogs), 324 (Stanmore-Brent Cross) and 375 (Romford-Passingford Bridge).
- 3.3. Additionally over the same period there have been over 400 planned temporary changes. Many of these are in connection with construction or roadworks where buses need to be diverted or have alterations in frequency. In a significant number of cases temporary shuttle buses have been provided. Such changes can be long-lasting and have significant passenger impacts and, as such, are considered to deserve appropriate status in the planning programme.

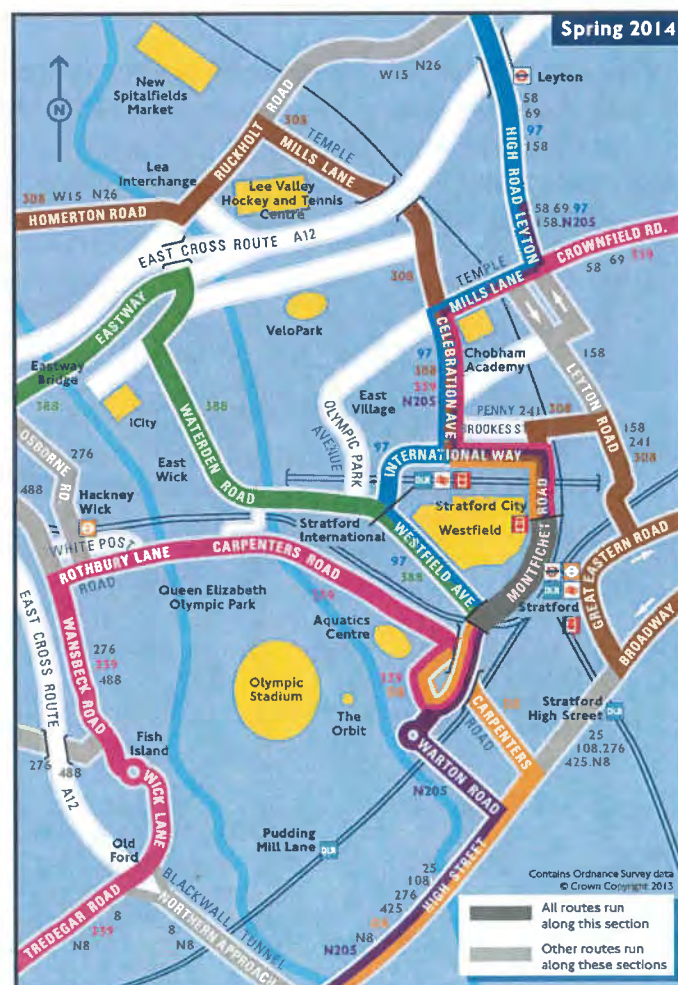
#### 4. Understanding requirements and aspirations

- 4.1. Through research, engagement and measurement, we seek to understand:
- What passengers value in their bus services, from various perspectives including market research, surveys and consideration of the wider travel market.
  - Monitoring of actual service usage, to understand how people use the network in practice, and their level of satisfaction.
  - Monitoring the quality of operational delivery.
  - The forces shaping bus demand, working with councils, other public service providers, developers, etc.
- 4.2. For example, over the last three years there have been approximately 6900 separate route-level surveys of loadings at busy points on the network and over 600 intensive surveys of passenger origins and destinations. (A full list is provided in the accompanying spreadsheet – see Appendix A). Over the same period more than 40,000 bus passengers were interviewed to measure customer satisfaction.
- 4.3. We will continue to improve and expand our sources of knowledge, including, for example, use of Oyster data to better-understand passengers' complete journeys. Data from the iBus system is being used to monitor service quality and operating speeds.
- 4.4. A significant source of information on the possible patterns of future demand is provided by the development control system. We review all planning applications referred to the Mayor and, where appropriate, we seek further information such as transport modelling data. Doing this helps to determine possible future service patterns and assists boroughs in their assessment of planning applications. We are in close and regular contact with boroughs in this sphere of activity.

- 4.5. Planning permissions once granted may take some years to be implemented, by which time other local travel requirements may have changed. We are thus careful to ensure that the bus elements of planning awards remain flexible enough to allow such change to be incorporated.
- 4.6. Significant bus network changes as a result of this process include the services coming into operation later this year and early next at the Queen Elizabeth Olympic Park, services around the Westfield developments in both White City and Stratford, and the East London Transit and other route changes in the Barking Riverside Development.

### Services for the Olympic Legacy

Planning the network changes for the early years of the Olympic Legacy commenced in 2010 and was integrated with work on the planning application for the Westfield Stratford development. The schemes were prepared in consultation with all the local boroughs, the London Legacy Development Corporation (and previously the Olympic Delivery Authority) and others.



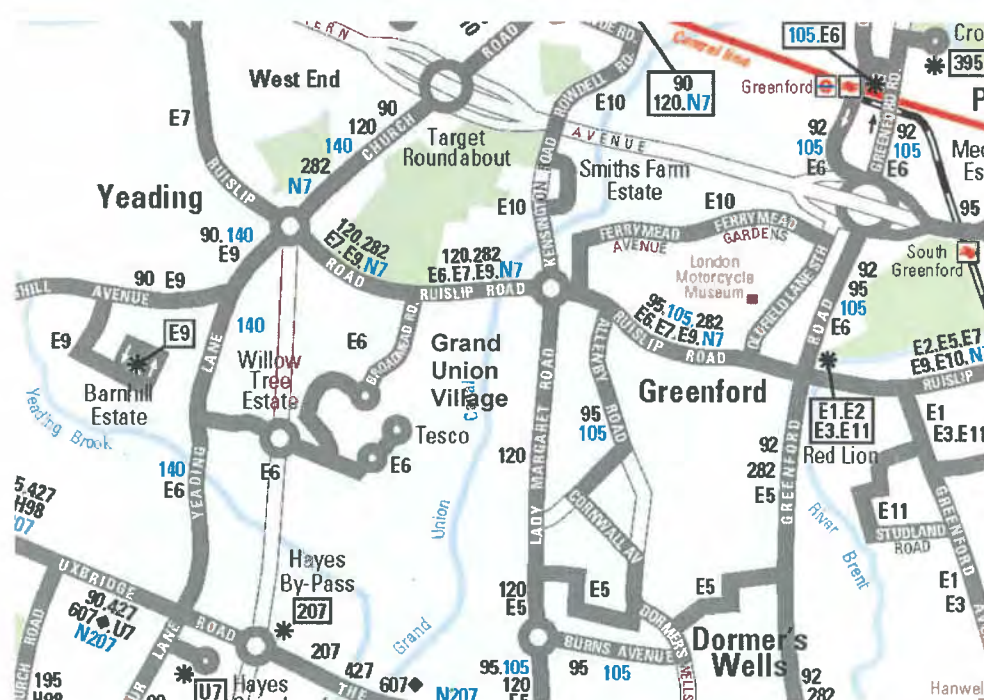


- 4.7. This process continues to work well as a source of planning information, albeit that the new Community Infrastructure Levy is starting to mean a reduction in pump-priming funds for bus services. (CIL cannot be used to support operating costs). An area which needs continued focus is the smaller developments, not referable to the Mayor. In some cases boroughs seek our advice on these and they can cumulatively have a significant effect on bus demand, particularly residential development. We will of course see the travel impact as part of our extensive survey programme and will, as normal, aim to ensure that the right capacity and links are provided. To help improve the flow of information about the overall timing and scale of development we have initiated joint studies with two councils where major growth is expected, to take stock of the overall position on development in those areas and the outlook.

## Working with the development control process: Grand Union Village

Grand Union Village is major residential development in Greenford. We liaised with Ealing Council and with existing local residents at an early stage of the planning process. Residents wanted a direct bus to their nearest tube station at Greenford. Separately from the planning application we were aware that other local residents wanted a direct bus to Ealing town centre.

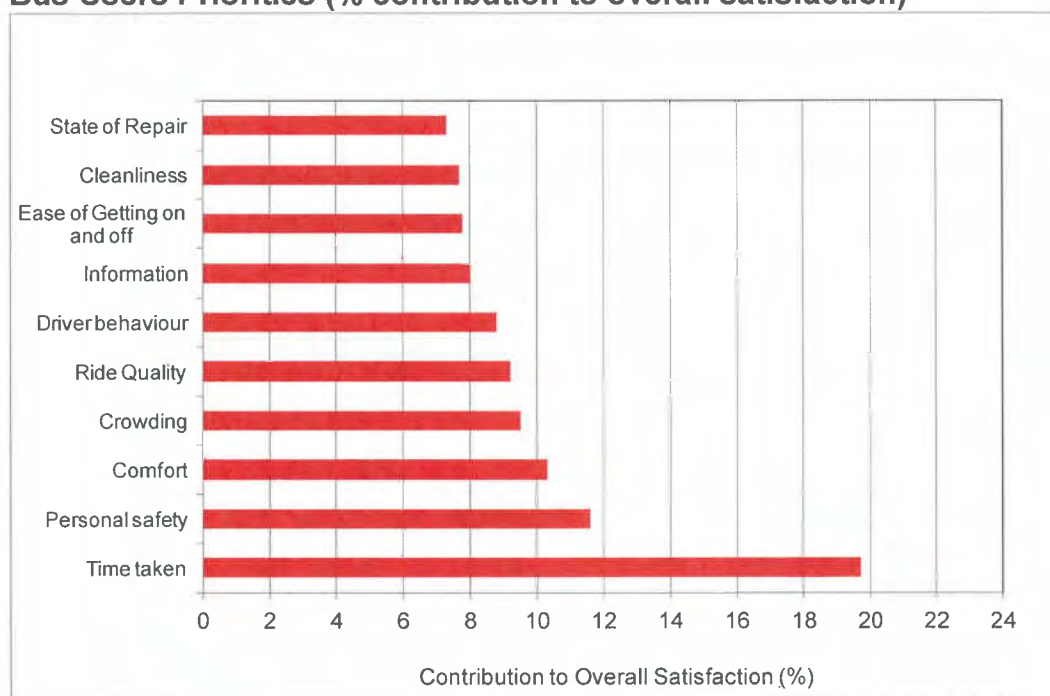
We reorganised the local network to deliver both these changes well in advance of the development, with route E6 linking the development to Greenford Station and route E10 giving a new link to Ealing Broadway. Ealing Council secured pump-priming funds which were used to give initial support to a frequency increase on route E6 as the development started to be occupied.





- 5.2. Our Guidelines for Planning Bus Services (available on the TfL website – see Appendix A) are used in developing proposals to meet service aspirations. They are based on a detailed understanding of passenger priorities and the wider strategic context. The chart below illustrates passenger priorities amongst various service features, with time-related features the most important. Service options are designed to deliver a network which has comprehensive coverage, with frequent, reliable, uncomplicated and cost-effective services. The guidelines are general; all service planning will give full attention to the relevant local factors.

**Bus Users Priorities (% contribution to overall satisfaction)**



Source: derived from Customer Satisfaction Surveys

- 5.3. Appraisal is used to help ensure that funds are spent on the best-available schemes and in an equitable way across the city. The approach to quantification will depend on the scheme being assessed. For simple changes in the shorter-term, eg frequency, it is straightforward to calculate passenger travel times and apply standard values to that time (c.£7.70 per hour currently). Other cases may require a different approach, for example in residential areas where occupancy will build up over time. Information from planning applicants and transport models is used wherever available and appropriate. In some cases it may be more difficult to obtain estimates of future usage and we work with partners to develop this. An example is hospital service relocation, where it is important to understand future volumes and trip origins. We work with NHS reorganisation projects to obtain this information.
- 5.4. While quantification is critical, the framework requires non-quantifiable benefit to be considered. There are thus, for example, services running in low-density areas that would otherwise be remote from public transport. While such



services have poor benefit/cost ratios it is recognised that such operations are a desirable part of fulfilling the goals of the Transport Strategy, provided they can be provided at limited net cost.

- 5.5. Currently the cost/benefit test is used with a threshold of 2.0 to 1. In other words options exceeding this threshold can be considered for introduction if funding is available. This means that each extra £1 of net spending should produce benefits worth at least £2. Apart from travel time, other factors which are quantified include comfort, interchange and effects on waiting time. The demand model and parameters are from TfL's standard business case model (which is ultimately based on DfT guidance). Parameters include the value of time, weightings to reflect passenger perceptions of the different elements of journey and the elasticity of demand with respect to cost.

## 6. Dealing with growth

- 6.1. Our forecasts of bus passenger journeys are shown in Appendix A, with growth of around 7% between 2013/14 and 2021/22. Overall bus-kilometres are currently assumed to remain stable in 2013/14 and 2014/15 and then to rise by approximately 4% to 2021/22. This is subject to funding, including the current Comprehensive Spending Review. All figures are reviewed annually as part of TfL's business planning rounds, and adjusted where necessary.
- 6.2. The rate of growth in demand is thus of the order of 1% from one year to another, on average. This is managed through the network review process, balancing service increases and reductions as required. Recent examples include changes to routes 38, 44 and 77 in early spring 2013. On route 38 (Clapton Pond – Victoria), following a review, the peak frequency was reduced from about every 2.5 to every 3 minutes in February 2013 whereas extra peak capacity was introduced routes 44 (Tooting-Victoria) and 77 (Tooting-Waterloo). Regular demand monitoring and passenger / stakeholder comment feed into the process. We aim to set capacity so that most passengers can normally board the first bus to arrive where the scheduled interval between buses is every ten minutes or more. Where the interval is less than this, the aim is that passengers should normally be able to board within ten minutes of arriving at their stop.
- 6.3. The network-wide demand forecasts are based principally on changes in London's population and employment. We use various sources of information to forecast and monitor the distribution of change around the network. For example, output from TfL's strategic transportation models is being used to support discussion of the effects of Crossrail at local level with boroughs. Locally, Crossrail will lead to both reductions and increases in bus demand and we will seek to use savings where there are reductions to enable new links or enhanced service to stations where that is desirable and good value. We also use long-range data from the land-use planning system, as described earlier. In many cases, working with boroughs, this has helped secure external funding commitments to support bus service changes.

## 7. Formal consultation

- 7.1. All proposals of any significance are subject to the outcome of consultation with boroughs, London TravelWatch and others. This has always exceeded the statutory minimum required of TfL and has been expanded to include direct opportunities for any interested party to comment on individual proposals via TfL's website. Over 100 significant consultations have been run over the last two years. An example of the material provided to enable informed comment is shown below.

### Route S1: proposed service for Lavender Fields

The Lavender Fields area has high-frequency bus services on its eastern side, but some residents are a considerable walk away from stops. We spoke to the council, local residents and stakeholders to understand aspirations. All parts of the local network were reviewed to determine which alterations might be feasible and cost-effective.

#### London Buses

### Route S1 - proposed extension to Lavender Fields

HAVE  
**YOUR**  
SAY

Transport for London is proposing to extend bus route S1 to Lavender Fields.

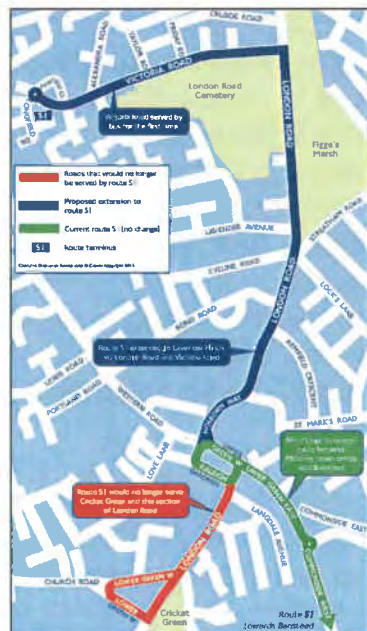
Route S1 currently runs between Mitcham Cricket Green and Banstead via St Helier and Sutton. The proposed changes would mean that the route would no longer serve the Cricket Green but would run instead via Holborn Way, London Road and Victoria Road to Lavender Fields.

Bus stops would be provided on Victoria Road, between Taylor Road and Friday Road. Another bus stop and stand is proposed for Victoria Road near the junction with Longfield Drive.

For further details or to let us know your views on these proposals:

Visit [tfl.gov.uk/consultations](http://tfl.gov.uk/consultations)  
Email [STEngagement@tfl.gov.uk](mailto:STEngagement@tfl.gov.uk)  
or Phone 0845 300 7000

Have your say - please contact us by Friday 26 April 2013



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MAYOR OF LONDON

Transport for London



PROOF #114313



## 8. Value for money and benchmarking

- 8.1. Ensuring excellent value for money is a key contributor to maximising the funds available for services. The bus service in London is fully competitively tendered on an on-going basis, which provides the direct ability to ensure that costs reflect current market rates. As it is all within TfL's control, the planning, tendering and contracting arrangements are designed to deliver value for money, balancing passenger and stakeholder expectations against cost.
- 8.2. The International Bus Benchmarking Group (IBBG) was set up in 2004 to compare performance and share good practice with other major world cities. London Buses was a founder member of this group, which now has thirteen members including New York and Paris. The Group uses a range of indicators to compare performance. The detailed work is reviewed regularly within TfL's overall benchmarking structure, which reports on progress each year. General findings at present are that London Buses performs very well compared to its international peers across the range of indicators. In particular, London Buses displays very good financial performance, a good growth rate, good accessibility and reliability, and good environmental performance.

## 9. Summary

- 9.1. The London bus network is developed through a continuous review process, based on extensive engagement with a wide range of stakeholders and an evidence-based understanding of users' priorities. The approach is designed to maximise the passenger benefit produced with the available funding and to distribute resources in an equitable way across the city.
- 9.2. London now has one of the world's highest-quality urban bus networks, with usage up to levels as great as at any time in the last fifty years. Demand is expected to continue growing, as are the expectations of public transport users. London's dynamic development means that travel needs must remain under close review. Our network development process will continue to do this, seeking the maximum returns for passengers from the funding available.

*Transport for London  
June 2013*

## ADDITIONAL DATA

Usage and service levels to 2012/13

The accompanying spreadsheet 'Usage and service levels' contains:

- Recorded passenger boardings per route per year.
- Bus-kilometres operated per route per year.
- Recorded number of weekday passenger boarding per route per year.

The data are for the years:

1999-2000:	Sat 3 Apr 1999	-	Fri 31 Mar 2000
2000-2001:	Sat 1 Apr 2000	-	Fri 6 Apr 2001
2001-2002:	Sat 7 Apr 2001	-	Fri 5 Apr 2002
2002-2003:	Sat 6 Apr 2002	-	Fri 4 Apr 2003
2003-2004:	Sat 5 Apr 2003	-	Fri 2 Apr 2004
2004-2005:	Sat 3 Apr 2004	-	Fri 1 Apr 2005
2005-2006:	Sat 2 Apr 2005	-	Fri 7 Apr 2006
2006-2007:	Sat 8 Apr 2006	-	Fri 6 Apr 2007
2007-2008:	Sat 7 Apr 2007	-	Fri 4 Apr 2008
2008-2009:	Sat 5 Apr 2008	-	Fri 3 Apr 2009
2009-2010:	Sat 4 Apr 2009	-	Fri 2 Apr 2010
2010-2011:	Sat 3 Apr 2010	-	Fri 1 Apr 2011
2011-2012:	Sat 2 Apr 2011	-	Fri 6 Apr 2012
2012-2013:	Sat 7 Apr 2012	-	Fri 5 Apr 2013

Please note:

- These data show boardings as recorded by: passengers tapping their Oyster card, Zip card or Freedom Pass on the card reader; the ticket machine when a cash ticket is issued; drivers registering a passenger using other forms of ticket or travelling without a ticket.
- On crew-operated buses before 2005 not all boarding passengers were recorded by the conductor. On bendy-buses tap-in was not required except for Pay-As-You-Go users and survey data has been used.
- Children have travelled free since 2004. Those aged 11 and over are required to use a Zip card. (14 and over prior to 2008).
- Boardings on night services are shown separately, including for 24-hour routes.
- Figures are totals recorded for the year with no adjustment for routes only operating part-year.
- Small network-level adjustments are carried out in preparing bus ridership for Annual Reports, so total of the route level numbers will not match exactly.

- Service changes affect patronage on a network basis. For example an increase in frequency on one service will usually result in a decrease on any others with significant parallel sections.

#### Usage and service levels from 2013/14 onwards

The table below shows the forecast passenger journeys and bus-km for the period to 2021/22, the year to which detailed numbers are available.

#### **Bus passenger journeys and bus-km (millions)**

	<b>Journeys (m)</b>	<b>Bus-km (m)</b>
2013/14	2387	491
2014/15	2410	491
2015/16	2437	493
2016/17	2468	497
2017/18	2473	500
2018/19	2498	502
2019/20	2523	505
2020/21	2529	507
2021/22	2554	510

Note: these are planning assumptions. They are subject to review as part of TfL's business planning process, taking account of the level of funding available. As the network will continue to change the forecasts are not available by route number.

#### Other information

The number and type of vehicles on each route is in the spreadsheet "Vehicles".

The spreadsheet "Passenger Surveys" lists all passenger surveys carried out in 2011, 2012 and 2013.

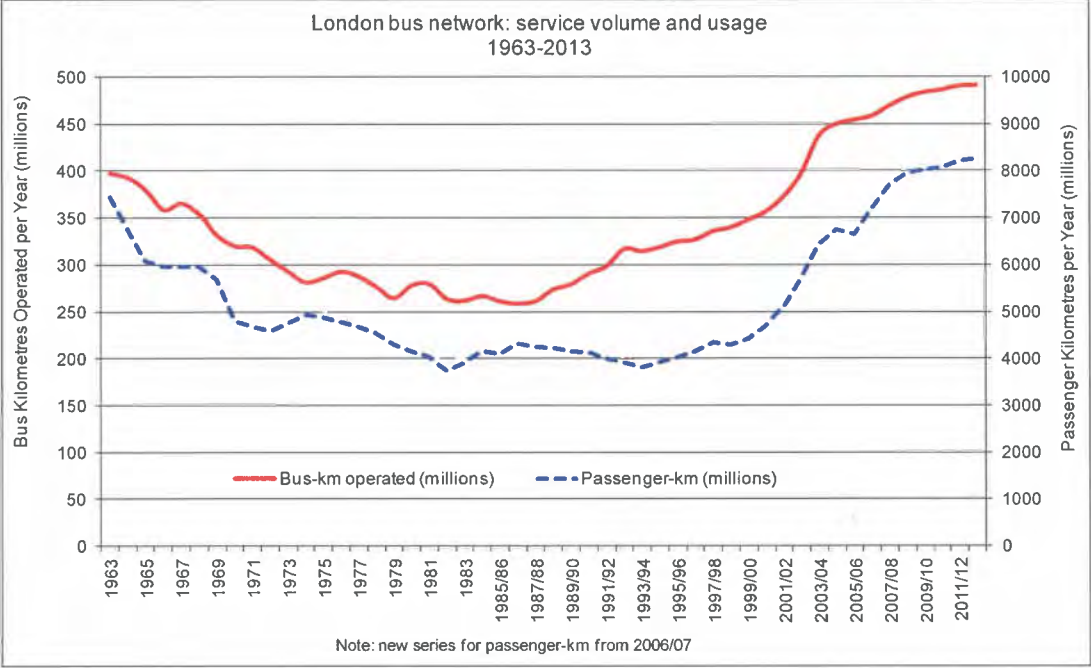
Service changes since May 2008 are available on the TfL website.

<http://www.tfl.gov.uk/assets/downloads/bsc-all-network.pdf>

The Service Planning Guidelines are also on the website.

<http://www.tfl.gov.uk/assets/downloads/businessandpartners/tfl-bus-service-planning-guidelines.pdf>

Long-term trend in service volume and usage



Network coverage as at 2013



## Information requested by the Committee

### Changing demand for bus services

- The number of bus passenger journeys per year from 2000/1 to 2012/13
- The forecast number of bus passenger journeys per year from 2013/14 to 2029/30
- The number of bus service kilometres operated per year from 2000/1 to 2012/13
- The forecast number of bus service kilometres operated per year from 2013/14 to 2029/30
- The average number of weekday passengers per bus route per year from 2000/1 to 2012/13
- The forecast average number of weekday passengers per bus route per year from 2013/14 to 2029/30
- TfL's definition of crowding on a bus and how it measures crowding on buses
- The process by which TfL monitors bus crowding and how TfL goes about deciding when and where to carry out bus loading surveys.
- A list of all bus loading surveys taken since 2010 including details of the location, bus routes, and date and time for each survey.
- The total number of buses operating on London's roads with a breakdown to show the numbers of each type of bus and the capacity of each type of bus and which specific bus routes they serve
- A list of all bus routes where changes have been made since 2008/09 and details of the changes including changes in types of bus serving the route, increases or reductions in service frequency and increases or reductions in bus stops along the route.

### TfL's planning and review process for bus services

- An overview of the steps in TfL's process for planning, reviewing and changing bus services including:
- Any work TfL does to review bus routes across a wide area rather than on an individual basis;
- How TfL takes account of bus passenger suggestions for changes e.g. for more bus stops or route extensions including any recent examples of where TfL has or has not responded positively to passenger suggestions for bus route changes and the reasons why;
- How TfL takes account of projected growth in London's population and employment overall and in certain specific areas of London including changes to healthcare and education facilities; and
- How TfL works with other relevant organisations including London boroughs, other local authorities bordering the boundary of London and the NHS
- Details of TfL's approach to determining the cost/benefit ratio of changing bus services including all the criteria it uses and their weightings and the cost/benefit ratio that has to be achieved to make changes to bus services.

**Actions that TfL is taking or may take in relation to future bus services**

- The main actions TfL is taking or will take to address the issue of growing demand for bus travel without any planned expansion of the bus network including any changes to its bus planning and review process
- How TfL is using iBus to better manage the bus network
- Any specific lessons TfL has learned or is learning from bus service planning and provision elsewhere including in other capital cities.

Laura Warren  
London Assembly  
City Hall  
The Queen's Walk  
London SE1 2AA

24 July 2013

Dear Laura

**Transport Committee's investigation into bus services in London**

When we met recently to discuss our submission in more detail I said I would summarise some of the information about network planning in a note, which is attached.

I hope this is useful and please do not hesitate to contact us again if there are questions.

Yours sincerely

John Barry  
Head of Network Development

Copy to: Bob Blitz, Jamie Peters

## **TRANSPORT FOR LONDON**

### **Additional Information**

#### **1. Introduction**

- 1.1. This note provides additional information on topics in our main submission of 19 June 2013.

#### **2. Network review**

- 2.1. Our submission described the strategic context of network planning, our processes for understanding passenger and stakeholder priorities, how we devise and appraise detailed schemes, and the formal consultation that is carried out before any scheme is finalised.
- 2.2. London's bus service is designed as a network. Service planning seeks to deploy the available resources in the way which maximise the benefit to passengers. The individual routes in the network are thus the end result of a process which starts from consideration of passengers' travel needs, present and future. Market research consistently shows that passengers want a network which is:
- Simple to understand and easy to use.
  - Frequent and reliable, with waiting times minimised.
  - Comprehensive, in terms of geographical spread and in terms of coverage over the whole day and week.
- 2.3. This is best delivered through a network structured around routes which:
- Give direct links at high frequency for the higher passenger flows.
  - Provide good connectivity for interchange with other services and with rail.
  - Offer reliable services (which is partly driven by how long the routes are and partly by providing adequate schedules and resourcing).
- 2.4. Of course no city starts from scratch when determining its transport network. In fact, the need for network "overhauls" can be a sign that there has not been sufficiently regular matching and rematching of supply and demand. The approach in London delivers strategic change through a process which also allows for regular alterations to services as required by changing travel needs. Usage has increased by over 60% in the last 13 years and the network-based approach to service development has played a significant part in this.
- 2.5. Travel demand will change for a variety of reasons. Alterations in the location and intensity of development are the most obvious factors, but changes in areas such as health and education policy and expansion of



the rail network are also very significant. Many of these changes will take place gradually and hence the bus network needs to be ready to adapt continuously, to the land-use or policy changes causing the change in bus demand.

- 2.6. For example, in Barking Riverside we maintain an overall network development masterplan covering services to, from and within the area and based on the land-use masterplan. However we also provide regular local change which matches actual delivery of the masterplan “on the ground”, and which then feeds back into revision of the overall plan. We are also working with other councils to ensure that our thinking is aligned with their latest information on planned developments.

### **3. Relationship with engagement and consultation**

- 3.1. Our engagement and consultation processes have expanded considerably over the past 13 years. They include:
- Project-based liaison with boroughs, developers and others with information on schemes which will alter bus demand.
  - Engagement with users through correspondence, public meetings, elected representatives, and via London TravelWatch.
  - Structured engagement with boroughs through liaison meetings and invitations to comment on forthcoming planning work.
  - Formal consultation via the TfL website on specific change proposals.
- 3.2. An example of project-based liaison is our current work with boroughs directly affected by Crossrail. We have completed a series of informal meetings with borough officers at which we shared information on the possible bus demand impacts and invited early comments on borough aspirations for bus service change. As with all our planning, any service changes introduced to complement Crossrail will also be designed around all other relevant network demand and pressures.
- 3.3. Hence, for example in West London we are aware of aspirations for further improvements in links to the Park Royal Opportunity Area. While there are many such links at present, we consider that it may be possible to do more by feeding this aspiration into the work we will do to analyse potential network changes related to demand changes at Acton Mainline Station when Crossrail services start. In south-east London, following discussions with Bexley Council we have agreed that a review seeking to strengthen bus connections between Bexleyheath and Abbey Wood Station is a priority: this not only adds connectivity to Crossrail but is also consistent with wider aspirations to develop Bexley's north-south links.

- 3.4. This model applies equally to other areas of work – a current priority relates to NHS changes. We seek direct involvement wherever possible with NHS planning staff in order to make them aware of the data and information we would need to carry out our investigations of potential network changes.
- 3.5. As part of our structured engagement with boroughs and others we also invite comments on routes which are being studied as part of our pre-tendering “healthcheck” of each route’s service specification. Our invitation to comment specifically invites boroughs to make us aware of other issues or aspirations in their areas. Many, though not all, take this up and doing so enables us to incorporate the aspirations into current or future planning work. An example of this is the Upper Lea Valley, between Tottenham Hale and Waltham Cross where we have developed services over the years in response to aspirations from Enfield and Haringey Councils, and will continue to do so.
- 3.6. Following on from these processes of research, engagement and understanding there is a stage at which specific options are developed to test whether (and when) network development aspirations can be delivered. Quantification is in line with the standard TfL approach which includes estimating how people’s travel time will be affected (converted to money units using a value of time), and understanding wider benefits and their influence on the specific choices being faced. Benefits are then set against cost to allow consideration of relative value for money and whether sufficient budget is available. It is important to see the appraisal stage within this wider context of engagement – it explains for example why developing services to and from hospitals has been such a key part of our planning, reflecting the priority we, our passengers and our stakeholder place on such connections.

## **4. Summary**

- 4.1. In summary all of our planning takes account of requirements on a network basis, based on comprehensive information about passenger usage and requirements and working with our stakeholders to maintain alignment with future development. The outcomes for individual routes will vary from “no change” to relatively small-scale alterations (for example a minor diversion to serve a new development) to major network reorganisation. A recent example is the review which delivered a reduction in bus flow on the busiest part of Oxford Street, achieved by a mix of significant structural changes to the network and frequency / capacity adjustments. The forthcoming changes to services in and around the Queen Elizabeth Olympic Park have also been derived from area-based network planning supported by extensive engagement with stakeholders.

## **5. Other technical questions**

### *Definition of crowding*

- 5.1. The approach to this is by consideration of service capacity and passenger waiting times, as covered in sections 12-16 of the Bus Service Planning Guidelines. In particular the Guidelines state that “[Service] capacity should generally be set so that most passengers can normally board the first bus to arrive where the scheduled interval between buses is every ten minutes or more. Where the interval is less than this, passengers should normally be able to board within ten minutes of arriving at their stop.”
- 5.2. Additionally, while we aim for high levels of reliability, we need to allow for the fact that there will inevitably be variations away from the scheduled intervals between buses, especially during the busiest times on the road network. Also, passengers may not always arrive at stops at a constant rate. Therefore we aim to set the scheduled capacities in such way that the capacity which is actually delivered will match the demand.
- 5.3. For example, if the excess waiting time at a stop is 1 minute then the delivered capacity in an hour would be around 15% lower than the scheduled capacity. For a service running every ten minutes using 87-capacity double-deck vehicles, there is scheduled capacity over an hour for 522 passengers. If an excess wait of 1 minute is achieved then the delivered capacity is around 445 passengers. We use the lower figure in matching capacity to demand.

### *Assumptions for usage and service levels beyond 2021/22*

- 5.4. The figures in our submission run to 2021/22 because that is the limit of detailed year-by-year forecasting. Beyond that bus demand could be expected to increase broadly in line with London’s population but this effect would need to be combined with the estimated impacts of other factors including changes in fares and service levels and the future development of the rail network.

*Transport for London*  
*24 July 2013*



Valerie Shawcross CBE AM  
Chair of the Transport Committee  
London Assembly  
City Hall  
The Queen's Walk  
LONDON SE1 2AA

13 August 2013

Leon Daniels  
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Dear

Thank you for your letter of the 3 July 2013, on behalf of the Transport Committee.

Our responses to your questions are as follows:

1. New Bus For London marketing costs

The campaign materials for the New Bus for London have been designed to raise awareness and understanding of the features of the new bus and will be scaled back once the bus becomes more familiar to passengers and is introduced onto more routes. This is in line with the approach we use to support the introduction of all new pieces of public transport infrastructure. The campaign itself is route-specific, targeting members of the public in proximity to the route. It comprises a pre-launch phase, four weeks prior to the buses being launched on the route, and a launch phase once the bus has entered service.

Costs incurred to date cover both route 24 and elements of route 11.  
Materials:

- Posters on both commercial sites and sites that TfL has free access to. These sites are route-specific.
- Mobile media, targeting residents along the routes and people in proximity to the routes being served by the New Bus for London.
- Door drop mailing of postcard to residents within ¼ of a mile of route 24. This activity will not be carried out for route 11.
- Additional distribution of postcard in local shops, bars and other venues along route 24. This activity will not be carried out for route 11.
- Emails to users of the routes using TfL's database

- Metro ads on TfL's daily travel page

Costs to date:

- Media - £97,147
- Design, print and production - £66,055
- Total - £163,202

For Route 24 a total of 141,000 postcards were produced and this element of the total marketing campaign costs to date was £30,229.

## 2. The bus stop in Lupus Street.

I am pleased to report that a new and fully accessible bus stop has been opened in Lupus Street.

This replaces the stop outside Tesco's which had to be removed at short notice after being damaged by a delivery vehicle. When my staff and those from the borough reviewed the incident, they identified that the stop itself was often blocked by vehicles servicing the shops, meaning the buses could not access the kerb. A new location 50m away was identified for the stop which has been marked out, allowing the buses to access the kerb properly and making it fully accessible.

This has taken a bit longer than we would have liked (largely due to getting permission to re-position some parking spaces) but I hope you will agree that the new location of the stop is far better than the previous one.

## 3. Bus Spider Maps for Major Hospitals

I do think this is an excellent idea and we will progress it. You may also wish to know that we are working with a number of hospitals and health centres to provide real-time bus arrival information on screens within their reception areas for patients, staff and visitors. In addition to having the spider maps on our own website, we could also show them at these locations.

I hope these answers are useful. I understand that John Barry has met with Laura and provided her with more information for your report. If there is anything further you need from us, please let me know.

Yours sincerely

Leon Daniels  
Managing Director, Surface Transport

## Professor Peter White

### London Assembly Bus Services Investigation

#### Some initial observations

1. As indicated in the note by the Transport Committee setting out this investigation, London bus services have displayed a very strong growth in provision and use in recent years. This has been accompanied by a large increase in public expenditure, albeit offset by some recent reductions.
2. The most obvious factor contributing to the passenger growth is the large increase in bus kilometres run, generally representing a rise in service frequency offered. Unlike other parts of Britain, high levels of evening, Sunday and (in a substantial number of cases, all-night) service are offered, producing a more comprehensive provision for all trip purposes, not just Monday to Saturday daytime work, education and shopping.
3. Other factors in the growth are population increase, the congestion charge, and the shift to simplified ticketing. In practice, the very high proportion of non-cash payment greatly speeds up boarding times, improving both speed and reliability of services.
4. The stability of car ownership per head in Greater London (around 1 car to every three people) for the last 15 years is also noteworthy, in contrast to other cities in which car ownership has continued to rise, with consequent impacts on bus demand (an interesting question arises regarding the extent to which this relatively low car ownership level is a result of factors such as congestion and parking constraints, or also a consequence of the comprehensive public transport alternatives provided). A fuller review of these factors may be found in my paper 'Factors behind recent bus patronage trends in Britain and their implications for future policy' (International Journal of Transport Economics, Vol XXXVI, February 2009, pp 13-31)
5. London is also noteworthy for very extensive use of information technology. The Oyster system used by the great majority of bus passengers provides useful data on bus use patterns (especially by time of day) which assists in service planning. The 'ibus' system (detecting bus location and timing) provides much better data than before, which can inform scheduling of services to improve reliability.
6. The current method of network planning supports this comprehensive approach. In contrast to the rest of Britain, the lack of a distinction between 'commercial' and 'tendered' services enables a more systematic approach to be adopted. Factors such as in-bus journey time, waiting time, reliability and passenger interchange can be incorporated systematically. The system elsewhere tends to be more 'politicised' in that decisions are made directly on specific service support.
7. Having said this, there may be some scope for more local flexibility to explore potential new links (the existing system being very good for making incremental changes to the network), but care must be taken to ensure that specific suggestions which may be promoted by local groups do not produce changes whose benefits are offset by losses to the majority of users. The role of service X26 (Heathrow Airport – Kingston - Croydon) indicates that greater scope might exist for high-quality inter-suburban links (albeit this example has focal points along the route which may not be found so readily elsewhere).

8. Given the comprehensive coverage of services by time of day and day of week compared to other parts of Britain, there is probably less need to prioritise different types of journey purpose in allocating support funds (in contrast to rural areas, for example, where different priorities may be given to work, education, shopping ,leisure etc.)
9. The vast majority of London residents are placed within a fairly short walk of their nearest bus service. The need for entirely new routes is probably very small, although within the existing network coverage there may be a case for developing different patterns of through services as locations of work, shopping and other activities change.
10. While growth in population might be seen as a 'problem' it could also be seen as an opportunity, in that growing demand on a stable network would (at a given fare level) increase revenue, and thus reduce net public expenditure needed to support the same level of service. The crucial issue then becomes peak capacity. While the current average load of about 17 in London may not sound particularly high, it is substantially higher than found elsewhere in Britain, including urban areas (bear in mind also that it is an average of all directions of travel, over the full length of every route, and all time periods over the whole week).
11. Oyster data may be used to establish sections of route and time periods with particularly high levels of boardings, and hence probable crowding (note that Oyster data does not indicate where passengers alight from a bus, only boarding, so some inferences may have to be made regarding trip length to estimate loads on a bus over a particular part of a route).
12. The main issue may thus be managing the level of peak demand and vehicle loadings, if demand growth resulting from increased population is to be accommodated without proportionate growth in bus-kilometres run. The Oyster card system has the potential to enable greater variation in price by time of day, which could assist in spreading peak demand.

All views expressed above are purely personal

Peter White  
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3 June 2013

'London Bus Service Investigation PW comments 030613.docx'/laptop

## **SHEFFIELD BUS PARTNERSHIP**

### **CONSULTATION**

The consultation on the proposed changes to the bus network took place between 18 June and 14 July 2012. The design of the proposal was influenced by the 'Vision for Buses in South Rotherham and Sheffield' consultation which was undertaken 2 years ago and attracted 1,268 responses following a 3 month consultation exercise.

The consultation this time around included:

- Posters on Sheffield based buses run by Partnership Operators
- Posters in Sheffield Interchange
- Briefing to both Labour and Liberal Democrat politicians
- Letters to key stakeholders (MPs, Parish Councils, SCC Community Assembly Managers, 231 x Community Groups, NHS Trusts, 4 x Housing Associations, Sheffield Chamber and Commerce, Passenger Focus)
- A dedicated website (the main consultation tool)
- Consultation leaflet and network maps
- Interchange drop-in meetings at 5 sites
- Engagement with all seven SCC Community Assemblies (CA) including briefings, attendance at meeting and articles for CA websites and newsletters, concentrating on affected areas
- Presentation to South Yorkshire Transport Users' Group
- Single item meeting of 'Sheffield on the Move' forum and a further more detailed briefing on the delivery options to interested and available attendees of this forum.
- 'Transport for All' briefing
- The consultation was supported by a proactive media campaign to further engage the wider community.

In line with Government recommendations, the consultation was targeted at existing users - as the most likely to be disadvantaged by changes - and was web-based with hard copy and telephone options available for those without access to the internet.

In total over 2,600 responses were made to this consultation and additionally 11 petitions have been received.

In summary the key points arising relate to:

- Existing punctuality and reliability (25% of consultees raised such concerns).
- The withdrawal of service from Psalter Lane (578 responses and 3 petitions).

All comments made were considered in some detail, and the attached table (**Annex A**) summarises the deliberations of the services attracting 25 or more comments, or where changes are proposed. This shows that the Partnership have made positive changes to 16% of services.



Of particular note is the consultation response from Passenger Focus, which is attached hereto (**Annex B**). This evidences that the methodical and consultative approach adopted accords with best practice.

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9 July 2012

Sheffield Bus Partnership

Dear Sirs,

I am writing in response to your Sheffield Bus Partnership consultation and our meeting on 4 July at which we promised some comments on the proposals.

As the statutory body representing the interests of bus passengers in England (outside of London) our starting point is to focus on the outputs to passengers. The acid test for any proposal will be in terms of the benefits it brings to passengers and how it will improve the delivery of services.

Passenger Focus's research gives us a good understanding of passenger expectations and aspirations. In 2010 we conducted research into passengers' priorities for improvement. Some 3800 passengers across a section of rural, urban and metropolitan areas in England were asked to rank 30 different criteria. The results for the metropolitan area are perhaps the best fit for Sheffield.

Top 10 areas for Improvement – Metropolitan areas (in order of importance – 1 being highest priority for improvement)	Ranking
More buses are on time or within five minutes of scheduled time	1
All passengers are able to get a seat on the bus	2
Buses run more frequently at a time when you want to use the bus	3
All bus drivers are helpful and have a positive attitude	4
Buses go to a wider range of destinations	5
Tickets and passes allow you to travel on all bus services in your local area	6
Bus fares offer better value for money	7
Personal security on the bus improved through CCTV on buses	8
Personal security while waiting for the bus improved through CCTV at stops	9
All bus stops have a well maintained shelter	10

We also carry out the Bus Passenger Survey (BPS). The March 2012 wave included results for the South Yorkshire PTE area and can be split between both the principal bus operators, First



and Stagecoach. The table below looks at satisfaction for those criteria that best reflect the priorities listed above.

Satisfaction (% passenger satisfied)	Total	First	Stage coach
Overall journey	86	83	87
Punctuality	75	70	78
Helpfulness / attitude of driver	72	69	73
Availability of seating or space to stand	85	85	84
Value for money	65	53	78
Personal security whilst on bus	83	82	83
Personal security at bus stop	73	73	73
Overall satisfaction with the bus stop	75	74	76

As part of the survey we also gather comments from passengers about what they feel could be improved. The results again emphasise punctuality, frequency and driver attitude.

The "Sheffield Bus Partnership" website lists the benefits of the partnership proposals as:

- A single ticket allowing travel anywhere across the city on the new network, even if you have to change buses.
- Greater choice of tickets with tickets being available for a day, a week and 28 days as well as the current city wide day ticket.
- Better connections with "through" ticketing which avoids having to pay twice and offers better value for money when you have to change buses.
- The option of a 60 minutes transfer time before you change buses to complete your journey.
- Better coordinated bus services resulting in more reliable and punctual as services keep to scheduled timetables

We are pleased that these fit well with the passenger priorities outlined above. Improvements to frequency and subsequent improvements to punctuality are clearly important to passengers. However, in any change of such magnitude there will inevitably be winners and losers: we are aware for instance of concerns with services to Ringinglow and Psalter Lane. This makes it all the more important that there is extensive local consultation – the people best able to judge and comment on services being those who use them. To this end we would congratulate you on the efforts made – especially through the route maps – to engage with passengers. Following the consultation it will be important to identify those areas that will receive a worse service and to see what can be provided in mitigation – for example in terms of demand responsive transport.

One area of particular interest is value for money. The table above shows this as one of the lower areas of satisfaction, particular so for First's passengers. Reducing the city wide day fare from £5.00 to £4.30 will help to address this in general. It should also provide an incentive for



First to lower its own “First Day” fare from its current £5 level: why, for instance, buy a higher-priced operator specific fare when you can have a multi-operator ticket for less? This move ought to help drive up value for money scores. We are strongly supportive of the move to reduce the city wide day fare and also to introduce weekly, monthly and annual products.

We would also look to the partnership to provide greater stability of service. As part of our Bus Passenger Survey we ask passengers for the main reason they chose the bus – some 30% of passengers in the South Yorkshire PTE area said that it was because they had no other option. Passengers rely on bus services for work and to access local services – for many people it is an essential part of their lives – and so stability of service is important. We understand from our meeting that the partnership would provide more protection and regulate changes to timetables – this is also something that we would welcome.

Finally, we would like to see any partnership agreement include qualitative targets within the contractual framework. It is not clear from the consultation material how this is to be addressed. “Hard” measures of punctuality and service frequency are very important but there is also a need to keep one eye on service quality. Our strong preference is for targets based on what passengers think – the best judge of quality being those who have used the services in question. This could encompass driver attitude (the fourth highest priority of improvement in our research) and also such things as personal security, the condition and upkeep of the bus stop and the provision of information.

As you are aware Passenger Focus conducts the Bus Passenger Survey and we would be pleased to discuss how this might play a role in monitoring performance going forward.

Yours sincerely,

**David Sidebottom**  
**Passenger Team Director**

# Post consultation changes

Having listened to people's concerns the Partnership has made a number of changes to its proposals for revised routes and frequencies. These are:

Service number	Route	Change
4	Millhouses to Darnall	There will be an hourly service from Monday to Saturday between Sheffield Interchange, Psalter Lane and Ecclesall Road
13 & 66	Chapelton - Rotherham	Retained the link between High Green, Chapelton and Rotherham
14	City, Hillsborough, Loxley to Wisewood	Proposed route not popular and therefore the existing service arrangements continue
30 & 70	Crystal Peaks to Dore	Services split into two routes Crystal Peaks to City and City to Dore with Dore services starting at Sheffield Interchange
42	City, Dyke Vale to Crystal Peaks	Evening services re-instated
44	City to Birley	Day time services extended to Crystal Peaks and evening services retained.
51	Charnock to Lodge Moor	The service will be retained to serve the NHS drop in centre on Broad Lane
52	Woodhouse to Hillsborough	Revised timetable issued to improve reliability

61 & 62	Hillsborough, Loxley, Bradfield to Hillsborough	Services diverted to serve Stannington Nethergate
72	City, Shirecliffe to Parsons Cross ASDA	Monday to Saturday day time service will be retained between City and Shirecliffe via Cookwood Avenue (Service 2)
83	Ecclesfield to Millhouses	The Millhouses loop has been changed to run in an anti-clockwise direction, with Button Hill and Silverdale Road now served.
84	City to Ringinglow	Some services on Route 84 will continue to run with additional journeys provided on Monday to Friday daytime by the extension service 4 journeys
M92	Chapelton to Foxhill	The service is being retained to Harley
SL	Stocksbridge to Middlewood	Service retained offering connections to tram service at Middlewood seven days a week

## **Unite the Union**

Our initial points are;

The effect of the bus subsidy being cut by £100's of millions year on year has had on members pay and terms and conditions

The introduction of new starter rates

The negative effect of the tendering process - members potentially having to move employer every five years

The future removal of BSOG

The use of Contract Price Adjustment (CPA) including the elements which make it up

The fact tenders are awarded on the lowest price, not the best quality service.

London Assembly Transport  
Committee

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Date: 30 August 2013

Dear Mr Jardine,

## **LONDON ASSEMBLY INVESTIGATION INTO BUS SERVICES IN LONDON – LONDON COUNCILS' RESPONSE**


London Councils is committed to fighting for resources for London and getting the best possible deal for London's 33 councils. Part think-tank, part lobbying organisation, and part service provider, London Councils formulates policies, organises campaigns and runs a range of services all designed to make life better for Londoners.

Our submission "**An A-Z of recommendations to improve bus services in London**" to the London Assembly investigation has been developed following consultation with London boroughs. It seeks to answer the four questions of this investigation by outlining the key issues of concern for London boroughs and making recommendations as to how these issues could be addressed. In particular, our submission focuses on:

- Overcrowding
- Better Engagement
- More Transparency and Consultation
- Corridor/Area-based Approach
- Adapting to Changing Demand
- Strategic Bus Reviews
- Better Links to Local Plans
- Orbital and Express Routes
- Depots and Garages
- Fairer Fares

Hopefully the outcomes of this investigation will acknowledge the excellent service that is currently offered to Londoners but also take stock of the areas for improvement required now and in the future.

Yours faithfully,



Cllr Catherine West

**Chair of the London Councils Transport and Environment Committee**







# An A-Z of Recommendations to Improve Bus Services in London

## *Our Submission to the London Assembly Investigation*

### Introduction

1. London Councils and London boroughs recognise the world class bus service that is currently provided by Transport for London (TfL). Buses are by far the most used mode of public transport in London and provide a comprehensive service that supports the economic and social fabric of London. Buses are also the most easily adaptable form of public transport, which makes them very important for London boroughs, in particular with regards to their planning function.
2. In 2012, London Councils commissioned JMP to undertake research on London's bus network. The main objective was to identify, understand and record issues that the London boroughs had regarding the bus networking in their areas. For this study, JMP conducted a series of workshops and interactive discussions with officer representatives from London boroughs, both individually and within sub-regional groups.
3. Since receiving that report, London Councils has tested the findings with borough officers and our submission to the London Assembly investigation into bus services is based on the feedback we received. It outlines the key issues of concern for London boroughs and makes some recommendations as to how these issues could be addressed.

### **Question 1: What are the most crowded bus routes in London? What will be the most crowded bus routes in future?**

### Overcrowding

4. The London Assembly should consider two aspects when assessing crowding levels in bus routes:
5. On one hand, crowding levels refer to the number of passengers using certain lines or bus services. In these cases, TfL should be able to provide detailed information on both current crowding levels, using BODS (Bus passenger Origin and Destination Survey) data, as well as projections on future overcrowding levels. These are usually based on population growth patterns across London.
6. On the other hand, we should also understand crowding levels in relation to the number of bus lines that go along a certain route or corridor. As discussed below, this is an issue

of key concern for London boroughs. There is a perception that TfL's largely radial bus network has led to overlapping routes, especially outside of peak hours, and the creation of 'mini-Oxford Streets' in some urban centres and high streets.

7. While we would generally expect a positive correlation between the two aspects when assessing bus crowding levels, boroughs are concerned that some streets may be served by more buses than is warranted by demand with consequent adverse congestion, environmental impacts and street competition with other transport modes, such as cycling. This is often the case for some high streets as well as corridors in central London, such as Bishopsgate, the Bank junction, Bloomsbury Way/Theobalds Road junction or Kilburn High Road.
8. In order to improve mutual understanding, boroughs would very much like to have sight of any available data, not just by route number but also by roads/area in London. At the moment boroughs are able to access some data on reliability and journey times via the TfL website, but it is difficult to obtain data on bus patronage vs. capacity.
9. As both planning and highway authorities (for most roads buses use), boroughs are in a position to secure private resources through s106/CIL, or install bus priority to help deal with these issues. Without a regular liaison and up-to-date data, boroughs tend to rely on general anecdotes, and the public complaints that get directed to them rather than TfL, to base their view of required network improvements which can lead to tension with London Buses or at worst securing funds from developers for sub-optimal improvements. Boroughs have a key role to play in ensuring the network is fit for purpose and can structurally deal with increases in capacity (e.g. increased frequency or physically longer buses that require longer stops) so early involvement and reliable data are key.

#### **10. Recommendations:**

- a. TfL should provide detailed information on current bus crowding levels as well as projections on future passenger overcrowding across the bus network.
- b. London Councils would welcome an assessment of the levels of overlapping between different bus routes ('over-bussing') and how these influence traffic congestion.
- c. This information should be made available to boroughs so that informed discussions on necessary improvements to the network can be taken forward not only by TfL but the boroughs themselves (e.g. through the s106/CIL).

#### **Question 2: How does TfL plan, review, redesign and implement changes to bus services to meet changing demand? Are there any issues with its approach?**

### **Better Engagement**

11. The JMP research showed different levels of engagement between TfL and London boroughs. At the higher levels of policy formulation (e.g. Mayor's Transport Strategy), liaison between TfL and boroughs seems to take place due to the need to provide context to the development of Local Implementation Plans (LIPs) and funding processes. Boroughs have also built up effective relationships at operational levels with the local London Buses' Infrastructure Controllers and Bus Route Managers, but lack that relationship with the TfL bus planning managers.
12. Liaison at the middle management level needs to improve, largely at the network planning and route consultation level. Difficulties in adapting the bus routes to changing circumstances and a perceived lack of transparency in decision making have been highlighted by boroughs at this level of engagement.

13. Until 2011, TfL used to have stakeholder liaison managers who would co-ordinate bus requests, as well as requests from other areas, and find out about the aspirations of the councils (on behalf of residents and businesses) in respect to the future development of the bus network. Unfortunately, these positions were lost as a result of TfL's internal restructuring (Project Horizon) designed to take further cost out of TfL non-operational areas. The former London Bus Priority Network (LBPN) approach of joint working to deliver an agreed programme of bus priority measures was also considered effective, by borough officers, at bringing the agendas of boroughs and TfL together.
14. While London boroughs understand that TfL might not have the capacity to manage the LBPN again, or have additional staff for borough liaison, it should explore how to replicate its successes within existing borough engagement structures. The functioning of the current structures at sub-regional level does not seem to fulfil the level of borough/TfL liaison that is required.
15. Finally, both the JMP research and the KPMG report (Independent strategic review of the provision of bus services in London, commissioned by the Mayor of London in 2009) highlighted the need to continue with the network development and consultation seminars that TfL used to organise in the past, along with intelligence sharing sessions. These seminars provided an overview of TfL and its priorities as well as an opportunity for cross-stakeholder engagement.

#### **16. Recommendations:**

- d. TfL should explore how improved liaison can be brought to the multi-modal sub-regional structures (North, West, East, Central and South).
- e. TfL should give a greater role to boroughs, in particular at middle management level, in the analysis and decision making process.
- f. Existing examples of good TfL/borough relationship should be used as a template for developing improved methods of liaison.
- g. TfL should continue the network development and consultation seminars that had been organised in the past and include intelligence sharing sessions to help improve communication.

### **More Transparency and Consultation**

17. Boroughs do not seem to be sufficiently engaged in the consultation process. There seems to be a lack of detailed information and evidence provided to boroughs to enable informed consultation. For example, no actual or predicted usage data is supplied to support the reasoning behind the changes and little explanation is given of the cost benefit assessments implicit in the guidelines for bus service planning.
18. Boroughs have a key role in the management of socio-economic development and spatial planning within which the bus network forms a key facilitating role. Socio-economic indicators are a useful aid to network/route planning and should be reflected in assessments of network and route capability as determinants of the ability of the bus network to meet its wider objectives. The current consultation process does not seem to allow for this role to be integrated in a meaningful way.
19. The perception of boroughs is that the current consultation process for route changes is focused solely on the (often very minor) changes proposed. TfL has often argued that they undertake a long thorough analysis before the actual consultation. However, the results of this analysis do not seem to be communicated properly to boroughs. The formal consultation often focuses on route by route planning and micro-level changes to the existing network, and misses the opportunities that an integrated approach to route plan-

ning across a network or in a corridor would bring. The limited nature of the consultations is seen as leading to unintended consequences in terms of the management of kerb space and 'over-bussing' on certain sections of key corridors.

20. Also, the current bus network planning process seems to focus on existing users, which means that opportunities to encourage non-users to make bus journeys can be missed. The bus planning guidelines focus on meeting current passenger demand rather than seeking to tap into new markets.

## 21. Recommendations:

- h. TfL should consider boroughs as a discrete set of stakeholders in route planning consultations.
- i. TfL should put in place a methodology for sharing and interpreting data used in bus route planning to improve mutual understanding and allow boroughs to take an informed view on requests for change. This process should be well-evidenced, robust and transparent for all stakeholders.
- j. TfL should develop a more integrated approach to route planning that considers a full range of movement issues and local factors.

## Corridor/Area-based Approach

22. As stated above, boroughs are of the general view that the current largely radial network and the 'route-by-route' planning process leads to bus overlapping on certain routes ('mini-Oxford Streets'). While TfL often argues that the bus network is "under constant review", the boroughs' impression is that services are only reviewed when the contracts are due for renewal. On these occasions, boroughs are informed that the 'contract review' includes a strategic approach and assessment of the wider bus network, but the strategic angle is not always evident in the review process. The questions in the bus consultations usually refer to on-going issues or concerns on the route (reliability, overcrowding etc.), with the assumption that the actual routing, as well as origin and destination will be retained. There is little opportunity to question the desirability of the route itself.
23. According to boroughs, the current approach has many shortfalls including the lack of any real holistic planning for an area and the difficulties to make substantive required changes that complement each other. The consequences of such changes do not seem to be thoroughly assessed. For example, where a route has demonstrated a need for more capacity, TfL change the buses from single to double decker without fully exploring some of the implications such as overlooking issues, road space and bus stop suitability.
24. Boroughs have long advocated for area-based bus planning. They would like to see a shift towards a more strategic corridor approach which combines effective route planning and better consideration of the local socio-economic picture.
25. The current bus planning approach seems to lack integration with planning for other modes, including the switch to walking and cycling. Bus provision (bus lanes, bus stops and frequency) is sometimes a barrier on some routes. This has become apparent in the plans for a Cycling Grid in Central London being developed as a result of the [Mayors' Cycling Vision](#). Similarly, boroughs may want to address safety issues, including safe crossing points, speed limits, and provision for cyclists, but proposals for improvements are sometimes difficult to reconcile with other demands on the network, including buses.
26. A corridor/area-based approach should therefore cover all travel options, with the aim of understanding travel demand in a catchment area. It would take into account TfL bus planning guidelines, TfL and boroughs' transport policies, borough intelligence on land-use planning and socio-economic factors for the corridor/area under review, including the views of their local transport users' groups.

27. The Wembley Bus Strategy could be considered as an example of an area-based approach. Using external consultants to prepare the report, the process involved officers in London borough of Brent and TfL's (bus) Network Development (ND) team. A similar approach was successfully tried in Park Royal industrial area in North West London. However, these practices do not seem to have been embedded in TfL's bus planning practices and certainly do not consider other travel options. The strategic bus review currently being undertaken by the London Borough of Enfield could also serve as a model for future corridor/area-based reviews.
28. A strategic corridor/area-based approach would also be more consistent with the [Mayor's vision and direction for London's streets and roads](#) (Roads Task Force report, July 2013) to create world-class places and efficient and effective transport networks. This approach could potentially lead to more coherent urban development, strengthening the functions of high streets and town centres and linking these at a sub-regional level. Such an approach would also help to coordinate public realm upgrades and ease competition for kerb space (e.g. bus stops and street furniture). As regards bus stands, some boroughs are concerned over the frequency of bus stops and siting availability. Whilst acknowledging the work TfL is doing through its bus stop accessibility programme, better consideration of the environmental and amenity issues is also needed, particularly in residential or local shopping areas.
29. In July 2013, London Councils published "[Streets Ahead? – Putting high streets at the heart of economic growth](#)" which highlights the need for co-designing integrated local transport systems and, where appropriate, devolving some functions to boroughs. The report includes the following two recommendations for TfL:
  - Boroughs need greater power to harmonise transport controls, for example over parking management and enforcement, bus stops and routes on TfL roads to ensure the best balance between smoothing traffic flow and keeping vitality in shopping parades.
  - The impact of upgrades on high street businesses should be limited, by TfL, through better consultation with boroughs and local businesses.
30. The JMP research included a review of the "*Guidelines for Planning Bus Services*" issued by TfL in August 2012. These guidelines brought greater clarity to boroughs, however, they can be interpreted as a 'one-size-fits-all' approach to bus planning. While the guidelines provide pan-London clarity, they are sometimes seen by boroughs as a barrier to the development of local solutions. The guidelines appear limited in scope and would benefit from:
  - greater clarity on how the five network requirements (frequent, reliable, simple, comprehensive and cost-effective) interact with one another
  - greater detail on the assessment of non-financial benefits of changes to the bus network
  - the recognition of non-TfL specific policy areas such as land use planning and economic activity and a mechanism for assessing what value a bus network change would bring to these areas.
31. Arguably, for the most part, TfL delivers a good service against the five network requirements and most bus passengers are well served compared to anywhere else in the UK. Although the route network has been relatively static in recent years there has in the past been significant expansion of services to eliminate most network gaps, increase frequencies and shorten long routes to improve reliability. However, a deficiency of the Bus Service Planning Guidelines is that they are solely concerned with bus operational matters and, as pointed out above, do not consider wider external factors. Even though London Buses has long been a part of TfL, the perception of the boroughs is that a silo mentality persists and bus planning still appears to take place in a vacuum from wider strategic considerations. Oxford Street shows that where sufficient political pressure is brought to bear and bus planners are obliged to take account of external factors (air quality, environmental amenity, congestion etc.) the bus network can be altered to meet wider objectives.



## 32. Recommendations:

- k. Where conflicts exist, TfL should consider developing a series of corridor or area-based transport reviews covering, not only buses, but all travel options, with the aim of understanding travel demand in a catchment or growth area. This process would take into account TfL bus planning guidelines, TfL and boroughs' transport policies and borough intelligence on land-use planning, socio-economic factors and demographic data for the corridor/area under review.
- l. TfL should explore how the bus service planning guidelines could be tempered to produce outcomes more reflective of local or sub-regional circumstances. 'External' factors need to be properly and transparently assessed and weighted as part of the planning process. In addition to the existing operational criteria, the bus planning service guidelines should include additional criteria covering issues such as air quality, environmental impact, impact on traffic congestion, and synergy with rail services and other transport modes (walking and cycling).
- m. In line with London Councils' report on high streets, TfL should assess the current bus provision at high streets and develop integrated transport solutions that support high streets potential to derive local economic development.

## Adapting to Changing Demand

- 33. London is a dynamic city - new schools are being built, NHS services are being reconfigured, new employment, housing or industrial sites are established - and all these have a bearing on bus demand.
- 34. Buses are the most easily adaptable form of public transport, which makes them very important for London boroughs, in particular with regards to their land use planning function. Currently the perception is that changes to bus routes are not implemented at the required pace or with the required input and engagement with borough officers. For example, most developments (newly located services, businesses or housing) are phased, but public transport is needed from day one. Boroughs find it difficult to attract developers without good bus links being in existence.
- 35. Better strategic planning would help with early identification of demand from growth areas and other new developments. This would also avoid requests for bus service contributions in relation to new developments coming as a surprise to boroughs.
- 36. In response to this issue, TfL representatives have often highlighted the need for increased operational costs caused by route changes to be met out of additional income. It was suggested by some boroughs that planning obligations e.g. secured through section 106 funding could be used to facilitate low risk changes to the network.
- 37. There is concern among London boroughs that transport accessibility is not being factored in sufficiently through the NHS reconfiguration process. In North London, the Barnet, Enfield, and Haringey Clinical Strategy Transport Workstream are a sub-regional transport working group looking at hospital reconfiguration. In their local area, the current proposals to centralise Accident and Emergency (A&E) and consultant led maternity and children's services into two hospitals, Barnet General and North Middlesex University Hospital would result in large numbers of patients, their families and carers travelling much further across boroughs in directions and along routes most poorly served by the infrastructure of roads and public transport. The group is currently mapping transport accessibility on a ward basis and feeding this information in to TfL's public transport provision modelling.
- 38. With regard to schools, some boroughs are facing a significant increasing demand for school places and therefore are starting to deliver new schools to meet Mayoral objectives. How-

ever, current bus planning processes seem inflexible in terms of supporting the transport needs of these developments.

39. London Councils are of the opinion that, for significant developments or major changes in public services configuration, a route planning exercise should be conducted by TfL in partnership with boroughs and relevant service providers at the planning stage. This exercise would support faster implementation of a suitable network when developments/changes are committed.

#### **40. Recommendations:**

- n. Early engagement between borough land use planning teams and TfL's bus service planners should be established in order to shape the bus network in response to planning policy and/or changes to specific services.
- o. In conjunction with boroughs and relevant service providers, TfL should consider undertaking specific area-based route planning exercises when significant developments or major changes in services configurations (e.g. NHS re-configuration, schools) take place. This would result in an improved route structure that responds to local needs.
- p. TfL should explore how the transport accessibility exercise undertaken in North London can be replicated across London.

### **Question 3: How are the Mayor and TfL meeting the growth in demand for bus travel without any expansion of the bus network?**

#### **Strategic Bus Reviews**

41. The challenges from growth in demand for bus travel arise from high projections for both population and economic growth. London's population grew by more than one million people between the censuses in 2001 and 2011 and is projected to increase again to nine million by 2021, and almost 10 million by 2031. This scale of growth will exercise great pressure on the bus network.
42. The vital contribution the bus network makes to support economic development and regeneration in London is seen by boroughs as a fundamental basis for network and route planning. As highlighted in the [Mayor's Transport 2020 vision](#), there is a need for a long term strategy to support growth in London. Major transport infrastructure projects are taking place now and in the future (Crossrail, Crossrail 2, Thameslink...), and the bus network should be integral to this long term strategy.
43. Currently, it appears that growth in demand is being met by incremental, route-by-route changes, primarily via:
- seeking funding to cover additional route mileage from third parties
  - increasing service frequency
  - increasing bus route capacity through changes from single to double decker buses
  - seeking better efficiency in bus running and routes.
44. TfL seems to be coping with growth for the moment but given the requirement for a zero increase in bus mileage, the pressure in bus demand will be much higher in the future. TfL, in conjunction with boroughs, will have to develop more innovative and holistic schemes that enable the bus network to adapt to fluctuating demands from different areas and complement other transport modes (rail, walking, cycling...). For example, TfL could explore opportunities for shifting capacity between routes where there is perhaps a route with less



demand at a certain time of day. Also, many London bus routes are quite long and may be overcrowded at just one part of the route only. Shorter routes would enable a variable frequency to be introduced, but this should be accompanied by the introduction of transferable ticketing (see section on ticketing policy below).

#### **45. Recommendations:**

- q. In conjunction with boroughs, TfL should consider developing more innovative and holistic schemes to make the bus network more flexible to changes in demand.
- r. TfL should undertake a review or a series of reviews of bus utilisation to ensure that vehicles are deployed where and when extra capacity is required and to reduce over-bussing in other areas, particularly those where increased priority is required for cyclists and pedestrians.

#### **Question 4: What, if any, other actions could the Mayor and TfL take to improve the planning and provision of bus services now and in the future to meet demand more effectively?**

- 46. Some of the options for improving the planning and provision of bus services have already been mentioned in our responses to Questions 1-3.
- 47. It is essential that a multi-modal approach is taken by the Mayor, TfL and boroughs. There has been a significant increase in cycling and walking in recent years and this growth is expected to continue. In order to provide safe and environmentally friendly conditions for these vulnerable road users the limited road space will need to be prioritised for different users. Motor vehicles, including buses, may have to be reduced in number or restricted from certain streets at certain times. For example, Central London is served by a dense bus network with relatively short walking distances between parallel routes and there may be opportunities to rationalise the number of routes and streets served as part of an overall strategy to provide better conditions for all road users.
- 48. In addition, there may be a rationale for greater direct involvement from the boroughs (and potentially other stakeholders such as businesses and groups such as NHS, particularly given looming reorganisations) in bus service commissioning.
- 49. Other actions that TfL could consider to meet demand more effectively are described below.

#### **Better Links to Local Plans**

- 50. The need to use the bus network as a tool to support the economic development and regeneration of London now and in the future is seen by boroughs as a fundamental basis for network and route planning. London boroughs are planning for population and employment growth through their Local Plans (LPs), giving a clear guide on the pattern of development and the expectations placed on the bus network to serve it. For example, in some industrial states, bus provision is quite limited which impacts on the ability of poorer communities to access jobs.
- 51. The consensus view offered by boroughs is that the bus network should be seen as a catalyst for new development and job creation. The recent approach by TfL to planning of the bus network post-Crossrail, which involved detailed discussions of the strategic impact on the bus network of Crossrail, was highlighted as a good step forward and a model for future collaboration. The only drawback in this process is the timeframe of this planning exercise. TfL will not review the bus service provision until at least two years prior to operation of Crossrail services, yet Boroughs have funding available to deliver wider station enhancements well in advance of this and are often having to deliver measures “blind” of what buses may wish to do in future with services around these stations.

52. There needs to be far more regular and joined up work between the boroughs and TfL to seek betterment to existing bus provision as well as more regular future planning of the network. TfL Buses should actively seek to engage with boroughs when these start preparing their Local Implementation Plans (LIPs). TfL Buses could then build their aspirations into these plans which map out local aspirations and schemes over a three year period. This process would also help TfL to better acknowledge the benefits of the schemes delivered by boroughs in terms of reduced bus journey times and/or improved operation through junction enhancements, better road safety etc. These benefits should be accounted for in the bus planning processes and documented as case examples.

### 53. Recommendation:

- s. TfL and boroughs should explore better linkages between local partnerships and bus planning to cater for current and future needs. The preparation of the Local Implementation Plans is an opportunity to strengthen these links.
- t. TfL, in conjunction with boroughs, should strengthen the link between improving bus access to business and industrial estates and the ability for lower income employees to access jobs and / or training.

## Orbital and Express Routes

54. The [2008 Mayor's manifesto](#) promised to introduce more limited stop services and orbital routes in outer London. The X26 service is often mentioned as the only truly orbital express bus service, but there seems to be no desire to replicate this model elsewhere.
55. London boroughs see a need for orbital type services rather than the strict focus on a radial layout which further concentrates traffic in central London. Boroughs are of the opinion that there are an excess number of buses along certain roads and this could potentially be addressed in the future through reducing the frequency of some services and introducing express routes/orbital routes.
56. TfL's current appraisal system within the bus service planning guidelines, which assesses the value for money of investments in new bus services, may, in certain circumstances, produce unfavourable results for orbital routes, where passenger numbers may be lower but the value of interchange and access to local centres may be high. This suggests that an analysis framework that considers matters on a geographical area basis and reflects the different types of journey that radial routes would encourage would be appropriate and allow a more flexible / lower cost response to be developed.
57. While the concept of express running may cause some confusion to the travelling public, there will be circumstances that suggest limited stop express services to be appropriate. Express services could be a differentiated product, providing users with a type and quality of service that could be priced differently. For example, the X26 route could have a premium fare (as the old 726 used to) to differentiate it as an express orbital airport service and deter short hop usage which congests it. There is scope for more such services.
58. Also, given that rail services are often overcrowded and require long term investment before this situation can be addressed, TfL should consider introducing bus services serving a similar rail route. For example, in North West London, new (possibly limited stop) services could benefit by use of key routes such as the M4 or A40.
59. Boroughs would appreciate clarity on how TfL models trips when building a business case for express or orbital services. It is not clear whether the model assumes that an express or orbital service would simply extract patronage from the standard service or whether it takes into account potential new users and trips generated by the new service.

## 60. Recommendations:

- u. In order to cope with greater demand in the future, TfL should explore options for orbital and express routes. Express services, for example, have the potential to be a differentiated product, providing users with a type and quality of service that could be priced differently.
- v. Boroughs would appreciate clarity on how TfL models trips when building a business case for express or orbital services.

## Depots and Garages

- 61. Boroughs have concerns about TfL Buses approach of allowing operators to source their own depots. Once established with a depot serving a portfolio of key routes in a given locale, an operator effectively has a dominant local position. Given the pressure for space in London, it is unlikely that any new entrant will be able to secure tenure of a suitable site in as favourable a location that allows them to compete as tenders are issued.
- 62. If TfL directly owned and leased a constellation of such depots and sought to tender all bus routes serving out of them at the same time, this would provide a level playing field across all such operators. Whilst there are clearly risks associated with owning your own asset it would at least be wise to see these clearly assessed in a transparent way and contrasted with the possible savings. The London Borough of Hounslow has expressed their interest in piloting such an approach to bus infrastructure ownership in their authority and have actively supported TfL in locating potential sites; however there seems to be little appetite for such endeavours amongst TfL Buses.
- 63. Also, the impact of buses on local residents who live close to garages or on routes used for 'dead running' (out of service) is also an issue of concern raised by some boroughs.

## 64. Recommendations:

- w. TfL should assess the impact of their approach towards the location of depots and the implications it may have in tendering processes and on the neighbouring communities.
- x. TfL should assess the feasibility of piloting the approach to bus infrastructure ownership suggested by Hounslow.

## Fairer Fares

- 65. Given the role of boroughs in economic development and the social welfare of residents, a number of boroughs highlighted ticketing policy as a concern. The principle issue relates to the ability of lower income groups to purchase Oyster cards, bus passes or Travelcards and the penalty thus imposed for interchange by cash fare. For example, one can travel from an outer borough town centre to central London for £1.40 which could take at least an hour, but a short journey in the borough involving two buses costs £2.80 on Oyster, more with cash.
- 66. This lack of 'through' tickets for using more than one bus or change from bus to tube seems unfair and does not encourage multi-modality. Free transfer between bus services is only allowed for passengers with travel cards or bus passes. Passengers without pre-paid cards or those using a pay-as-you-go Oyster card have to pay again if boarding another bus. The limitations of the current fares and ticketing system significantly hinder innovative route structures. Boroughs would welcome consideration of a fares system which allows free transfers within a particular time (at least one hour) of a ticket purchase. Such policy would encourage multi-modality, in particular for workers on low incomes who are already experiencing financial difficulties associated with travel costs.

67. The consultation published by TfL, on 19 August 2013, proposing to introduce cashless bus services in 2014, provide an opportunity for TfL look at this again i.e. Oyster Cards could cap fares both by time and by number of journeys made.

**68. Recommendations:**

- y. The future development of TfL's ticketing policy should be more inclusive and equitable and include consideration of a system that allows free transfers within a certain time period (at least one hour) of a ticket purchase, to ensure that passengers are not disadvantaged for journeys that cannot be made by direct bus.
- z. TfL should review fare ticketing as part of its consultation on cashless bus services.

## Summary

69. London Councils welcomes the opportunity to contribute to the London Assembly Transport Committee investigation into bus services in London. Hopefully the outcomes of this investigation will acknowledge the excellent service that is currently offered to Londoners but also take stock of the areas for improvement required now and in the future.

70. Our recommendations aim to help make the bus network more responsive to current and future demand, encouraging more travel by this mode. Primarily, they recognise the need for smarter and more effective working relationships between TfL and boroughs. Through area-based/corridor approaches, the bus network has the potential to fulfil its role not only as part of the transport network but also as a catalyst for economic development, social cohesion and enhancement of the public realm. More integration between buses and other transport modes and innovative schemes that enable London to meet its growing demand will need to be put in place if London is to continue having a world-class bus service in the future.

# Annex A – An A-Z of Recommendations to Improve Bus Services in London

## Overcrowding

- a. TfL should provide detailed information on current bus crowding levels as well as projections on future passenger overcrowding across the bus network.
- b. London Councils would welcome an assessment of the levels of overlapping between different bus routes ('over-bussing') and how these influence traffic congestion.
- c. This information should be made available to boroughs so that informed discussions on necessary improvements to the network can be taken forward not only by TfL but the boroughs themselves (e.g. through the s106/CIL).

## Better Engagement

- d. TfL should explore how improved liaison can be brought to the multi-modal sub-regional structures (North, West, East, Central and South).
- e. TfL should give a greater role to boroughs, in particular at middle management level, in the analysis and decision making process.
- f. Existing examples of good TfL/borough relationship should be used as a template for developing improved methods of liaison.
- g. TfL should continue the network development and consultation seminars that had been organised in the past and include intelligence sharing sessions to help improve communication.

## More Transparency and Consultation

- h. TfL should consider boroughs as a discrete set of stakeholders in route planning consultations.
- i. TfL should put in place a methodology for sharing and interpreting data used in bus route planning to improve mutual understanding and allow boroughs to take an informed view on requests for change. This process should be well-evidenced, robust and transparent for all stakeholders.
- j. TfL should develop a more integrated approach to route planning that considers a full range of movement issues and local factors.

## Corridor/Area-based Approach

- k. Where conflicts exist, TfL should consider developing a series of corridor or area-based transport reviews covering all travel options, with the aim of understanding travel demand in a catchment or growth area. This process would take into account TfL bus planning guidelines, TfL and boroughs' transport policies and borough intelligence on land-use planning, socio-economic factors and demographic data for the corridor/area under review.
- l. TfL should explore how the bus service planning guidelines could be tempered to produce outcomes more reflective of local or sub-regional circumstances. 'External' factors need to be properly and transparently assessed and weighted as part of the planning process. In addition to the existing operational criteria, the bus planning service guidelines should include additional criteria covering issues such as air quality, environmental impact, impact on traffic congestion, and synergy with rail services and other transport modes (walking and cycling).
- m. In line with London Councils' report on high streets, TfL should assess the current bus provision at high streets and develop integrated transport solutions that support high streets potential to derive local economic development.

## Adapting to Changing Demand

- n. Early engagement between borough land use planning teams and TfL's bus service planners should be established in order to shape the bus network in response to planning policy and/or changes to specific services.
- o. In conjunction with boroughs and relevant service providers, TfL should consider undertaking specific area-based route planning exercises when significant developments or major changes in services configurations (e.g. NHS re-configuration, schools) take place. This would result in an improved route structure that responds to local needs.
- p. TfL should explore how the transport accessibility exercise undertaken in North London can be replicated across London.

## Strategic Bus Reviews

- q. In conjunction with boroughs, TfL should consider developing more innovative and holistic schemes to make the bus network more flexible to changes in demand.
- r. TfL should undertake a review or a series of reviews of bus utilisation to ensure that vehicles are deployed where and when extra capacity is required and to reduce over-bussing in other areas, particularly those where increased priority is required for cyclists and pedestrians.

## Better Links to Local Plans

- s. TfL and boroughs should explore better linkages between local partnerships and bus planning to cater for current and future needs. The preparation of the Local Implementation Plans is an opportunity to strengthen these links.
- t. TfL, in conjunction with boroughs, should strengthen the link between improving bus access to business and industrial estates and the ability for lower income employees to access jobs and/or training

## Orbital and Express Routes

- u. In order to cope with greater demand in the future, TfL should explore options for orbital and express routes. Express services, for example, have the potential to be a differentiated product, providing users with a type and quality of service that could be priced differently.
- v. Boroughs would appreciate clarity on how TfL models trips when building a business case for express or orbital services.

## Depots and Garages

- w. TfL should assess the impact of their approach towards the location of depots and the implications it may have in tendering processes and on the neighbouring communities.
- x. TfL should assess the feasibility of piloting the approach to bus infrastructure ownership suggested by Hounslow.

## Fairer Fares

- y. The future development of TfL's ticketing policy should be more inclusive and equitable and include consideration of a system that allows free transfers within a certain time period (at least one hour) of a ticket purchase, to ensure that passengers are not disadvantaged for journeys that cannot be made by direct bus.
- z. TfL should review fare ticketing as part of its consultation on cashless bus services.

# London Assembly Investigation into bus services in London

June 2013



**London TravelWatch** is the official body set up by Parliament to provide a voice for London's travelling public.

Our role is to:

- Speak up for transport users in discussions with policy-makers and the media
- Consult with the transport industry, its regulators and funders on matters affecting users
- Investigate complaints users have been unable to resolve with service providers, and
- Monitor trends in service quality.

Our aim is to press in all that we do for a better travel experience for all those living, working or visiting London and its surrounding region.

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## 1 Executive Summary

Bus services are performing well in London and this is reflected in customer satisfaction scores. They have been judged to perform well against international comparators. However, they are vital to London and should not be taken for granted. London's bus passengers want to see still more improvement.

Looking forward, bus services will come under increasing pressure as the population of London grows, demand rises and revenue support either remains as it is now or reduces. There is also some evidence that measures implemented to ensure bus service performance (bus priority in its widest sense) are being lost. Little new bus priority is being progressed.

Transport for London (TfL) has a sophisticated process for tracking changing demand and travel patterns and has generally responded well to performance issues and to crowding. However, there are unmet local needs, local performance problems and aspirations for better bus services. We would like to see TfL respond to this in two ways.

Firstly, we want TfL to link its bus service planning function with bus priority planning (as suggested in KPMG's *Independent strategic review of the provision of bus services in London*). This would enable TfL to work collaboratively with the London boroughs, their major stakeholder, to develop bus services, but also to provide additional bus priority on local roads.

Secondly, we want TfL to find ways of expressing, more transparently, the reasons for the decisions it makes, particularly when it decides not to take forward community aspirations for new services.

This report also suggests other areas that would benefit bus passengers if implemented.

## 2 Introduction

The London Assembly is conducting an investigation into bus services in London. They asked London TravelWatch to contribute as part of their scoping of the investigation, but also to provide a formal submission. This document provides the latter.

The Assembly are particularly looking at current and future demand for bus services, but we have also taken the opportunity to raise other concerns of bus passengers.

London TravelWatch contributes to the development of London's bus services and how they operate. We are a statutory consultee regarding bus service change. The casework team at London TravelWatch deals with many bus passenger appeals and we were partners in both the London Bus Priority Network and the London Bus Initiative which developed much of the bus priority on London's streets. London TravelWatch relies on both own research and that of others.

London's bus services carry more passengers than any other public transport mode. Buses serve every part of Greater London, 24 hours a day, 7 days a week and are the only mainstream public transport mode with the potential to be truly accessible to all.

Performance has greatly improved since 2000, as measured by Excess Waiting Time (EWT) for high frequency services. EWT has come down from 2.2 minutes to 1 minute. This is a considerable improvement and is reflected in improved customer satisfaction scores. Progress is shown on the graphs below.



The improvement in performance can be attributed to:

- i) contracts that incentivise performance;
- ii) the implementation of the London Bus Priority Network (LBPN) and the London Bus Initiative (LBI) schemes and initiatives;
- iii) the central London congestion charging scheme;
- iv) i-bus which has allowed better control of services;
- v) a reduction of traffic volumes in London.

Two recent strategic reviews of London's bus services have been undertaken by TfL. One in 2003 - *The case for investing in London's buses* and a second conducted by KPMG in 2009 - *Independent strategic review of the provision of bus services in London*. Both paint a broadly positive picture of London's bus services.

All that said, passengers still want to see improvement. London TravelWatch research<sup>1</sup> has indicated that the top priority for passengers is to see improved punctuality, followed by greater frequency and the widespread introduction of electronic displays showing the wait time for the next bus (Bus Stop Countdown).

The quality and generally good performance of bus services in London is widely recognised. However, London TravelWatch believes it is important not to take the bus service for granted and that there will always be the need to continually look for improvements and to respond to growing and shifting demand. It is timely that the Assembly is investigating the demand for bus services as demand and forecasts of future demand continue to rise and there may well not be resources to respond to these demands as has been previously the case. We therefore welcome the London Assembly's scrutiny of bus services.

We particularly welcome this scrutiny because often bus passengers do not have a loud voice. There is no equivalent of the London Cycling Campaign for example, nor can they mount strong local campaigns, where local vested interest can.

<sup>1</sup> Bus passengers' priorities for improvements in London, London TravelWatch, 2009  
<http://www.londontravelwatch.org.uk/document/4152>

### 3 The Assembly's questions

#### **Q1. What are the most crowded bus routes in London? What will be the most crowded bus routes in future?**

It goes without saying that London's bus network is complex. There are some sections of road that have multiple routes that run along them, while other stretches of road are served by a single bus. And so it is not so much that routes are overcrowded, rather it is sections of routes. TfL undertakes surveys to identify loadings on their routes and as such they are best placed to identify these.

Crowding is not just a function of the number or size of buses on a section of route, but can also be as a result of poor performance. A bus can be crowded because its reliability is poor, and vice-versa poor performance can result from crowding as dwell times at bus stops are extended. The most extreme example of this occurs when a bus is curtailed before its terminus because of traffic conditions, leaving passengers with substantially less capacity on their route. Communities at the end of bus services do complain about curtailment, overcrowding and reliability problems which are all interrelated.

London TravelWatch has access to its appeals casework, though this is a small fraction of the complaints made to TfL. During the last six months there were no specific appeals regarding overcrowding. There were 40 cases of appeals regarding issues that might be related to overcrowding such as reliability, driver behaviour and failure to allow boarding, but on further investigation it was found that none of them had an overcrowding element to the complaint. There was one direct case regarding route 109 on London Road which was dealt with as an initial case and referred on to TfL.

TfL has a much greater number of complaints cases to deal with than London TravelWatch has appeals and so their data should be a better source of information from the public. The breakdown that is made available to us does not suggest overcrowding is one of the top 10 reasons for complaint, although further investigation of how complaints are categorised by TfL may reveal more detail.

As part of its engagement with passengers London TravelWatch organises events at which we speak to many hundreds of passengers. We have looked at the surveys returned to us at these events. Overcrowding is mentioned, but only by a very few passengers.

As part of the monitoring of TfL performance that London TravelWatch undertakes we try and identify long term poor performing services which may lead to overcrowding of services. Where we do identify cases we find TfL are aware of the issues and often tell us that either additional buses are to be introduced or the schedules changed. Sometimes there are issues with the operator's control of the service that TfL have to address with them.

Whilst it is possible to predict future demand for bus services, for example demand in east London will grow with growing population, it is not possible to predict which routes or sections of routes would be overcrowded as we know that TfL seeks to continually balance capacity and demand. Overcrowding occurs where TfL gets this balance wrong or reliability is poor. So in east London, for example, where demand will grow, London TravelWatch would expect TfL to be planning its services accordingly. What will happen is that as demand grows and resources are spread more thinly there will be a general increase in bus loadings and more occurrences of overcrowding across the network unless services are operated more efficiently by, for example introducing increased bus priority or measures to reduce general traffic levels such as road pricing.

**Q2. How does TfL plan, review, redesign and implement changes to bus services to meet changing demand? Are there any issues with its approach?**

TfL plans its network around four principles. It seeks to provide a comprehensive, frequent, simple and reliable service. London TravelWatch supports these principles. Additionally, TfL seeks to provide a service where a passenger will be able to board the first bus that arrives.

TfL are best placed to provide details of its approach to reviewing services. Briefly, they have a very early stage where they are trawl for information affecting a tranche of routes and the areas that these routes serve. They are looking for changes in demand or forecast changes, perhaps linked to development and regeneration. This is an opportunity to flag up any other changes stakeholders wish to see. London TravelWatch is party to this process. The other significant non -TfL stakeholders will be the London boroughs (who will have the local knowledge, particularly of future changes in demand), Assembly Members and MPs.

Any other known stakeholder groups are also included at this early stage. We know that TfL has attempted to explain the process to hospital authorities so that their input can be taken on board. London TravelWatch is also supplied with borough comments which we take account of in our submissions.

The second stage is a re-run of the first, only this time informed by previous submissions. Stage three is the stage that is more open to the public and is now undertaken using TfL's consultation hub<sup>2</sup>. The use of the consultation hub has been a real improvement in the engagement process across TfL Surface Transport. The final phase is the decision notification. All these phases of the process are, of course, informed by TfL surveys of patronage and performance etc.

Additionally there are ad-hoc major reviews of services. For example the cluster of routes that will serve the changing Olympic Park area and Stratford and a proposal to re-route buses out of Bromley North district centre.

The process is well understood by stakeholders and as a result changes are made and the bus network developed. We can cite changes to the network that we have sought and achieved. For example services that now have a Sunday service, the B12, 463, 607. Services have changed in response to changes to health service provision such as the 498 and 499 which recently extended to serve the Queens Hospital, Romford and extension to the 261 to the Princess Royal University Hospital, Farnborough. The 367 was rerouted at our request in the Addiscombe area and the 236 night service was not reduced, at our request, until after the Olympics.

However, it is recognised that some stakeholders, including ourselves do get frustrated by the process. Service changes we and others would like to see do not get progressed. Examples of where community aspirations for improved bus services have not been taken up by TfL include: i) the need to directly link the two major Orthodox Jewish communities of Golders Green and Stamford Hill by bus; ii) the need for a direct link between north Peckham estates of Southampton Way and Rodney Road to the west end; iii) the need for a direct link from the Trinity Road area of Wandsworth to Fulham and iv) the need for better community links within Southall.

Whilst we understand the TfL processes and that additional resources are limited we would like to see greater transparency in the way decisions are made. A process of collaboration with ourselves and particularly the London boroughs that was informed by more data on route patronage etc would be helpful. TfL need to find a way of describing the issues, including the costs of changes to the network, in order that more informed input can be made by stakeholders.

A more collaborative process could also help deliver on recommendation 19 of the KPMG strategic review. This suggested that there should be stronger links

<sup>2</sup> <https://consultations.tfl.gov.uk/>

between bus service planning and bus priority that could be translated into cost savings. These savings could support the additional services the boroughs and ourselves would like to see. The case for bus priority is described more fully below.

TfL also conducts ad-hoc reviews of individual services in response to complaints regarding poor performance and overcrowding or as a result of its own monitoring of performance. TfL may either increase the capacity of the buses used on a route or add in additional buses. The latter may be either because capacity really is below demand or performance is poor and has led to overcrowded buses. Sometimes poor performance will be down to poor control by the bus operator. London TravelWatch would expect TfL to address all these issues.

**Q3. How are the Mayor and TfL meeting the growth in demand for bus travel without any expansion of the bus network?**

Demand for bus services is growing and will continue to grow, despite it seems, above inflation fare rises. Over the last several years this increase in demand has been catered for by larger buses with double-deckers replacing single-deckers. New routes have been added, existing routes extended and changed and, of course, additional buses have been added into the timetable. There has been expansion of the night bus service and bus services have been changed to operate for longer hours. There have been some additional services introduced on Sundays.

TfL have a sophisticated method of reviewing services. They look at the demand and the cost of providing for that demand. If they have more funds available they will try and meet the demand as effectively as they can (per pound spent). If they have less funds they will meet what demand they can as effectively as they can (per pound spent). This is part of the continuous review of services that they undertake as described above.

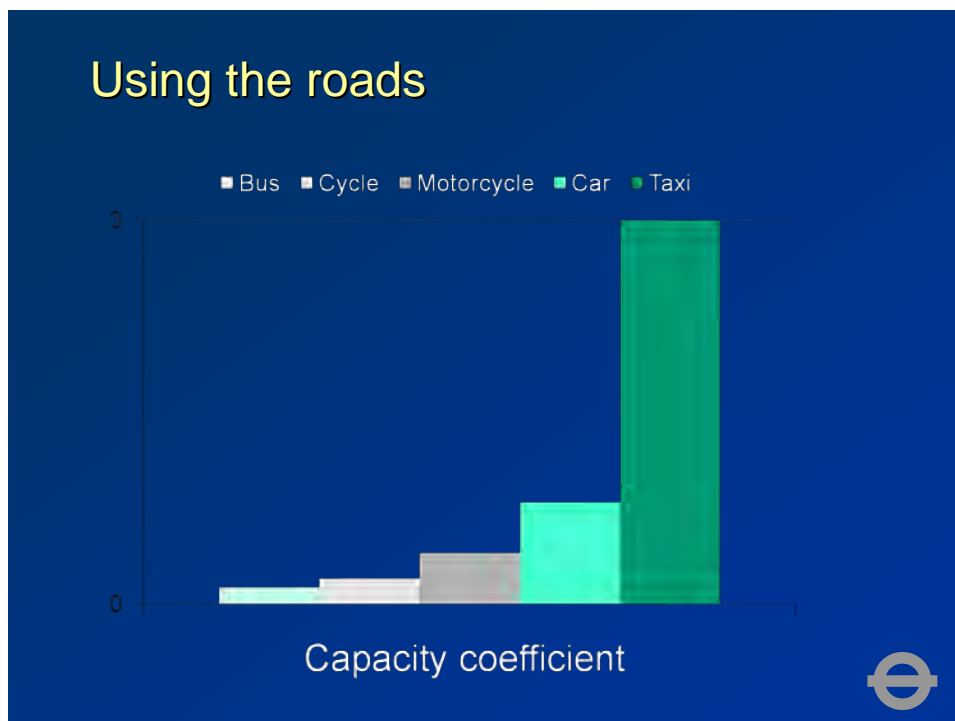
We generally support this approach, though as stated above we would like to see more transparency as to how decisions are arrived at.



**Q4. What, if any, other actions could the Mayor and TfL take to improve the planning and provision of bus services now and in the future to meet demand more effectively?**

### The case for bus priority

Buses make the most efficient use of road space in London in terms of people moving. This is the primary reason for supporting bus priority against a back drop of rising demand for travel in London. Additionally one of the key factors in delivering the improvement to bus service performance has been the introduction of bus priority to London's streets. This has been a systematic process driven firstly by London government in the form of the London Bus Priority Network and latterly by the London Bus Initiative led by TfL, London's councils and ourselves as partners. These initiatives were supported by ring-fenced funding. It is disappointing that these initiatives have lapsed and, indeed bus priority is being lost in London, for example in Bromley on Cray Avenue and Sevenoaks Way. We understand TfL have commissioned work to identify where bus priority measures have been lost over the last few years.



**Figure 1 A TfL graph making the point that the bus is the most efficient user of road space.**

Bus priority comes in many forms, from the major bus lane schemes that are easily identifiable to smaller schemes to remove obstructive parking, exempting

buses from banned turns, bus detection at traffic signals and improvements to bus stop infrastructure. Individually these make small contributions to journey-time saving and reliability, but cumulatively they are extremely important for bus services. The larger schemes are justified in terms of journey-time savings and economic appraisal. It is crucial to understand that small journey-time savings, cumulatively for 100s of thousands of passenger journeys along the whole route, are important. It is worth noting that major transport infrastructure is justified similarly on the basis of many small journey-time savings.

Congestion forecasts described in the Mayor's Transport Strategy will mean bus journey times will deteriorate unless bus services are protected from traffic congestion by means of bus priority or road pricing. The Mayor's Transport Strategy supports bus priority (Proposal 24), at "critical locations". However, there has not been much evidence of the introduction of additional bus priority, certainly not on the scale envisaged by the 3G programme developed by TfL to respond to forecast extended bus service schedules.

Bus priority is important at critical locations or 'pinch points' as TfL describe them and we understand TfL are working on such locations with a view to introducing priority measures. This is welcome and we hope that the Assembly will support this. However, London TravelWatch wants to see buses being given priority on all the roads which they use, not just at critical locations. 80% of bus routes operate on roads controlled by the London boroughs, not TfL. It is not possible to implement bus lane schemes on many of these roads, but it is possible to ensure that buses have priority on all London's bus routes, particularly buses should be given priority over parked vehicles. For example, Croxted Road and South Croxted Road on the Southwark and Lambeth border is used by bus route 3, an important trunk route. This bus is delayed at numerous locations along these roads because the width of the road is restricted by uncontrolled parking on both sides of the road. The route would perform better if the amount of parking on these roads were reduced to reduce delays to the bus service.

The cooperation of all parties is vital if London's bus services are to be maintained and improved. The combination of leadership from a dedicated bus priority team at TfL and ring fenced bus priority funding, as part of the local transport grant, has been an important factor in progressing schemes. We would welcome the re-establishment of both.

We have made the case for bus priority to the Mayor's Roads Taskforce and hope it will feature in its recommendations.

As stated above we want to see bus service planning combined with the planning of priority schemes for buses to deliver borough and passenger aspirations, but also to improve the operation of the bus network and to save costs.

We have concerns regarding the modelling that TfL undertakes. This does not fully recognise the 'people moving' capability of the bus in peak hours through junctions because traditional traffic models use the concept of Private Car Units (PCUs) and assign two PCU's to the bus. This greatly disadvantages the bus and its passengers. TfL should model the people moving capacity of junction, not the private vehicle capacity and be more transparent with the results of their modelling – too often we are told that a junction configuration 'does not work', without any further information.

### **Consultation with bus users**

Historically it has been difficult for TfL and the London boroughs to consult with passengers regarding bus service changes and highway schemes that affect their bus services. Often it can be local residents that object to changes or to schemes that would improve bus services for the majority of users. For example bus route 354 would have benefited by being re-routed via Ravensbourne station, but this was resisted by local residents. Changes to buses 312 and 412 to combine them into one service would have benefitted many passengers and saved money, but this failed at the consultation stage.

Whilst we recognise the importance of consultation with local stakeholders it is also important that those travelling through an area are heard. The Oyster system email accounts are now being used to communicate with bus passengers and this provides an opportunity to consult with passengers regarding proposals for change. London TravelWatch would welcome the use of Oyster email accounts to communicate with passengers as part of the consultation process.

### **Bus services, town centres and cycle lanes**

London TravelWatch very much welcomes the greater recognition of the importance of public realm improvement, often associated with town centre regeneration. However there is plenty of evidence that bus users spend more money in town centres than users of other modes. A TfL commissioned report from 2010 suggests bus users spend £105 a month, Tube users £87 and Train users £89. Town centre retailers do not appear to recognise this. As such, it is really important to maintain bus access into London's town centres. We also want to see much more cycling. However, we are concerned that bus services may be being disadvantaged by proposals that do not consider fully the impacts on bus services and their passengers.

There is presently a proposal for Bromley North district centre to move bus services away from passenger objectives in order to improve the town centre. This will mean a less attractive bus route and a less accessible town centre. These changes individually are small, but it is of concern that cumulatively they will result in a less attractive bus service and London's town centres will become

less accessible. The consultation with bus passengers took place after Bromley Council had developed the scheme. The scheme is due to be implemented on 7 June 2013. TfL rejected alternative proposals that would have mitigated this scheme on the grounds of cost.

Cycle Superhighway 2 is to be extended from Bow Roundabout to Stratford. London's most important service, bus route 25 carries 23 million passengers per annum and utilises, with five other services, a bus lane that is to be converted to a cycle lane. This bus lane will have been justified on the basis of journey-time savings and a business case. Taking out this bus lane will have a negative effect on both journey time and reliability for all of these services and their passengers wherever they use the bus along its entire route. On the other hand, extending the bus lanes along with some of the Superhighway proposals could have benefited both bus users and cyclists. The consultation with bus passengers only mentioned the cycling improvements; the deterioration in bus service performance was omitted.

These are examples of where we accept trade-offs have to be made, however we want to be sure that all users are properly consulted and that the balance that is being made takes account of all transport users.

### **Bus stop accessibility**

London TravelWatch has campaigned for some years on the issue of accessible bus stops. The Mayor has adopted a challenging target of 95% of bus stops to be accessible by 2016. However, the majority of bus stops are on London borough roads over which TfL have no direct control. We would welcome the Assembly's support for this target and questioning of the London boroughs that are low down in terms of the percentage of accessible bus stops.

### **Hail and Ride**

There are 95 individual routes that have sections of Hail and Ride operation. Hail and Ride services are valued by their users, particularly those that live along the route as they can be very convenient. However, the lack of a formal bus stop will mean that services are inaccessible to some users and the promotional function of the physical presence of the bus stop flag etc is lost. The lack of formal stops on some routes, for example the 397 means that buses cannot stop anywhere safely on sections of road.

TfL want to see the conversion of Hail and Ride services to conventional services with formal stops. London TravelWatch supports this.

## **Marketing and learning from others**

Whilst overcrowding affects some sections of routes and it may well do so to a greater degree in the future there, is spare capacity on many bus services.

Outside of London there are also some extremely good bus services operating in a commercial environment. For example Trent Barton, which operates in the East Midlands (primarily Nottinghamshire), wins many industry awards. For Trent Barton it is apparent that marketing bus services to non-users is an important part of their business. They have high quality buses, exceptionally good customer services and a marketing and branding effort that targets non-users.

Whilst London's bus services are also extremely good and London's operating environment is very different, London TravelWatch nevertheless believes there are lessons to be learnt from the best of the commercial bus services. In particular the marketing of bus services to non-bus users in London's outer boroughs, which are not too dissimilar to the environment outside London where car use predominates, may be worthy of consideration. This would generate additional revenue and reduce traffic on London's streets which in turn benefits bus service operation.

London TravelWatch would welcome the use of marketing, perhaps as a trial in an area of outer London.

## **Buses and health facilities**

There is a very long history of problems with public transport (bus) access to hospitals. Many of these stem from the health service not accounting for access to their sites and assuming the bus services would adapt easily to changes in location. Typically they will relocate to an old NHS site that is out of centre and so more difficult to reach by public transport. The health service and public then expect bus services to change their service patterns to serve relatively small numbers. This may well disadvantage the majority of passengers who see their services diverted.

The Princess Royal University Hospital (PRUH), serving Bromley, is an example of this. At the PRUH this issue was compounded for some time because the PFI hospital was unwilling to give up car parking income for a bus stop and stand. The PRUH is still poorly served by buses from, for example, West Wickham.

London TravelWatch investigated the issue of access to hospitals a few years ago. TfL are alive to the problems and are trying to influence the strategic planning of the NHS, however this will prove difficult as the NHS has other priorities than transport.

We have also tried to influence the NHS regarding travel planning, but again this is not a priority of hospital administrations. Many are not able to provide any comprehensive details of the travel origins of their patients to TfL's planners. We were making some progress via Joint Commissioning PCT's (who were moving towards prioritising this issue for providers following pressure from London TravelWatch), but reorganisation stalled our efforts. There are some noteworthy exceptions, such as Northwick Park, but generally there is little real engagement from hospital management.

London TravelWatch has suggested that TfL should consider valuing the time of health user passengers higher than general passengers. This was not accepted by TfL whom regard all journeys as equal.



## London Group

The Campaign for Better Transport is the independent national body that seeks to put people and the environment first in transport decisions and to find sustainable transport solutions. We, the London Group, are pleased to have the opportunity to put forward our views on the challenges facing the provision of bus services in London.

We have the following observations.

1. Residents of outer London make over half their journeys by car while residents of inner London use cars for less than a third of journeys. One reason for this is the lack of orbital bus services in outer London. The Mayor promised a network of orbital bus routes serving hubs in outer London, including express routes, in his 2008 manifesto. Moves to realise this ambition would be welcome.
2. More consideration should be given to making interchange connections between routes and between buses and rail where frequencies are low and trying to ensure that, where two infrequent routes cover the same road, they run at even intervals.
3. There are too many buses on Oxford Street. Further efforts to reduce this should be made. Consideration could be given to reconnecting routes that have been split, eg routes 8 and 98, 10 and 73.
4. Changes in the provision of health services need to be accompanied by changes in bus routes, having particular regard to the longer journeys that might be necessary.
5. More consideration should be made to speeding buses and making the service more reliable by extending the provision of bus lanes, extending their hours (often to 24 hours) and installing more bus operated traffic signals.
6. TfL has promised that 95% of bus stops will be accessible to wheelchair users by 2016. This is a target which needs achieving. There needs also to be more level boarding points on hail and ride sections.
7. The provision of more hybrid buses is welcome. However they still pollute. The Energy Secretary has called for a 50% reduction in carbon emissions (on a 1990 base) by 2030. This is impossible unless more drastic action is taken to reduce the use of fossil fuels and replace them with non-polluting fuels. Plans need to be put in place now to do this. In the present situation this means the use of electricity for public transport either in the form of trolleybuses or trams.

31<sup>st</sup> May 2013



The London group of the Campaign for Better Transport submitted our views for your investigation on 31st May. At our meeting last night two further points were mentioned which I trust you will be able to take into account in your deliberations.

1. It was felt that insufficient account is taken of the use of London buses by pass holders from out of London whose passes are not readable by the Oyster system.

2. London Buses should be more proactive in changing services in advance of large scale developments in order to assure potential residents and other users that they will be able to use public transport.

Yours sincerely  
Chris Barker  
Secretary

## Living Streets response to the Investigation into bus services in London.

We welcome the opportunity to respond to your investigation into bus services in London.

Buses play a crucial role in London's Transport network and, with a growing population and economy, demand for bus services will continue to grow. A good bus service is essential in supporting a more people-centred, pedestrian friendly London by:

- Providing an attractive alternative to private car use with the potential to: reduce air pollution; lower road casualties; encourage more active travel (with the associated public health benefits) and increase opportunities for the reallocation of space towards more sustainable modes.
- Supporting more walking journeys. In London nearly all bus trips involve a walk of some distance, and around half involve a walk longer than 5 minutes. It has been shown that people who use public transport are also more likely to walk and cycle.

We call upon the Transport Committee's investigation to:

- Consider people's journeys to and from bus stops (largely made by foot) alongside conventional measures such as 'bus kilometres operated' in assessing the quality of London's bus service.
- Make it easier and more convenient for people to make their door-to-door journey greener by improving connectivity and efficiency on public transport and active travel choices.
- Investigate how the bus user's 'experience' (in terms of information and quality of the environment) can be improved. For example investment in the design and lighting of bus stops will help them to be and feel safer whilst information (e.g. Legible London mapping) can encourage onward walking journeys.
- To develop a vision for an inclusive, integrated and innovative bus system that is fully accessible and works for everyone. The accessibility of the network has improved in recent years but there is still lots more to do.
- Extended bus routes to connect up some of London's more isolated areas, particularly in outer London.
- To consider the reconfiguration of some historical bus routes to reflect changes in demand and the addition of new alternatives, such as Crossrail, to Central London's transport mix. There is no better example of where this type of rethink needs to take place than Oxford Street.

### Oxford Street

Oxford Street is much more than a traffic highway – it is an important destination in its own right. While the buses that travel to and from Oxford Street are often busy during peak hours, many of the buses travelling along Oxford Street are nearly empty. The introduction of Crossrail will dramatically increase the pedestrian demand on Oxford Street (already above capacity) and increase transport capacity below and therefore requires a dramatic new approach to bus management here.

We are calling on the Mayor and TfL to commit to undertaking a comprehensive feasibility study of alternative solutions for buses along Oxford Street.

# Consultation Response

## London Assembly Investigation into bus services in London

Date: 3 June 2013

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**This is an initial response to the London Assembly Transport Committee's investigation into bus services in London. We may submit further evidence before the end of the enquiry.**

## **1. Introduction**

Age UK London raises the voice and addresses the needs of older Londoners. We promote and represent the views of older Londoners; we campaign on real issues that make a difference to older people; we work with older people's organisations across London to enhance services; we offer a range of products and services tailor-made for the over 50s (via Age UK London Trading).

We welcome the Assembly's investigation into bus services in London. Transport for London has taken and is taking welcome steps to improve travel for older and disabled people, including working in partnership with us and other organisations to improve bus driver training. However we still hear of many problems which older and disabled people experience using London buses. Some of these issues fall within the remit of this investigation.

Concerns which older people have raised with us in the recent past include the following categories:

### **1. Overcrowding on buses**

This is a frequent complaint. Older people have told us that crowding can make it difficult for them (as well as for disabled people of all ages) to board or alight from buses, or to reach seats by the time the bus pulls away.

The effects of crowding can be aggravated by the behaviour of some passengers in a crowded bus. Failure to give up a seat for someone who has difficulty standing is often cited. Older people sometimes complain of the behaviour of schoolchildren in particular, including pushing and shoving and other behaviour which some people find intimidating. As a result, many older people wish to avoid travelling in late afternoon when the schools come out.

We welcome Transport for London's recently-launched campaign to make the rules about use of the wheelchair space on buses clear to all passengers. We hope this will substantially reduce the problem of buggy users refusing to give up the wheelchair space.

### **2. Insufficient bus services to hospitals or other key facilities**

We sometimes hear of cases where people think that a hospital (in particular) is poorly served by buses. This can include either the nearest bus stop being too far from the hospital entrance for people who have difficulty walking, or changes of bus being needed from an area where older people live, making for a long and tiring return journey to the nearest or "most obvious" hospital.

### **3. Buses stopping well away from bus stops where people are waiting**

While this is of course also a question of driver training, the routing and scheduling of services may play a part too. At stops which are served by several routes it is not uncommon for several buses to turn up at once and it is often in such situations that a bus halts well away from the stop.

## **2. Evidence provided by local older people's groups for this submission**

In the fairly limited time since the investigation was announced we have received the following inputs from local organisations:

OPeN, Croydon (borough older people's network) sent Age UK London the draft report of their recent survey of older people's experiences travelling by bus in Croydon. While the final report is not yet ready, issues raised included high levels of crowding on some services making it difficult for wheelchairs and buggies to gain access; difficult behaviour by schoolchildren in crowded buses; and poor accessibility of bus stops.

OPeN also highlighted that "There used to be a bus stop directly opposite our main hospital in Croydon, Croydon University Hospital and about 4-5 years ago they removed this bus stop and OPeN members and Broad Green Resident Association have campaigned for this to be reinstated. We have always been refused and now access to walking pedestrians is difficult."

"I have had a number of complaints from older people that there is no direct bus service from the Cockfosters, Oakwood areas to Chase Farm hospital" (Chief Executive, Age UK Enfield)

City of London Older People's Forum reported that

"I put this to the meeting on Tuesday and on the whole we are happy with the way bus services have been evolving. The arrival notice at bus stops especially are great, and the information on board. Also the step lowering is particularly helpful. But, of course, there are bound to be some niggles. We are having considerable trouble now with the two bus services used often by Barbican residents. The No 4 and No 55.

One is where we are suddenly advised that the bus is terminating at an unscheduled stop - presumably this is where the driver has received telephoned instructions whilst driving. This is mostly on the No55 where indeed many are now terminating at Holborn or Clerkenwell although the usual route takes you to Oxford Circus - we accept this if the destination is displayed on the front of the bus even though it means waiting a much longer time. But it is very disconcerting, especially for older passengers, to be turfed off and not being sure of the best way to continue.

The other problem with the No4 is the bus stop at Aldwych. There are two bus stops close together here and at times several buses are lined up in the kerb, plus coaches serving the theatres. Consequently the No4 is unable to get in to its stop and just sails by in the outer lane. This is quite a notorious route for delays so you might have been waiting some 20/30 minutes only to see the bus disappearing off into the distance.

Incidentally why are there so many No.38s - they come up one after the other, sometimes nobody on board?"

Kingston Pensioners Forum members reported that:

"1) K4 Service between Kingston and Chessington -- no service on Sunday - members of the view that there should be.

2) 281 from Hounslow to Tolworth is frequently terminated at Surbiton - this is very inconvenient for passengers wishing to join the service at John Lewis, Kingston.

3) The bus stop in Clarence Avenue near to Darley Drive has been moved and this is not very convenient to local residents. Can it be moved back to the original site?"



## **North London Transport Forum Initial Submission to the London Assembly Transport Committee's investigation into bus services in London – June 2013**

The North London Transport Forum (NLTF) welcomes the Committee's investigation into bus services in London. The NLTF is the sub-regional transport partnership for North London and has a core membership of the London boroughs of Barnet, Enfield, Haringey and Waltham Forest. Given the radial and orbital nature of London's transport network the Forum also works across boundaries and has close links with the adjoining London Boroughs of Brent, Camden, Hackney, Islington and Redbridge.

Whilst NLTF members have not considered the specific questions raised by the Transport Committee, the efficiency and effectiveness of bus services has been of long standing interest and some key points have been frequently highlighted:

- The previous review of bus services undertaken by KPMG focused on the processes not whether the network is working effectively.
- There are ongoing issues engaging with London Buses including sparse information on how and why route planning decisions are made.
- Despite some improvements to the consultation process, boroughs feel they have little influence on the overall strategy for the bus network.
- Engagement could be improved by London Buses providing more information; this is particularly important for borough officers who have to answer to residents and elected members.
- TfL should re-consider their recently-reduced institutional support for the ongoing development of the bus network on the road network over which it operates in order to maintain and enhance the role of bus services in meeting local travel needs.
- There needs to be better understanding of the key drivers of demand at regional, sub-regional and local levels. Access to services, retail opportunities and jobs must be considered.
- There needs to be strong link between land use planning and network development with early engagement between partners.
- The network also needs to respond to demographic changes which happen particularly quickly in London.
- Bus services have improved substantially over the past 10 years but this has come at a cost with high levels of subsidy
- TfL have indicated that the funding available for bus services will remain broadly similar to current levels for the foreseeable future. This means that there will have to be trade-offs or additional efficiencies if new routes or higher frequencies are introduced.
- Consideration should be given to allowing passengers to transfer between services with this being treated as a single fare.
- To improve services different approaches are required, for example in some locations altering a route might work, while in another it might be travel awareness measures which are most appropriate.
- Focusing on existing users means opportunities to encourage non users to make bus journeys can be missed.



- While there are a number of orbital routes, service frequency and journey times continue to be issues.
- Aside from the strategic planning of the network, there are also ongoing issues with the day to day operation of bus services, these include:
  - Bus drivers' behaviour towards passengers and other road users.
  - Premises required to store and maintain vehicles.
  - Location and accessibility of bus stops.

NLTF members have also considered whether existing information can be used to determine whether perceived issues with the current network are borne out in fact and identify potential service improvements bearing in mind the physical and fiscal constraints which exist in London:

Corridors and 'Hot Spots'	Looking at journey delays and excess wait times along different types of corridors (eg radial and orbital) and at specific places (eg town centres) to identify poorly performing locations.
Missing Links	Comparing PTAL levels to population density and the location of community services and employment zones to identify missing transport links.
Bus Priority	Mapping existing bus priority measures to identify gaps and opportunities for additional interventions.
Improving the Public Transport Network	Comparing Underground and rail crowding with bus usage to identify locations where improved bus services or bus priority measures could replace short journeys on rail modes.

The NLTF also contributed to Bus Network Research undertaken by JMP Consulting on behalf of London Councils and partners support the recommendations made in the related report including:

- Inclusion of socio-economic factors in the bus planning process.
- The application of 'local factors' to bus service planning guidelines.
- Fares particularly the potential for allowing transfer between services.
- The tendering and route consultation process being more transparent.
- Contracts having greater flexibility to allow route changes during their life.
- Improved liaison between the London boroughs and Transport for London.

## Bus provision for older people

### 1. Introduction

Public transport is an essential part of daily life for older people. Many older people travel by bus on a regular basis. The bus journeys present no difficulties for the majority of older people, but for those who may be frailer, a bus journey can present a real challenge. There may be occasions where older people may be so distressed by buses that they are uncomfortable making the journey.

This bus provision investigation report aims to examine some of the common complaints older people have in relation to making bus journeys. It is important to state at the beginning that older people we have heard from value the bus services available, and appreciate the extremely difficult job bus drivers have.

### 2. Background

Transport is one of the key issues facing older people as they engage in daily tasks. OPRG members expressed an interest for some time that we should look at how bus services could be improved for older people in Islington. OPRG contacted Transport for All – an organisation with whom we have previously worked on a more general basis – to ascertain if ‘research’ such as this had been carried out by other organisations. We were informed that the Sutton Seniors forum has undertaken a similar research project in 2012. However, it was felt appropriate for OPRG to undertake its own investigation, as any data collected would add weight to that previously gathered.

### 3. Purpose of the report

- To investigate the quality of bus service provision in Islington experienced by older people, and to seek improvements in bus services.
- To highlight our findings and make recommendations to Transport for London and the bus companies operating in Islington to review their bus service provision as it relates to older people.

- To encourage bus companies and Transport for London to address directly the findings of this report to provide better training for bus drivers in the context of providing services which are used by older people.

## 4. Methodology

OPRG Service Investigation sub group members met with the group's coordinator to devise a checklist that could be used to record consistent data. It was decided that a minimum of 100 checklists should be completed, although 126 were completed in total by the end of the exercise (the checklist used is listed at point (5) below) We realise this number does not represent a comprehensive survey and the checklist findings were, to some degree, dependent on the checker's perspective on what constituted quality elements listed on the check list. The aim of this report is to give a snapshot of some of the common problems faced by older people traveling on buses in Islington. The findings will reflect the personal experience of the 'Volunteer investigator' rather than experience of general public. The following checklist was used to collect data;

## 5. Check list

**Purpose:** To investigate quality and access of bus provision for older people.

- 1) At bus stops.
- 2) Inside the bus.

**Outcomes:** To send report to Transport for London on issues coming forward from investigation for bus service improvement for older people.

**Bus Stop:**..... **Road:**.....

**Bus Number:**.....

**Bus identification number:**.....

**Date & Time of check:**.....

**Person conducting check:**.....

### Start of the bus journey

- 1) Did the bus stop close to the kerb? Yes [ ] No [ ]
- 2) Did the bus come right up to the bus stop? Yes [ ] No [ ]
- 3) Were you able to get on the bus easily? Yes [ ] No [ ]
- 4) Did the bus stop in front of any obstructions (litter bins etc)? Yes [ ] No [ ]

### The bus journey

- 5) Did the bus pull away before you could sit down? Yes [ ] No [ ]
- 6) Did the bus driver make the bus jerk by braking or accelerating? Yes [ ] No [ ]
- 7) If yes: Just once or twice Yes [ ] or many times Yes [ ]
- 8) Was accessible seating offered to you? Not Applicable [ ] Yes [ ] No [ ]

### End of the bus journey

- 9) Did the driver allow enough time for everyone to get off safely?  
Yes [ ] No [ ]
- 10) Did the bus stop right up to the bus stop? Yes [ ] No [ ]
- 11) Did the bus stop near the kerb? Yes [ ] No [ ]
- 12) Did you consider bus ride: Good [ ] Just Ok [ ] Poor [ ] Dangerous [ ]?

13) Did the bus stop in front of any obstructions (litter bins etc)? Yes [ ] No [ ]

Any other comments or incidents?..... ..

## 6. Findings

From checklist completed by OPRG service investigation sub group

### Start of the journey

Q1

Did the bus stop close to the kerb?		
Yes	70	55.56%
No	56	44.44%
	<b>126</b>	100.00%

Q2

Did the bus come right up to the bus stop?		
Yes	90	71.43%
No	36	28.57%
	<b>126</b>	100.00%

Q3

Were you able to get on the bus easily?		
Yes	110	87.30%
No	16	12.70%
	<b>126</b>	100.00%

Q4

Did the bus stop in front of any obstructions?		
Yes	4	3.17%
No	122	96.83%
	<b>126</b>	100.00%

## The Bus journey

Q5

Did the bus pull away before you could sit down?		
Yes	18	14.29%
No	108	85.71%
	<b>126</b>	100.00%

Q8

Was accessible seating offered to you?		
Not applicable	90	
If applicable		
Yes	15	11.90%
No	21	16.67%
	<b>126</b>	28.57%

Q6

Did the bus driver make the bus jerk by braking or accelerating?		
Yes	62	49.21%
No	64	50.79%
	<b>126</b>	100.00%
If yes		
Just once or twice	27	72.97%
Many times	10	27.03%
	<b>37</b>	100.00%

Q7

## End of the bus journey

Q9

Did the driver allow enough time for everyone to get off safely?		
Yes	123	97.62%
No	3	2.38%
	<b>126</b>	100.00%

Q10

Did the bus stop right up to the bus stop?		
Yes	86	68.25%
No	40	31.75%
	<b>126</b>	100.00%

Q11

Did the bus stop close to the kerb?		
Yes	71	56.35%
No	55	43.65%
	<b>126</b>	100.00%

Q12

Did you consider the bus ride		
Good	44	34.92%
Just OK	69	54.76%
Poor	11	8.73%
Dangerous	2	1.59%
	<b>126</b>	100.00%

Q13

Did the bus stop in front of any obstructions?		
Yes	10	7.94%
No	116	92.06%
	<b>126</b>	100.00%

## Additional Comments

Volunteer Investigators were also invited to give further comments, or information about any other incidents that they felt to be relevant. A number of issues arose as a result of this question:

- A woman was harassed
- Is this a bad line?
- Children fighting
- Buggy was left on whilst there was a wheelchair in the designated area
- Too far from the kerb, he had to re-do
- Did not understand English
- Problem with the bus
- Crowded
- Too fast for road crossers
- Went through a red light
- Hard for a wheelchair to get off



The Table listed below provides a breakdown of responses according to which of three leading bus companies were used by the older person. These are: Metroline, London General, Arriva.

### Analysis of the three leading bus companies in Islington

		%	%	%
	Q	MET.	lon. GT	ARRIVA
Did the bus stop close to the kerb?	1	50.68	62.50	62.50
Did the bus come right up to the bus stop?	2	69.86	62.50	80.00
Were you able to get on the bus easily?	3	87.67	87.50	85.00
Did the bus stop in front of any obstructions?	4	98.63	62.50	75.00
Did the bus pull away before you could sit down?	5	86.30	62.50	87.50
Did the bus driver make the bus jerk by braking or accelerating?	6	52.05	37.50	55.00
	7	0.00	0.00	0.00
	8	0.00	0.00	0.00
Did the driver allow enough time for everyone to get off safely?	9	97.62	97.26	97.50
Did the bus come right up to the bus stop?	10	68.25	64.38	82.50
Did the bus stop close to the kerb?	11	56.35	54.79	60.00
Did you consider the bus ride good or just OK	12	89.58	91.78	87.50
Did the bus stop in front of any obstructions?	13	92.06	91.78	95.00
Out of 1,100 points		849.05	774.99	867.50
		77%	70%	79%

## 7. Conclusions

The investigation revealed that, whilst there was overall satisfaction with most aspects of bus service provision as experienced by older people, with 35% of participants indicating that services were 'good', 55% indicated that services were merely 'ok'. There are, therefore, clear areas which could be improved. For example, it appears that problems with buses not stopping near to the kerb are an issue at both the start and end of journeys.

Other areas of concern is include the fact that bus drivers make the bus 'jerk' by braking or accelerating: 73% of participants noted that this had occurred only

once, and 27% reported that this had happened many times. Interestingly while many OPRG members have complained about not being offered seats on buses, the findings reflected that, on most occasions, it was not applicable, and when it was applicable there was an even split of older people being offered priority seats.

## **8. Recommendations**

In light of our findings, we make the following recommendations for bus companies and Transport for London.

- Training for bus drivers must take into account the needs of older people. Training should also encourage bus drivers to be sociable to passengers at all times. To this end, drivers should be provided with training and support by their employers and TFL to deal with stresses that occur during the course of their work, to prevent reactions to such stresses impacting negatively on older people.
- Whenever a bus comes to a halt at a designated bus stop, it should draw as near to the kerb as possible in order to allow easy access for older, frail, and disabled people.
- Recorded voice messages should be introduced on buses which reminds people to give up priority seat for older people.

## Islington Older Peoples' Reference Group

The Older Peoples' Reference Group was launched on 21<sup>st</sup> September 2011 at Drover's Centre by Age UK Islington. The purpose of Older Peoples' Reference group is to provide older people with a consultative voice on the design and delivery of health and social services, by being a key point of reference for health and social care and other decision and policy makers in the London Borough of Islington. The Older Peoples' Reference Group has an independent voice and conducts consultations on issues important for older people. OPRG is currently coordinated and hosted by Age UK Islington.

Contact: OPRG Coordinator, Suj Ahmed

Age UK Islington, 6-9 Manor Gardens, London N7 6LA

Telephone: 020 7281 6018 Email: [suj.ahmed@ageukislington.org.uk](mailto:suj.ahmed@ageukislington.org.uk)

Charity number: 1045623. Company number 3039668

**Thanks** to all who have helped with the survey and report, especially Robert Docherty, Peter Pinasfeld, Pauline Anwyl Jones, Jeanne Franklin, Noel Ryle, Maisie Heather, Kate Harvey, Transport for All.

Report completed June 2013





31 July 2013

Mark Threapleton  
Managing Director, Stagecoach London  
West Ham Garage  
Stephenson Street  
London, E16 4SA

Dear Mr. Threapleton,

I refer to a statement that you made at the GLA Transport Committee on 2 July 2013, on the subject of pedestrians killed and injured by London buses:

“We are getting an increasing number of people, for example, walking into the side of buses. How you [can] miss a big red bus I don’t know, but that happens.”

I was surprised that you did not go on to say that Stagecoach is investigating this unexplained phenomenon by analysing the wealth of data provided by the increase in such incidents. I was left with the impression that where there is any suggestion that a pedestrian may have contributed to the accident Stagecoach does not consider it worthwhile to investigate how it can prevent repetitions.

There is hardly any road accident which could not have been avoided by someone involved being more prudent. Despite this, it is useful if those responsible for roads and vehicles explore how to make them safer. Might I suggest therefore that Stagecoach and other bus operating companies analyse the data arising from this new trend to identify common factors (for example: the model of bus, was it in the process of turning, was the pedestrian using an electronic device). I am confident that this will lead to a reduction of deaths and injuries.

Without wishing to guess at the outcome of such a study, I would be grateful if you would point out to other TfL management that long vehicles are increasingly being equipped with more conspicuous side turn indicators, sensors, and sometime auditory warnings. A cursory examination convinces me that red London buses, which are exceptionally long, are not generally following this trend. Some have a small flashing side turn indicator well forward of the mid-point of the bus, others (which I have seen on routes 11 and 148 for example) have nothing. Even small cars these days have a side flashing turn indicator somewhere near the mid-point. I propose that all buses should be retrofitted with a more conspicuous side turn indicator, even if investigation shows that this would not have prevented any accidents to date.

Yours sincerely

Hugh Small  
Secretary, Westminster Living Streets

cc Victoria Borwick, GLA

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stagecoachbus.com

REF:MT/CORR/ES



6 August 2013

Dear Mr Small

Many thanks for your letter. I note with interest the comments that you make, and would like to take this opportunity to clarify my thoughts on a few of the points you raise.

I would argue that the phenomenon of pedestrians walking into the path of buses is not totally unexplained. It cannot be unrelated to the increasing and widespread use of mobile phones, iPods or similar devices. Also the fact that people do seem to live their lives on the edge much more these days, doing everything at the last minute, and never allowing themselves time to, amongst other things, look out for big red buses. Being someone who allows far more time than is usually necessary, just in case something goes wrong, and who believes there is a time and a place for everything, and listening to music whilst rushing about central London's busy streets is not one of them, I am constantly thankful that we don't have a greater number of serious incidents between pedestrians and buses than we do. The fact that we don't, is in no small part due to the professionalism and awareness of most of London's bus drivers.

Having said that, we are never complacent and we continually strive to improve the quality and awareness of our drivers, and the support we, and TfL, give them to manage their relationship with other users of London's streets. Buses have to co-exist alongside pedestrians, cyclists, taxis, car drivers, and other road users and, as London's popularity increases, the more that relationship is put under pressure.

TfL and the operators already analyse the number, type, and characteristics of incidents that involve buses, and we as an operator use this to help inform any changes required to our driver training, operational practices, and vehicle design (although this is generally a much longer term process). Within those incidents will be those where the use of a phone or other device is noted, but we have recently discussed, as you suggest, starting to specifically note for all incidents if the use of a mobile phone or music device was, or could have been, contributory to that incident. I am sure that TfL would be willing to share that information at the appropriate time.

I will also make sure that your suggestion about incorporating side indicators as a standard fitment on buses is raised and debated with TfL. I believe that our industry has a good track record of continually looking to improve the safety of our vehicles, our staff, and our daily operational

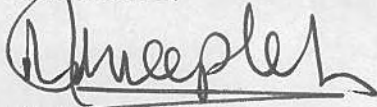
Stagecoach London

Registered Office: East London Bus & Coach Company Ltd., Stephenson Street, Canning Town, London E16 4SA (Registered in England & Wales No. 2328402)  
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practices, and must continually strive for further improvements. I also believe that individuals are ultimately responsible for looking after their safety and wellbeing, and when travelling about a busy city like London, everyone needs to be more alert to, and aware of, what is around them, and not rely on everyone else to do it for them.

I appreciate you taking the time to write to me on this

Yours sincerely

A handwritten signature in dark ink, appearing to read 'M. Threapleton', with a horizontal line drawn underneath the signature.

Mark Threapleton  
Managing Director



# LIVING STREETS

PUTTING PEOPLE FIRST

8 September 2013

Cllr. Victoria Borwick  
Greater London Authority

Dear Cllr. Borwick,

## **TfL buses Health and Safety compliance**

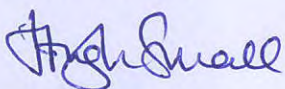
I am writing to you to suggest that the Transport Committee should formally investigate the performance of TfL and the bus operating companies in dealing with health and safety issues. I make this suggestion on the basis of correspondence received from Mark Threapleton, the Managing Director of Stagecoach.

I originally wrote to Mr. Threapleton on 31 July last to follow up his response to one of your questions at the Transport Committee meeting of 2 July, a response which seemed to show insufficient analysis on the part of Stagecoach of the reasons for an increasing number of bus/pedestrian collisions. I copied you on that letter, and I enclose another copy here. It is the Stagecoach MD's reply to that letter, dated 6 August (copy also enclosed) which leads me to suggest that an investigation is needed. It seems to me that TfL and Stagecoach may be harbouring what the Corporate Homicide and Corporate Manslaughter Act calls "attitudes ... within the organisation that were likely ... to have produced tolerance" of breaches of health and safety legislation.

It is the final sentence of Mr. Threapleton's letter which gives me this concern. He writes that 'individuals are ultimately responsible for looking after their safety ... and [should] not rely on everyone else to do it for them'. I am astonished that a corporate operator of intrinsically dangerous vehicles should voice that opinion in an official capacity. If a breach of health and safety regulations were to occur, the comment could be pointed to as evidence that an attitude had developed that was tolerant of such breaches, with legal consequences under the Act referred to above. Road users are entitled to rely, contrary to Mr. Threapleton's advice, on Stagecoach having a legal duty of care for their safety.

The investigation that I suggest would require analysis not just of collision records but also of records of internal discussion of collisions and approach to investigating them. E.g. does 'victim to blame' lead to closure of an enquiry, or does the operator seek to reduce the risk of similar incidents?

Yours sincerely



Hugh Small  
Secretary, Westminster Living Streets  
cc Tompion Platt, London Manager, Living Streets





siemens.com

## Wiener Linien Electric Bus

12 midibuses for the city centre

### The first fully-electric, series-production bus in Europe

To date only prototype electric buses have been in service in Europe. Vienna is the first city to operate these trend-setting vehicles on a complete bus service route in the city centre as from autumn 2012.

This innovative concept and the drive technology of the 12 electric buses are from Siemens. These vehicles are the first series-production electric buses in Europe whose complete power requirement is supplied from the on-board battery system. The major advantages compared to diesel or gas-driven buses are their approx. 25% lower power requirements, minimum maintenance and completely emission-free operation.

### Technical data

Total weight	12,000 kg
Tare weight	8,250 kg
Length / width / height	7,720 / 2,200 / 3,050 mm
Passenger capacity (seated / standing / wheelchair / driver)	40 + 1 13 / 26 / 1 / 1
Wheelbase	3,635 mm
Maximum speed	62 km/h
Operating autonomy	unlimited on the planned route
Batteries	lithium-ferrite
Battery capacity	96 kWh
Heating, ventilation, air conditioning	driver's and passenger areas fully electric
Motor	three-phase asynchronous 85 / 150 kW
Inverter	DC-DC IGBT mono inverter
Brakes	Regenerative braking system with self-ventilated disc-brakes
Charging time	10–15 mins/hour



### **The concept:**

#### **Emission-free electric bus**

Using the latest battery technology it is for the first time possible to accumulate electricity so efficiently that it can be used on vehicles for public transport.

On this basis and in combination with the latest electrotechnology, Siemens has developed a bus concept, whose operating power is supplied solely from the on-board batteries. The heating and air-conditioning equipment is also battery-powered.

This all-electric concept has been implemented for the first time on a series-production scale in cooperation with the bus manufacturer Rampini. It involves 12 midibuses to go into service in Vienna's city centre as from autumn 2012. Highly manoeuvrable, low-noise, completely no-smell and emission-free and offering high passenger ride comfort, these electric buses set new standards in public transport in Vienna and in Europe.

### **The design:**

#### **Low-floor bus with kneeling system**

The electric bus of the Wiener Linien is a low-floor vehicle with an average floor height of 350 mm, so that the bus can be boarded from street level at a height corresponding to one step. The kneeling system enables the entrance height in the front door area to be lowered to 250 mm, in the centre door area to 290 mm. The vehicle is boarded through two doors provided on the right side of the vehicle: one single-leaf swing door at the front and a two-leaf swing door in the centre of the bus. All doors are equipped with an anti-trap system which acts automatically when the doors close. When the vehicle is in motion a further safety system ensures that the doors cannot be opened.

The chassis is of modern design, comprising a self-supporting tube-frame structure which are electrically welded, sandblasted, painted and sealed. Highly corrosion-resistant materials are used for the exterior bodywork. The complete structure provides adequate protection in the event of a side collision.

The electric bus of the Wiener Linien features independent wheel suspension with air springs and shock absorbers at the front and a rigid axle with pneumatic springs and shock absorbers at the rear. This means high passenger ride comfort to meet the high expectations of passengers in Vienna.

### **The interior:**

#### **Numerous seats accessible without steps**

The interior of the electric bus of the Wiener Linien meets the high standards of the whole Vienna bus fleet. The midibus offers space for 26 standees and 13 seats. Space for a wheelchair is also provided. During design, particular emphasis was placed on easy access to as many seats as possible without steps.

The stop-request buttons are arranged at the doors and also further inside the vehicle. A running blinking-light display in the roof area indicates the next stop.

A modern air-conditioning and heating system ensures fresh air in summer and warm air in the winter.

The lighting is provided in the ceiling. A sufficient number of lights are provided at suitable positions to ensure pleasant and safe illumination throughout the passenger area.



#### **The driver's area:**

##### **Modern work place with optimum vision**

The driver's area is of high-quality design to meet the requirements the responsible job of bus drivers involves. The ergonomically designed seat features self-adjusting air suspension and can easily be adjusted to the right position for the driver. The curved windscreen, a small window in the front right-hand corner of the bus and several interior and exterior mirrors ensure optimum vision. The non-mist exterior mirrors feature electric heating and can be adjusted both electrically and manually. A parabolic mirror is fitted in the driver's area to ensure a good view of the passenger area and another is fitted by the centre door.

The bus is of course equipped with all obligatory equipment such as powder fire extinguisher, first-aid box, breakdown triangle and wheel chock.

#### **The drive technology:**

##### **Electric motor with energy recuperation**

Siemens is responsible for the operation concept of the electric bus of the Wiener Linien. They also supply the modern drive technology. The core of the system is the water-cooled electric drive motor. Whereas conventional diesel engines have an efficiency of approx. 25%, this three-phase motor achieves approx. 90%.

The motor with a continuous rating of 85 kW is equipped with a Siemens IGBT inverter. A reduction gear unit from Rampini, which was specially developed for this bus, is used for the connection to the rear-axle differential.

#### **The brake system:**

##### **Energy recuperation when braking**

The brake system is controlled by two separate, independent circuits. All brakes are designed as self-ventilated disc brakes. Safety equipment such as anti-blocking system, anti-slip control, electronically-controlled braking, electronic stability control and "vehicle stop when door open" are integrated.

The brake system is moreover designed as a regenerative system – as soon as the driver lifts his foot off the accelerator, the first stage of energy recuperation is activated and the motor acts as a generator. When the brake pedal is actuated, recuperation is increased for the first third of pedal travel, the other two thirds serve to activate the pneumatic system.

#### **The battery system:**

##### **Charging by current collector**

The most efficient batteries at present are batteries with lithium-ferrite cells. The electric bus of the Wiener Linien is equipped with 9 batteries, of which 3 are located on the roof, 5 in the rear end and 1 under the bus in the place which is initially planned for diesel tank. The battery capacity installed on board is 96 kWh. An efficient battery-management system is provided to control the batteries and to monitor battery temperature and voltage.

Batteries are charged at the respective terminal stop of the bus route. Electrical power is drawn from the overhead line system of the Wiener Linien by means of current collectors and fed to the battery-charging unit.





A particular advantage with regard to energy efficiency is that the electric buses are supplied with recuperated energy – this means energy recuperated during the braking process from tramcars and metro cars.

#### **The service concept:**

##### **Minimum in-house maintenance**

Well-trying bus components are used on the electric bus of the Wiener Linien. Maintenance can thus easily be performed by Wiener Linien personnel. If required, Siemens services are available for the maintenance of electrical components.

During design, particular attention was paid to ensuring easy access to all relevant parts. Cleaning work can also be done in the usual manner.

#### **All advantages**

- First series-production electric bus in Europe
- Fully electric design, i.e. complete energy requirements are covered by the on-board batteries
- Latest battery technology
- Significantly lower operating costs compared to diesel or gas-driven buses
- Zero emission – no CO<sub>2</sub> emission
- Low-noise, no smell
- Power supply from excess energy from operating system of Wiener Linien
- Reduced maintenance costs
- High manoeuvrability for city-centre traffic
- Low-floor bus with additional kneeling function
- Comfortable interior with sufficient seating capacity, access to sufficient seats without a step

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The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.

Andrew Bosi

Thank you for writing to me about this investigation. I am sorry that pressure of other work resulted in a less than full response at the time of the first meeting.

As you may know, I maintain contact with users and operators through the Friends of Capital Transport Campaign. I also represent the London Forum of Civic & Amenity Societies on Transport matters. In the course of work including voluntary activities, I travel extensively across London and I would expect to experience the use of at least 80 bus routes each year.

There is plenty of feedback from developments such as King's Cross because many of these contacts and I myself are familiar with it; less from substantial new residential developments because their residents are "new" and less aware of the familiar channels of communication.

The experience of King's Cross is that TfL has indeed been slow to implement some modest proposals but forward by one of the third sector umbrella groups some time ago. With the continued growth in numbers using the buses (unabated even in times of economic uncertainty) the concept of cuts elsewhere to cater for areas of growth is a non-starter unless there are significant improvements in the rail network that take substantial numbers from bus to rail.

The Overground has seen significant improvements, but buses in north-east London are the most overcrowded in my experience (mainly of Sunday afternoon services). Rail replacement services struggle to meet demand, and relatively high frequency buses like the 25 and 69 turn passengers away. Stratford is over-run, Barking is chaotic because of a lack of co-operation from c2c which runs the station. There are no obvious bus routes in south London to have been relieved by the completion of the Overground circle: it has simply opened up new destinations for local residents. CrossRail may relieve the 25 but only to the extent of making the travelling conditions legal for the movement of livestock (humans are denied the same protection). People make life choices about where to live on the basis of existing transport links and this is why changes such as the recently ditched Thameslink proposals cause such an outcry.

With the constant emphasis on overcrowding there has been an over-emphasis on what are seen as key routes at the expense of less frequent services. My impression is that if there is a driver shortage at Highgate garage it is always a 4 that is cancelled rather than a 43. In the evenings this makes for a 40 minute gap which is completely unacceptable even though more people would be more moderately inconvenienced by the loss of the 43.

It is obvious from the various vox pops responding to news stories about HS2 that London is perceived as unduly privileged by those living outside the capital. Most tweeters will have little concept of the vast numbers attempting to travel at what elsewhere in the country are off-peak periods. If the subsidy to London buses were expressed in terms of pounds per passenger mile rather than just an annual figure, it would better reflect its level.

TfL is over-focused on the cost of delivering the morning peak service. The economy may depend on it, but for many people (depending on the nature of their work) arriving a few minutes late for work is a minor irritation compared with arriving too late for the start of the concert or football match, or the departure of their train. I have argued for some time that journeys should be analysed not as business or leisure but as arrival time sensitive or not. If the arrival time is critical, it is the standard deviation of the journey time (from point to point, not bus stop to bus stop) that matters most, not the mean journey time.

For this reason, coupled with the resistance to change occasioned by having chosen a place of residence on the basis of existing transport links, I favour longer routes which may be more susceptible to delay over short routes which require passengers to change. There are other reasons for supporting longer routes: the environment of the interchange point, particularly in inclement weather, and the understandable reluctance of TfL to entertain time based tickets (although technology changes yet to happen might cause this to be revisited). Short routes give rise to some anomalies in making buses more expensive than the tube (although they are minor compared with the perverse

incentives created by the abolition of the zone 2-6 travelcard). Anomalies and perverse incentives distort the pattern of use and need to be addressed before looking at changes to that pattern.

I hope the committee finds these comments constructive in forming its view, and I apologise again for not making them more speedily.

CD

**Laura Warren**, Scrutiny Manager  
Greater London Authority  
City Hall  
The Queen's Walk  
London SE1 2AA

2<sup>nd</sup> September 2013

Dear Sir/Madam,

**Re: Evidence to the Greater London Assembly (GLA) Transport Committee investigation into bus services in London - Bus services in Camberwell and Peckham**

I am responding to the Greater London Assembly (GLA) Transport Committee investigation into bus services in London.

Good public transport links are essential for the people of Camberwell and Peckham. Without a tube service, buses provide vital connections for local people to access local amenities and travel to work in the area and to other places in London.

One of the main bus routes connecting north and south London is the 343 which runs from Nunhead to London Bridge. It's a popular commuter bus that serves large residential areas of north Peckham not connected to the underground or overland trains. It is also the main public transport for Camberwell and Peckham residents working in or around London Bridge area. With no underground or tram, commuters have no alternative but to use the bus.

For years there has been a problem with the section of the route that runs from Peckham to the Elephant and Castle which is so congested during the rush hour (8am to 10am) that people have been left waiting from 15 to 40 minutes as full buses drive past without stopping.

It's a long running problem and Transport for London (TfL) has been reviewing this route since early 2011. But despite numerous complaints from local people and representations from local councillors, our GLA member and myself, the service has not improved. Every day passengers are

repeatedly left at 343 bus stops along Southampton Way, Cottage Green, Wells Way and Thurlow Street route due to overcrowding.

In April 2013, local people, Labour councillors, AM Val Shawcross and myself launched a campaign calling on the Mayor of London and TfL to improve public transport along the 343 bus route, particularly from Southampton Way onwards.

It's totally unacceptable that people are turned away at the bus stop every day because the buses are too overcrowded to pick them up. And it's not safe to leave a crowd jostling on a narrow pavement as they worry about not getting to work or school on time. It's also a problem for elderly people who are left standing for long periods of time, and then get caught in the crush trying to get a seat on the bus.

It is welcome news that TfL has now agreed to add more buses to the route from September 2013. This is a positive sign that TfL is taking the matter seriously but I will continue to monitor the situation to make sure that this vital commuter route does improve for local people.

Southwark and South London have been poorly served by public transport for years. Camberwell and Peckham in particular are growth areas attracting new residents and new housing. Fundamental to the regeneration of this part of London was the promise of a new efficient transport system through the area and across the river to major transport hubs in the north of the city.

When Londoners are benefitting from the investment in transport projects such as Thameslink, the underground upgrades and Crossrail, we must ensure that residents in Camberwell and Peckham also benefit from investment.

Improving the 343 bus route, and bus services across Camberwell and Peckham, would send a clear signal to local people that TfL has been listening to people's concerns and is committed to providing a first rate bus service for the hard working people of my constituency.

Best wishes,

A handwritten signature in dark ink that reads "Harriet Harman MP". The signature is written in a cursive, flowing style.

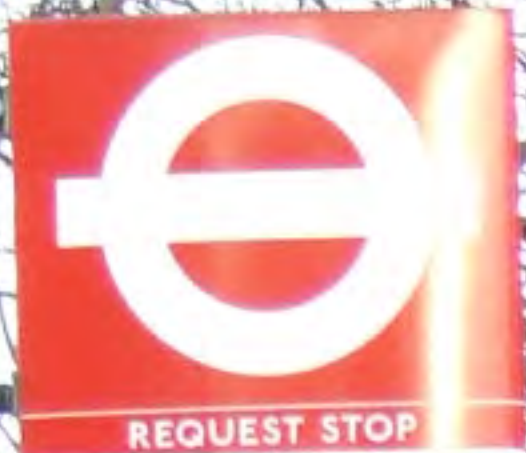
Harriet Harman MP

Cc: Cllr Barrie Hargrove  
Cllr Cleo Soanes









REQUEST STOP

Southampton Way Estate

towards  
Elephant & Castle

343

Night Bus  
N343



To Whom It May Concern:

***Linzi Roberts-Egan***

Director – Early Intervention  
& Progression

***Children and Young People's Services***

Newham Dockside  
1000, Dockside Road  
London E16 2QU  
tel: 0203 373 2631

Ask for: Beverly Donn

Date: 15.07.2013

Re: bus evidence investigation

I am employed by Newham council as a Travel co-ordinator for children with disabilities, considering the travel needs of these children going from home to school or college. We have a number of students who travel to and from school using a Travel Buddy (an escort provided by the local authority) and accessing local public transport. At the time of writing we have no student using public transport who is a wheelchair user; although I believe we do have some students who would be capable of travelling on public transport.

There is no doubt that TFL has spent a significant amount of money on improving the accessibility of buses, with ramps and “kneeling bus” technology and so on. However there are still significant difficulties for wheelchair users on the bus due to “human error”! Often the space for wheelchair users is taken up with buggies / pushchairs and parents are unprepared to fold their buggies up and some drivers are unprepared to insist that this occurs. Likewise some drivers are unwilling to lower the ramp and / or to operate the “kneeling bus” so again wheelchair users are unable to gain access to the bus, possibly due to the technology taking time to operate and the drivers being keen to complete their route in the time allowed. There are also issues surrounding the technology not working which again puts wheelchair users at a significant disadvantage.

I am aware that one of the arguments is that at peak times it can be difficult for wheelchair users to access the bus and that they should travel at different times. However if the wheelchair user is trying to travel to work or school this is totally unreasonable.

Through experience I would state that it is very much depends on the attitude of the driver as to whether or not a wheelchair user can travel on TFL buses. Where a driver is clear to other users about their requirements (i.e. to fold up buggies or to leave the bus) then a wheelchair user can use a TFL bus successfully; where a driver is unprepared to

challenge other users then often a wheelchair user can be waiting for an undeterminable length of time for a TFL bus.

Beverly Donn

Travel co-ordinator

### **London Assembly review of bus services August 2013**

#### **Express bus services in outer London**

*Please note that the views below are the personal opinion of Gerry Devine and do not represent official policy of the organisations mentioned.*

This note highlights the need for express or limited stop bus services to make public transport in outer London more attractive for intra-suburban journeys, particularly to motorists. These trips can be inordinately time-consuming by whatever mode is chosen, due to high levels of road congestion especially at peak times. Fastest public transport alternatives often require a journey into Central London because of the mainly radial nature of the rail and tube networks. This causes additional congestion on these networks, as well as incurring a higher fare via Zone 1.

Boris Johnson's 2008 mayoral manifesto included a proposal for 'a network of express bus services linking rail stations in South London' <sup>1</sup> This was mentioned at the Transport Times mayoral hustings that year, when Boris agreed that the concept could be applied elsewhere across suburban London. He went further by suggesting it could be funded by money saved from fare avoidance when his plans to abolish bendy buses were implemented. Following the election, a new Transport Strategy was commissioned and Policy 7 included a commitment to 'seek to improve orbital connectivity in Outer London particularly between adjacent metropolitan town centres where shown to be value for money' <sup>2</sup>.

Whilst London Overground has spectacularly improved orbital connectivity in the corridors it now serves, there has been little evidence of corresponding improvement in connectivity of bus services serving boroughs and town centres outside the Overground loop. There are isolated examples between Ilford and Barking (routes EL1/EL2) and Croydon, Kingston and Heathrow (route X26) where transit style operation and enhanced frequency express service respectively have been introduced, but there are still no direct bus (or tube/rail) services linking some key town centres e.g. Ealing, Harrow and Hounslow. Croydon Tramlink provides good connections across parts of South London, but it seems unlikely that any more tram schemes will be built in the capital for the foreseeable future, which makes consideration of the role of faster bus services more necessary than ever.

TfL's reluctance to consider faster and more direct bus services between key centres in outer London seems to be due to:

- Lack of funding for the development of such services.
- The ending of the London Bus Priority Network, which has reduced the potential for new bus priority schemes to expedite the passage of buses along congested outer suburban routes.
- Absence of any targets for modal switch from car to bus.

With the projected growth in London's population and continuing car ownership aspirations of many people, this will lead to increased congestion in outer suburban areas unless road pricing mechanisms are used to control traffic growth.

There also appears to be some institutional resistance within TfL to limited stop bus services. Only three out of nearly seven hundred bus routes operated by TfL come into this category: X26 already mentioned, X68 a radial peak hour only service between West Croydon and Central London, and 607 between Shepherd's Bush and Uxbridge. This is in marked contrast to other cities in the UK and abroad where express bus services are far more common, even where there are well developed suburban rail networks, e.g Glasgow, Berlin, Copenhagen, New York and many others throughout the world.

TfL's policy is to provide a comprehensive bus network with a stop within walking distance of as many homes as possible in the Greater London area, and for all bus services to call at every stop. Services which by-pass certain bus stops on parallel routes are regarded as wasteful, even though many more people could benefit from considerably shorter journey times than those who would receive a disbenefit from a reduced frequency at the by-passed stops.

An example of how an express bus service could provide a cost effective but significant improvement to public transport in outer London is the Fastbus project which was developed some ten years ago by the London borough of Brent for the Wembley-Park Royal-Acton corridor. It was supported by a number of key organisations including the West London Alliance, Park Royal Partnership and NHS North West London Hospitals Trust. A detailed independent demand study was commissioned jointly by Brent Council and Park Royal Partnership from Colin Buchanan and Partners in conjunction with Halcrow, and showed that the proposal could use much existing infrastructure and would break even within two years of the start of operations and would be a net contributor to TfL's finances.<sup>3</sup> Despite this it was rejected by TfL who have consistently refused to consider the concept.

With the advent of Crossrail, the relevance of express or limited stop bus services needs to be re-examined. To maximise the benefits of Crossrail, its catchment area should be extended to cater for a greater number of Londoners by providing express bus services. Those living or working on the relevant corridors, with existing bus services direct to the nearest Crossrail station will clearly benefit anyway, but there is a need for faster public transport access along orbital routes feeding into Crossrail stations in east and west London, which conventional bus services cannot deliver. Boroughs which will not be directly served by Crossrail for example from Harrow, Brent, Hounslow and Redbridge, could benefit considerably from this.

In conclusion, the existing bus network, though much improved in recent years, will fail to attract enough private car users in outer London to avoid increasing gridlock unless bus journey times can be significantly reduced on key corridors by the provision of express or limited stop services.

Gerry Devine  
August 2013

<sup>1</sup> London Mayoral manifesto, Boris Johnson 2008

<sup>2</sup> Mayor's Transport Strategy 2010 Chapter 4 para 4.2.2.6

<sup>3</sup> See appendix, Wembley-Park Royal Fastbus 2007

## Appendix      *WEMBLEY—PARK ROYAL FASTBUS PROPOSAL 2007*



Wembley—Park Royal Fastbus is a proposal for an express orbital public transport route linking Wembley, Park Royal and Acton. High quality buses would be used with existing and planned bus priority measures, including new bus-only facilities across brownfield sites which are being redeveloped now.

Wembley Park	Wembley Arena	Wembley Stadium	Wembley Triangle	Stonebridge Park	Grand Union	Park Royal	CMH/Asda	North Acton	Acton Mainline
○	○	○	○	○	○	○	○	○	○
Jubilee Metropolitan		Chiltern Railways		Bakerloo London Overground		Piccadilly		Central	First Great Western Heathrow Connect ? Crossrail ?

### BENEFITS

- Link two of the major regeneration areas in North West London.
- Connect a minimum of seven rail lines by convenient surface transport link.
- Provide a fast alternative orbital corridor to the North Circular Road.
- Offer a viable public transport alternative to the private car with high quality vehicles and a reliable service.
- Help to reduce the growth in road traffic.

Public transport in Brent has good radial routes but is weak for orbital movements, with a particular deficiency between Wembley and Park Royal,

where the North Circular Road creates severance problems which Fastbus will address.

Many orbital journeys in North and West London require people to travel via Central London, which further increases pressure on the public transport system. If some of these journeys could be shortened by use of the orbital link which Fastbus would provide, there will be a net increase in capacity of some of the radial routes at low cost compared to conventional transport infrastructure.

## **IMPLEMENTATION**

Brent Council has worked closely with developers, consultants and the TfL Bus Priority Team to provide high quality bus priority measures in support of the proposed route. Some of these measures are already in place and serve existing bus services along parts of the Fastbus route, whilst others are included in the Local Implementation Plan 2007-9. Brixton PLC have committed £1.7m to a new road link in Park Royal with bus lanes which Fastbus could use from 2008 onwards.

The Council and Park Royal Partnership have jointly funded a study of potential demand for the service. This was completed in August 2007 by Colin Buchanan and Partners, supported by TfL's consultants Halcrow, showing high demand especially in peak hours, when standard single deck buses would be full on certain sections of the route.

In its first year, Buchanan forecast Fastbus should cover its operating costs of around £1.2m, including drivers wages etc., fuel, maintenance and management time, by generating revenue of approximately £1.37m. However, capital costs and promotion and publicity are not included.

Passenger demand would be from a combination of sources including:

- abstraction from existing bus routes (minimal, no reductions in service);
- diversion from Tube journeys from one part of North West London to another which could be completed without having to change trains in Central London (thus freeing up vital capacity on these routes for future growth);
- newly generated traffic (journeys not viable at present on public transport);
- modal shift from car users who could be attracted to the new service.

## **SUMMARY**

- The Fastbus concept has the support of Brent Council, Park Royal Partnership and the West London Alliance, including the six London Boroughs which form the Westtrans partnership.



- Fastbus meets all the criteria for future transport projects in TfL's Transport 2025 review, and is designed to ensure that growth in housing and employment to meet the London Plan is achieved without imposing intolerable pressure on the existing road network, which is barely able to cope with existing demand.
- Conventional public transport solutions will not solve this problem, and TfL approval will continue to be sought for the scheme which is vital to North West London's future prosperity.

Fastbus could potentially serve an extended orbital corridor in North West London, between Brent Cross/Cricklewood and Acton (for Crossrail and Heathrow Connect) and with local extensions could provide much needed extra capacity in places such as Wembley Town Centre, Harlesden, Church End, Neasden and Brent Park by linking these to radial Tube and rail routes. The proposal would therefore bring benefits locally, sub-regionally and London-wide.

(Produced by London Borough of Brent Transportation Planning Unit 2007)

By way of introduction I am the Chair of Kensal Rise Residents Association (KRRA) in Kensal Rise, London.

The association was set up in response to a number of challenges facing the area including the weekly operation of 12,821 bus services by TfL in our area. The attached documentation which sets out the context of the bus problems experienced in Kensal Rise.

There are now 7 bus routes operating on the primary road, Chamberlayne Road, which cuts through Kensal Rise, a pre-dominantly residential area.

We have done our research and cannot find any other residential road in London with such bus dominance.

Chamberlayne Road is a narrow single dual carriageway and with this volume of buses, congestion and accidents are rife.

In the last 3 years there have been 32 accidents including fatalities on Chamberlayne Road, which is just 1 mile long and accounts for nearly 2% of accidents in Brent.

This is no surprise given that the road is narrow so pedestrians and cyclists are regularly squeezed off road by buses. This is unacceptable.

Kensal Rise is not a burgeoning metropolis so residents question why TfL sends thousands of buses to the area especially as hundreds of these buses on routes 302, 28 and 452 in particular travel for miles to and from Kensal Rise more or less empty or as "ghost buses".

This is a waste of valuable bus resources as there are many areas in London desperate for such.

It is also a highly questionable use of taxpayers' monies as TfL pays the bus operators mileage payments for operating these ghost buses.

It is evident from our observations and data supplied by TfL that its schedule setting practices for bus operators operating in and around Kensal Rise or wider London for that matter has little correlation to passenger demand.

If it did we would not have a situation, as is the case with route 302, where 250 bus services are dedicated daily to transport just over 600 passengers between Willesden and Kensal Rise where this route terminates at the latter stop.

You may be interested to know that this section of route is also served by route 52, which has 355 services with each one stopping at the same stops as route 302 on this section of route.

Data sourced from TfL shows that route 52 is not operating to full capacity on this section of route so it could easily accommodate the 600 odd passengers from route 302 who travel between Willesden and Kensal Rise.

As mentioned route 302 has 250 services assigned daily to it and carries just 600 passengers between Willesden and Kensal Rise where it terminates at the latter point before returning back to Willesden.

Were it filled to capacity on this section of route it would be transporting 20,500 passengers yet it is only carrying 600 daily or on average 2.4 passengers per service. Is this a sensible use of bus resources on the part of TfL?

Also the distance between Willesden and Kensal Rise is 1 mile for which the operator - Metroline - gets paid £4.70 per mile.

So a 2 ghost mileage trip by the operator costs TfL, or rather the taxpayer £9.40 before late operation penalties etc are deducted.

From the above data, it is evident that across 250 services daily, this operation of empty miles / ghost buses could be quite a lucrative earner for the bus operator per annum and this is just for one route - route 302. Is this a sensible use of taxpayers' monies and valuable bus resources?

It is evident that TfL's bus practices do not take into account the impact that such have on residents living along bus routes or the environment and this needs to be addressed given the untold misery caused to residents by day and night as a result of the extraordinary volume of buses in Kensal Rise.

This extraordinary volume of buses is having a significant negative impact in the area by way of the immense levels of congestion and noise pollution caused and to the significant detriment of residents.

Another nuisance is that these heavy buses cause residents' properties to shake. Residents have no respite from the noise or shuddering of properties as the buses operate on the minute through out the day and night. The problems of sleep deprivation are well-documented - high blood pressure, depression, anxiety etc.

For many years now residents have been trying to engage both TfL and Brent Council to address the bus problems in Kensal Rise but progress has been very slow.

Were I at the meeting I would have certainly raised Kensal Rise residents' concerns about the extraordinary number of buses and ghost buses operating in our area for the reasons mentioned above (congestion, noise pollution, accidents, misuse of valuable bus resources to the significant detriment of bus users in need of such in other areas and negative impacts on Kensal residents as a result); and queried why TfL is allowed to continue with paying bus operators for operating ghost buses, using tax payers' monies, when other vital public organisations in health, policing etc are facing cuts due to the poor state of the UK economy?

KRRA has done a lot of research into the above issues and are strongly of the view that TfL's bus practices need to be scrutinised particularly with regards to its uneconomical use of valuable bus resources and mileage payments made to bus operators in the absence of justifiable passenger demand, as is the case with routes

302, 452 and 28 operating in and around Kensal Rise where it is clear to all but TfL there is very little passenger demand for these routes. Even TfL's own data, which it has shared with us, points to this.

I appreciate the deadline for submissions has passed; but I have been out of the country, and as I am the lead on bus problems in Kensal Rise, I hope that you can still consider the attached documentation which sets out the context of the bus problems experienced in Kensal Rise.

I have also attached passenger loading data in and around Kensal Rise and you will see that most of the passenger demand for routes 302, 28 and 452 takes place several miles from Kensal Rise so why are thousands of these buses from this particular route sent to Kensal Rise weekly just to cause congestion and noise pollution in the area, and in coming here depriving other bus users of these valuable resources?

I would like to take this opportunity to say that Kensal Rise residents are not anti-buses; but rather question the mismanagement of such valuable resources and taxpayers' monies by TfL when there are other areas in London desperate for buses.

I look forward to hearing from you.

Yours sincerely,

Fiona  
Chair, Kensal Rise Residents Association

---

Further to your email below to Tom, I just wanted to thank you on behalf of Kensal Rise Residents Association for agreeing to include the attached documentation in the GLA inquiry. This documentation sets out the context and narrative on the severe bus problems in Kensal Rise.

[http://www.youtube.com/watch?v=6\\_scu2LJlJA&feature=em-upload\\_owner](http://www.youtube.com/watch?v=6_scu2LJlJA&feature=em-upload_owner)

We look forward to hearing what the next steps on the GLA investigation will be.

Regards,

Fiona Mulaisho



**Fiona Mulaisho**

[fionamulaisho@yahoo.com](mailto:fionamulaisho@yahoo.com)

**Tel number: 07759 420 259**

***“Putting the village back into Kensal Rise”***

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# Purpose of paper

To present to the Mayor and Transport for London (TfL) Kensal Rise residents' concerns about TfL's bus policy in Kensal Rise, NW10, specifically for Chamberlayne Road. These concerns are in respect to the:

- ❑ High volume of buses operating in Kensal Rise especially as many of them travel to and from the area more or less empty;
- ❑ Significant deterioration in residents' quality as a result of the high volume of buses and noise produced throughout the day and night;
- ❑ High levels of congestion caused by the over supply of buses along an already busy road and this hinders residents and bus users' journeys;
- ❑ High level of noise and air pollution produced by the Volvo buses operated by Metroline;
- ❑ Poor utilisation of tax payers' money arising from mileage payments made to operators where there is already adequate bus provision on a particular route.

## **We recommend TfL:**

- ❑ Review the high volume of buses coming to and from Kensal Rise;
- ❑ Differentiate between roads with residential properties and larger roads on high streets when deciding on bus routes;
- ❑ Review its bus policy holistically in relation to Kensal Rise rather than simply review individual routes in isolation;
- ❑ Ensure that it allocates buses across London fairly; .
- ❑ Obtain the best value for tax payers through reviewing bonus / mileage payments made to bus operators and schedules; and
- ❑ Protect residents and the environment through imposing measurable and stringent emission requirements on bus operators.

## **KEY INSIGHT:**

- ❑ Given the significant negative impact that too many buses, many of which are empty, are having on residents' lives, we ask TfL to review and consider its current bus policies / operations for the area and develop solutions which respect residents' peace of mind and the environment, allocates buses across London more efficiently, and delivers value to the tax payer.

# Background

- ❑ Chamberlayne Road is lined with residential properties and some shops. It is not a high street or a central business area yet daily it suffers severe bus congestion levels not experienced on other comparable roads with a similar aspect e.g West End Lane, West Hampstead.
- ❑ Seven routes are assigned to Chamberlayne Road and according to data sourced from TfL, between January and March 2011 6,421 southbound and 6,400 northbound scheduled buses operated along Chamberlayne Road on a weekly basis, and this is still the case today.
- ❑ This high volume of bus traffic is causing significant congestion, noise pollution and disruption to residents as the buses cause residents' properties to shake. The shaking has also resulted in cracks developing in the walls of residents' properties as the buses are heavy and the road is of a poor standard to support the volume and weight of buses.
- ❑ The buses operate throughout the day and night thus impacting on residents' ability to use street facing rooms in the daytime and cause disturbance to sleep at night.
- ❑ The magnitude of disruption to residents' lives is illustrated by the following:
  - *On each day between Monday and Friday, 972 buses operate on Chamberlayne Road, and over an 18 hour period this means that a bus is driven past a resident's property nearly every minute.*
- ❑ The buses are noisy with many emitting a sound similar to a jet engine. Noise readings have been found to be 90 decibels plus.



Chamberlayne Road, Kensal Rise, 9am



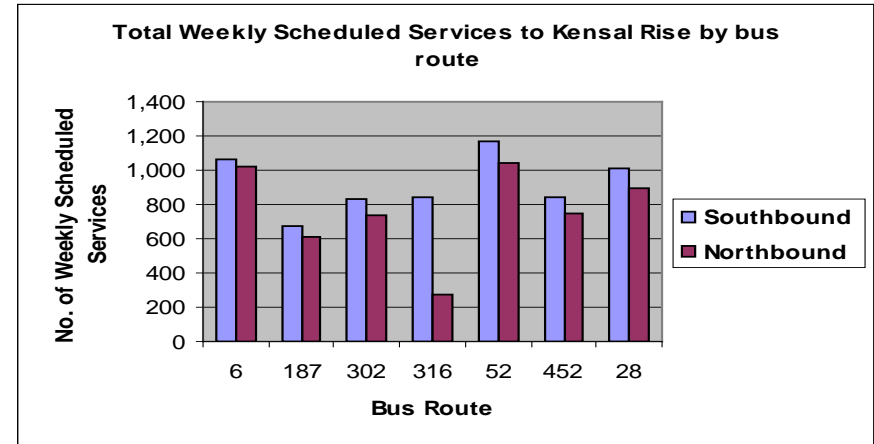
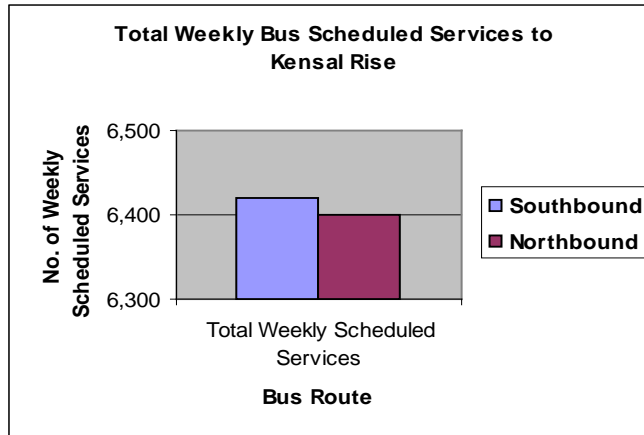
West End Lane, Hampstead, 9am

## KEY INSIGHT / S:

- ❑ What was once a reasonably quiet residential area has been transformed into a heavy duty bus “depot” by TfL.
- ❑ Since 2004 residents have been raising the above issues directly with TfL. However, little action has been taken only until a question was put forward to the Mayor at his quarterly Talk London events and we hope progress will be made from this.



# Breakdown of Daily Scheduled Services by Route on Chamberlayne Road



Source: Freedom of Information (FOI) Request, Transport for London, TfL

- ❑ **Weekly scheduled service on Chamberlayne Rd:\***

Southbound	6,421
Northbound	6,400
- ❑ **Daily scheduled services on Chamberlayne Rd:\***

Monday to Friday	972
Saturday	905
Sunday	656
- ❑ Seven routes - 6, 302, 187, 52, 452, 28 and 316 - are assigned to Chamberlayne Road.
- ❑ The scale and burden of this high volume of buses on residents is best illustrated by the fact that 7,000\* scheduled services operate across London on a daily basis. Effectively 14% of London's scheduled bus services are routed through Chamberlayne Road daily causing untold congestion, noise and significant disturbance to residents living along this road and in the surrounding area.

## KEY INSIGHT / S:

- ❑ As residents, we welcome any improvements made to London's transport network and support an efficient bus network. However, we are concerned that there are too many buses coming to our area, and passenger demand to warrant this over-subscription is not evident. This is not an efficient use of tax payers' money, particularly as the 302, 28, 452 come to and leave Kensal Rise more or less empty.
- ❑ Many areas in London lack adequate bus provision, suffer overcrowding on routes etc, and we question why TfL continues to flood our area with hundreds of empty buses, particularly on routes 302, 452 and 28.

# Breakdown of Daily Scheduled Services by Route Direction

- ❑ The following table shows bus route and direction on Chamberlayne Road and the number of scheduled buses per day in January, February and March 2011.

## Scheduled Services - Southbound

## Scheduled Services - Northbound

Route	Mon - Fri	Sat	Sun	Weekly Total		Mon - Fri	Sat	Sun	Weekly Total
6	162	148	104	1,062		162	148	104	1,062
187	103	96	63	674		103	96	65	677
302	126	117	82	829		124	115	81	816
316	127	119	89	843		128	118	89	847
52	178	163	113	1,166		177	162	112	1,159
452	126	118	90	838		125	117	89	831
28	150	144	115	1,009		150	143	115	1,008
Total	972	905	656	6,421		969	899	655	6,400

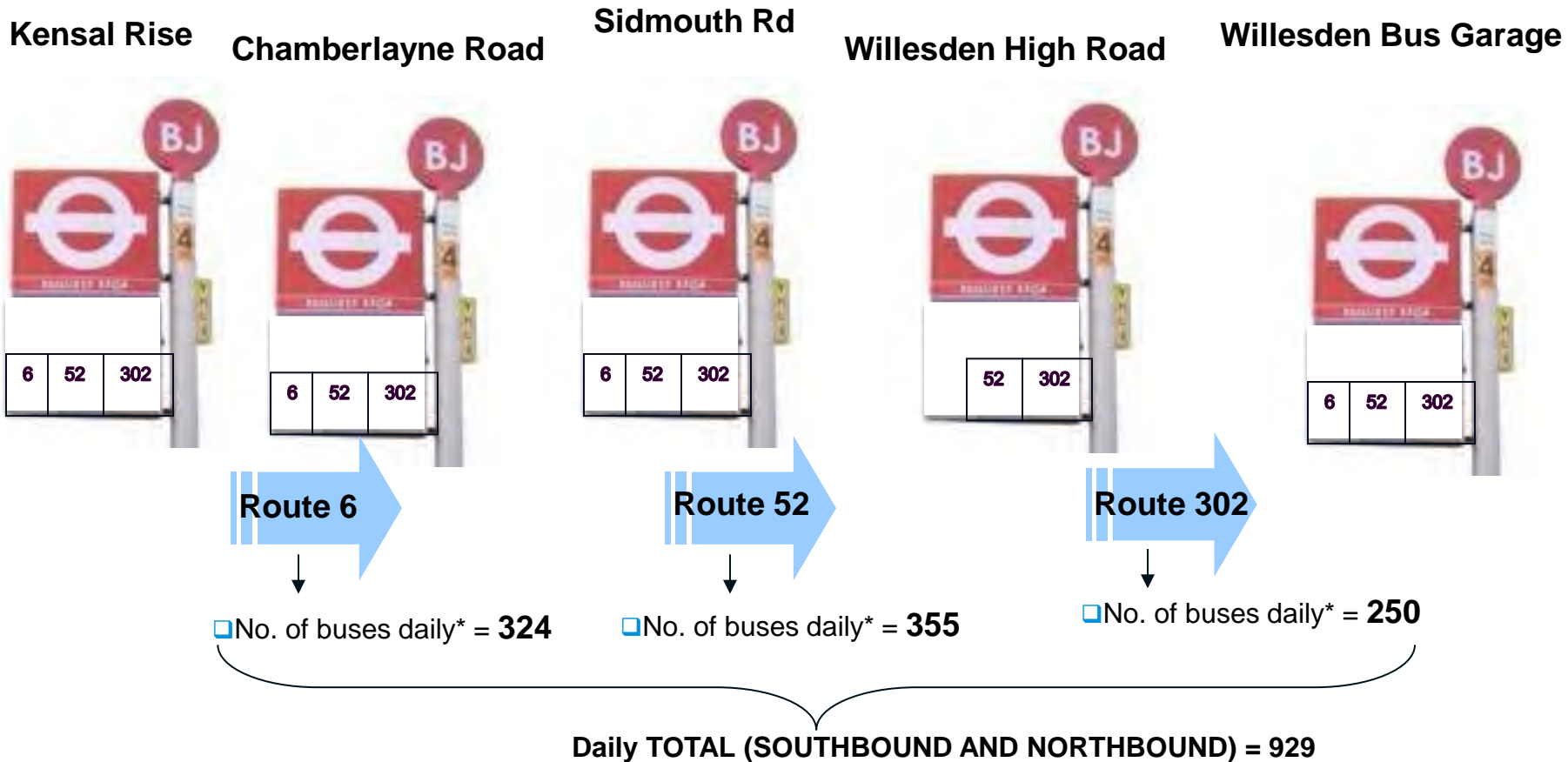
Source: Transport for London, TfL

- ❑ A significant number of these buses, particularly the 302, 28, 452, travel to and from Kensal Rise more or less empty but yet account for 42% of buses sent to and from Kensal Rise. The huge overwhelming presence of these buses adds considerably to the noise, congestion and disturbance caused to residents.
- ❑ The 52 and 302 both travel to Willesden High Road from Kensal Rise. Willesden neighbours Kensal Rise and is a developed business area. The 6, which also travels to Willesden, serves some of the 52 and 302 routes. As residents, it is not uncommon to see the 52, 302 and 6 travelling in convoy towards Willesden from Kensal Rise with 2 out these 3 buses more or less empty. The same observations on empty buses apply to the 452 and 28.

### KEY INSIGHT / S:

- ❑ TfL need to balance the needs of Kensal Rise residents vis a vis that of bus traffic by re-allocating under utilised buses to areas where there is a clear demand for more as well as spread the load to other areas.
- ❑ It is evident that there is an over-subscription of buses to the Kensal Rise to Willesden route and TfL need to review this current arrangement, especially as passenger demand for the 302, for example, picks up from Willesden High Road, direction northbound. So why are so many 302 buses sent to Kensal Rise?

# An example of the over-subscription of buses to the same route (Buses 302, 6 and 52)



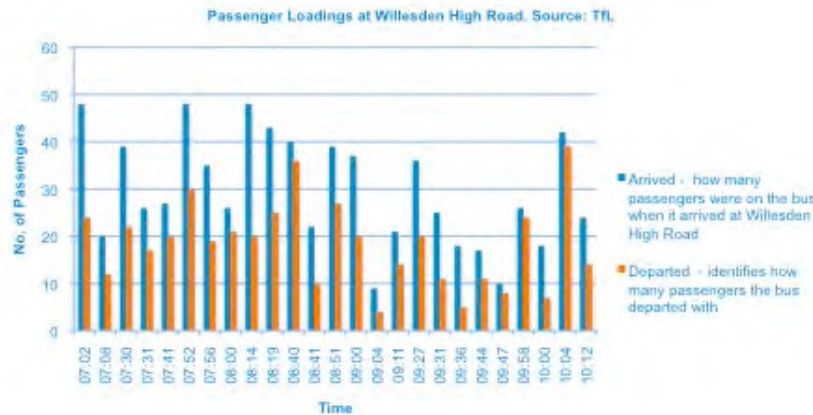
\* Mon – Fri (South and Northbound)

## KEY INSIGHT:

- The current volume of 302 buses coming to Kensal Rise is a questionable use of valuable transport resources and taxpayers' money. We ask TfL to consider the options of spreading / sharing these buses to other roads or re-allocating them to areas which currently lack adequate bus provision. The same considerations should also apply to routes 28 and 452.

# Does the 302 route deliver value for bus users across London and tax payers?

- On each day between Monday to Friday 126 302 buses travel to Kensal Rise, reducing to 117 on Saturday and 82 on Sunday.
- Information sourced from a FOI put to TfL shows that capacity on the 302 route was increased as the operator (Metroline) “reported crowding at Blackbird Hill and Neasden Lane, southbound, between 0750 and 0820, and at Neasden, northbound, between 1800 and 1830.
- A response from an FOI put to TfL states that there are no documents or records to evidence the above information even though changes were subsequently made to the 302 route. The only other material available is a consultation document sent to public bodies and not bus users or residents. This document merely informed recipients that there would be no changes to the 302 and only one respondent – Travel Watch – responded by acknowledging receipt of the document.
- The chart below shows the results from a passenger survey conducted by TfL. The chart shows the number of passengers that 302 buses arrived or departed with at the Willesden High Road stop.
- As an example, between 7.02am and 10.12am twenty five 302 buses arrived at the Willesden High Road stop. The total number of passengers departing from the Willesden High Road stop on a 302 bus and in between the hours of 7.02am and 10.12am was 284. This equates to an average of 11 passengers per 302 bus.\* A double-decker bus has a seating capacity in excess of 70.



## KEY INSIGHT / S:

- It is questionable how TfL and Metroline were able to justify the increase in the formerly single-decker 302 route to a double-decker more so as it is apparent that peaks in demand occurred at certain hours of the day.

# Does the 302 route deliver value for bus users across London and tax payers?

- ❑ Commentary on <http://www.tfl.gov.uk/tfl/businessandpartners/buses/tenderresults/Research> states:
  - Quality Incentive Contracts are based on gross cost contracts but also contain incentive provisions in the form of performance payment bonuses and deductions for Excess Waiting Time (EWT) etc.
  - The operator develops timetables, schedules and staff rotas.
  - Contract payments to operators are related to the mileage operated and overall reliability of the service.
- ❑ Along with other routes to Kensal Rise Metroline operates 126 302 bus to and from the area.
- ❑ In October 2009 Metroline was awarded a cost per mile contract of £4.70.
- ❑ The distance between Kensal Rise (Station Terrace) and Willesden High Road is approximately 1.2 miles.
- ❑ The following table shows the potential gross (before deductions) mileage cost to TfL. It is based on 126 302 buses travelling on a single trip to Kensal Rise from Willesden High Road and back to the high road and what this cost is over five days and one week.

	Mileage Payment (£)		
	Daily -(Mon - Fri)	Saturday*	Sunday*
To Kensal Rise from Willesden High Road	592.20	549.90	385.40
From Willesden High Road to Kensal Rise	592.20	549.90	385.40
<b>TOTAL</b>	<b>1,184.40</b>	<b>1,099.80</b>	<b>770.80</b>
<b>5 day TOTAL</b>	<b>5,922.00</b>		
<b>7 Day TOTAL</b>	<b>7,792.60</b>		

## KEY INSIGHT:

- ❑ From the 5 and 7 days cost one gets a sense of how much of tax payers' money TfL is wasting on "empty" mileage payments to operators such as Metroline, especially if the same calculation is done for other routes in London with the same issues as Kensal Rise of which there must be many. 115

\* Saturday and Sunday costs are based on the number of 302 buses operated on these days - 117 and 82 respectively.

## What we want TfL to do

- ❑ TfL's modus operandi of flooding London streets with buses in order to meet transport objectives and targets, regardless of whether there is a demand / need for such, and despite the severe negative impact on residents, tax payers and the environment is in our view not an acceptable and sustainable transport strategy / policy.

We ask TfL to:

- ❑ **R**evisit and review its bus policy for Kensal Rise particularly on Chamberlayne Road;
- ❑ **R**eview bus passenger demand in our area vis a vis current supply of scheduled services;
- ❑ **R**emove inefficient and poor utilised bus services such as the 302, 452 and 28 from Kensal Rise to Willesden and re-allocate these to areas with greater need;
- ❑ **R**educe waste of tax payers' money through reviewing transport policies, bonus arrangements and mileage payments made to bus operators;
- ❑ **R**espect and consider residents and not just bus users; and
- ❑ **R**espect the environment by introducing measures aimed at reducing noise pollution and other emissions produced by buses, which bus operators have to comply with.

# Appendix: A

Data is in respect of a passenger survey conducted by TfL on the 302

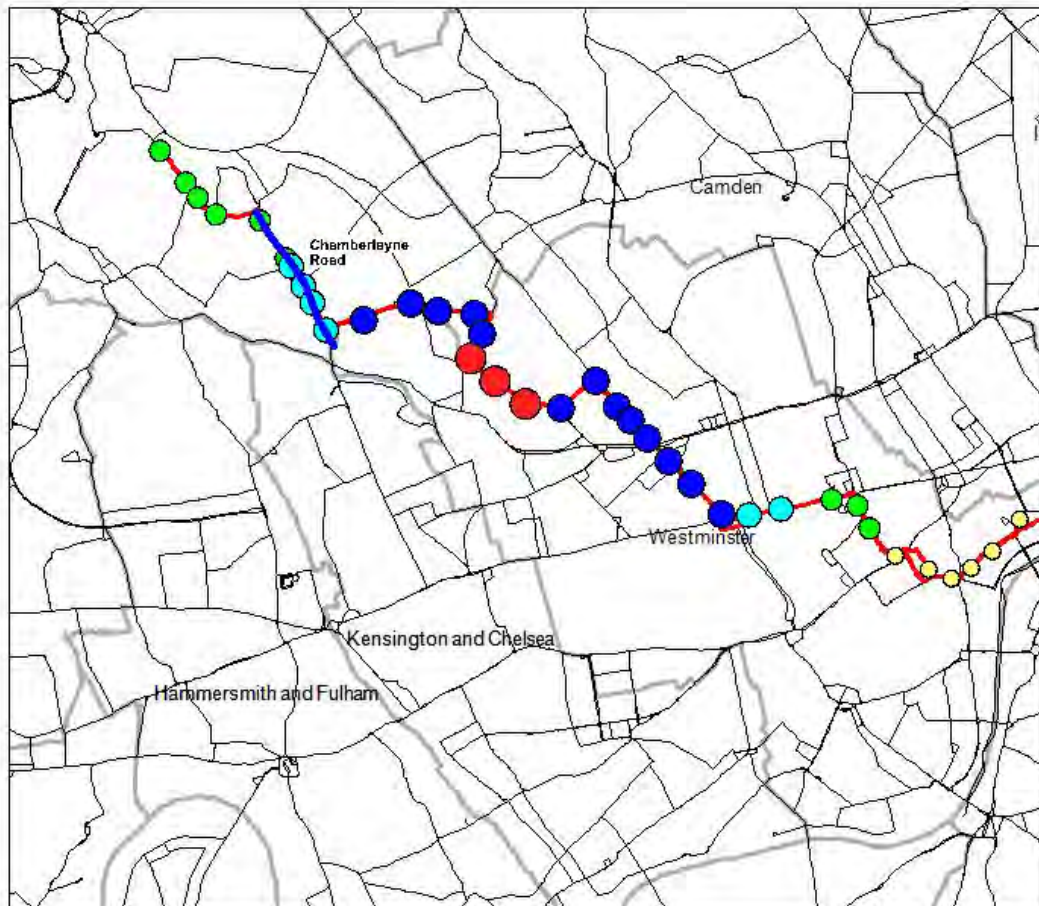
Sorting Column	Date	Keypoint Desc	Node Id	Node Desc	Actual Time	Route Num	Run Num
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	07:02	302	365
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	07:08	302	359
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	07:30	302	361
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	07:31	302	363
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	07:41	302	364
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	07:52	302	351
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	07:56	302	352
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	08:00	302	353
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	08:14	302	366
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	08:19	302	354
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	08:40	302	356
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	08:41	302	355
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	08:51	302	365
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	09:00	302	357
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	09:04	302	358
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	09:11	302	359
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	09:27	302	360
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	`	WILLESDEN HG RD AT BRONDESBURY PK Q	09:31	302	361
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	09:36	302	362
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	09:44	302	363
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	09:47	302	364
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	09:58	302	351
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	10:00	302	352
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	10:04	302	353
14/06/2006	14/06/2006	WILLESDEN HIGH ROAD	5	WILLESDEN HG RD AT BRONDESBURY PK Q	10:12	302	366

Source: TfL

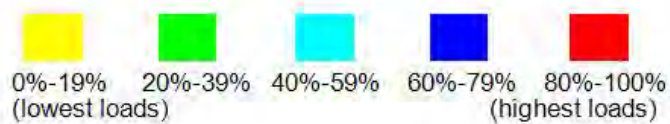


## Route 6 southbound

Loading profile for the morning peak hour



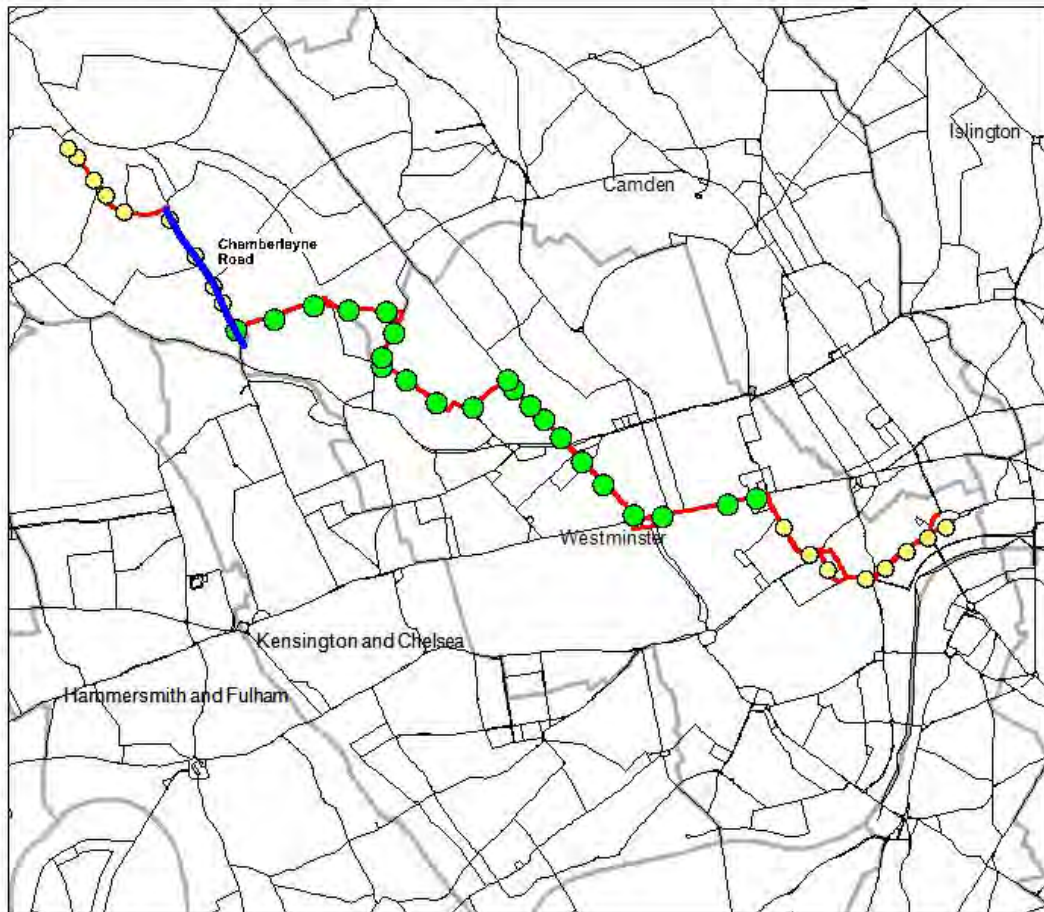
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.



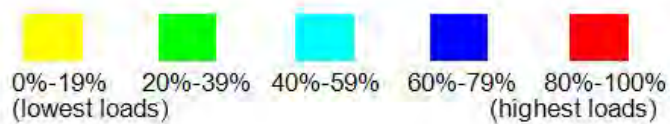


## Route 6 northbound

Loading profile for the off peak period

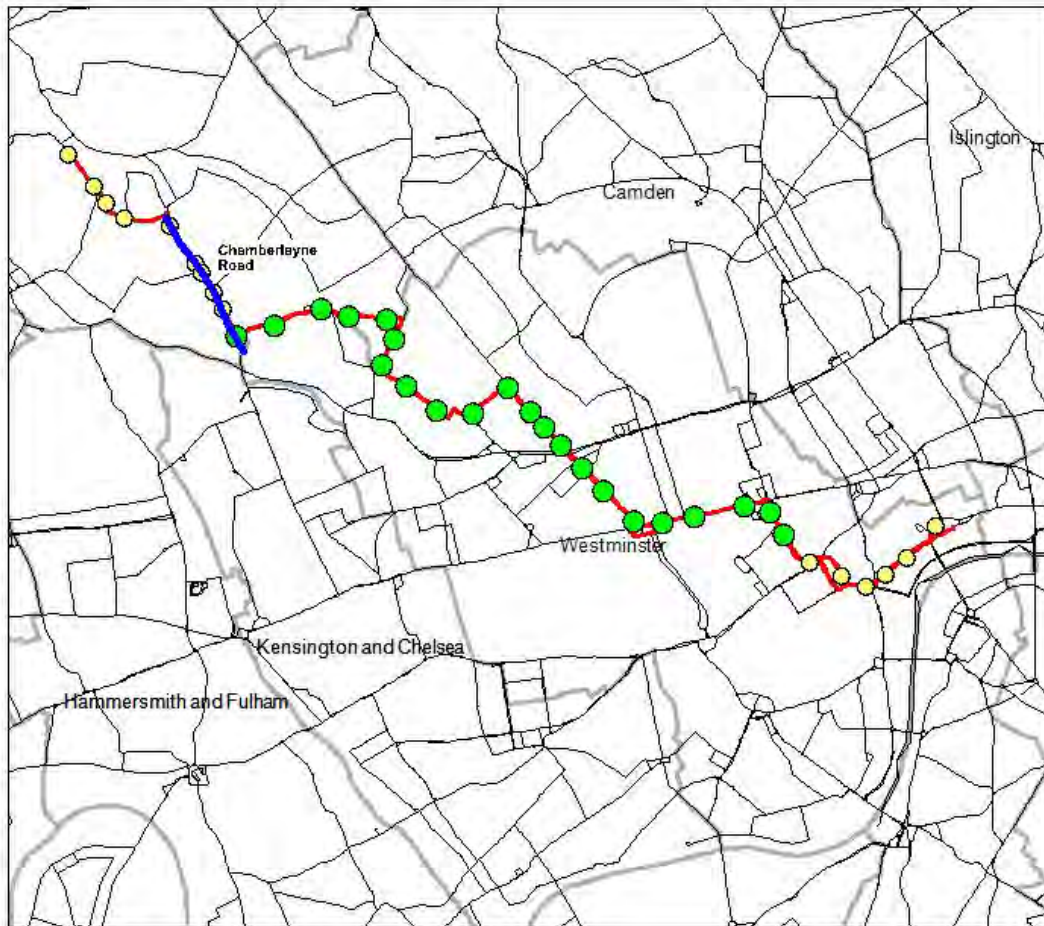


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.

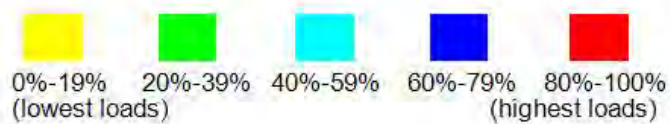


## Route 6 southbound

Loading profile for the off peak period

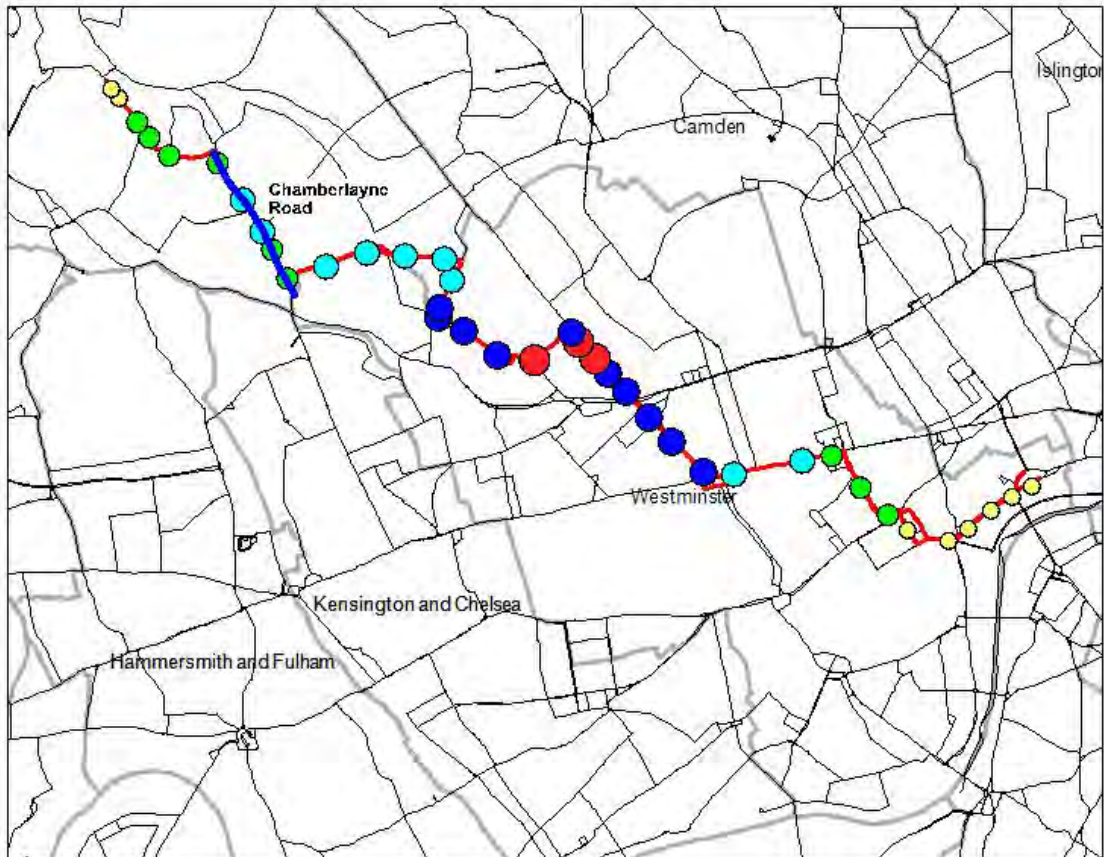


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.

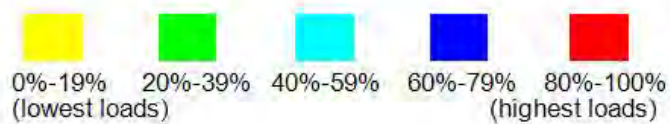


## Route 6 northbound

Loading profile for the evening peak hour



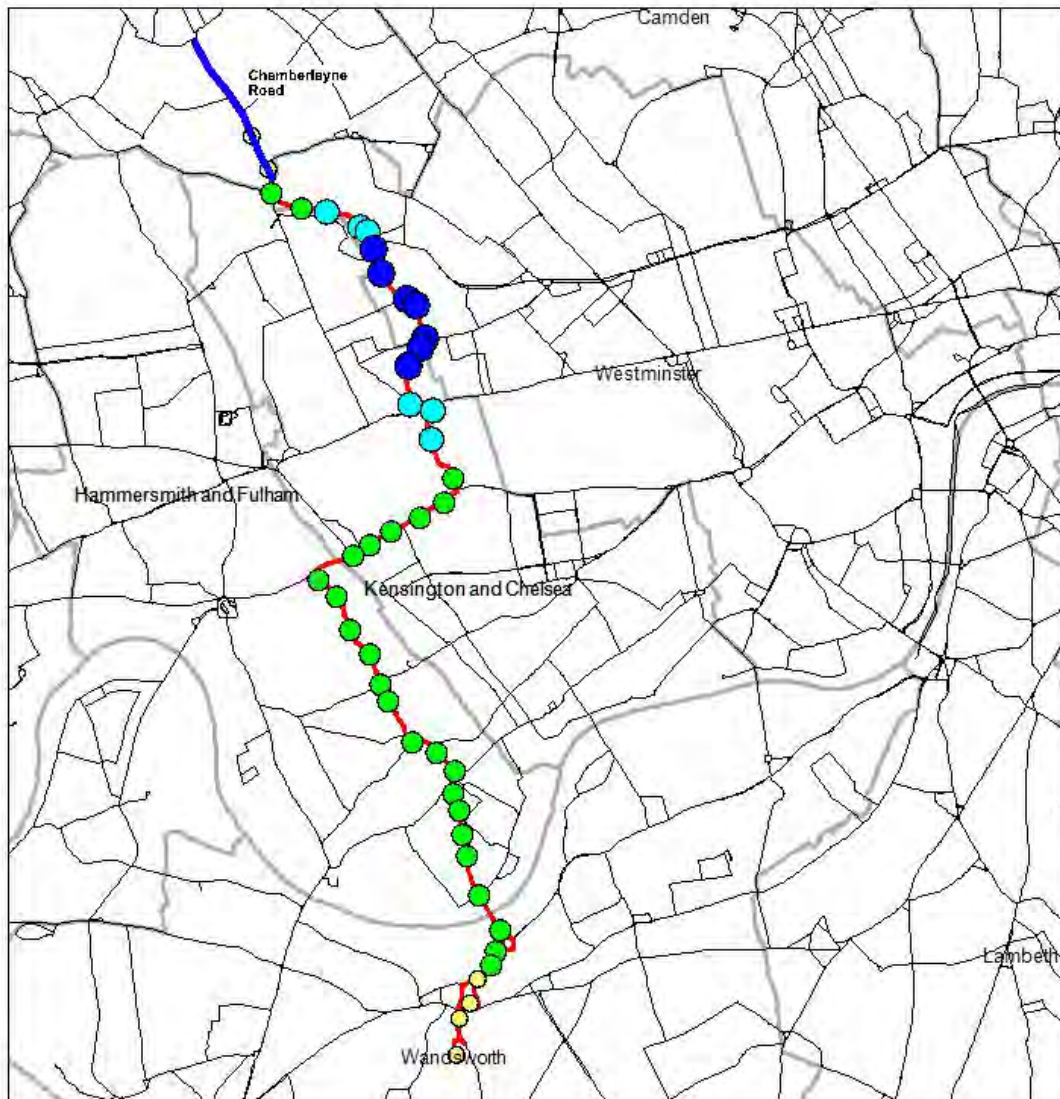
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.





## Route 28 southbound

Loading profile for the morning peak hour

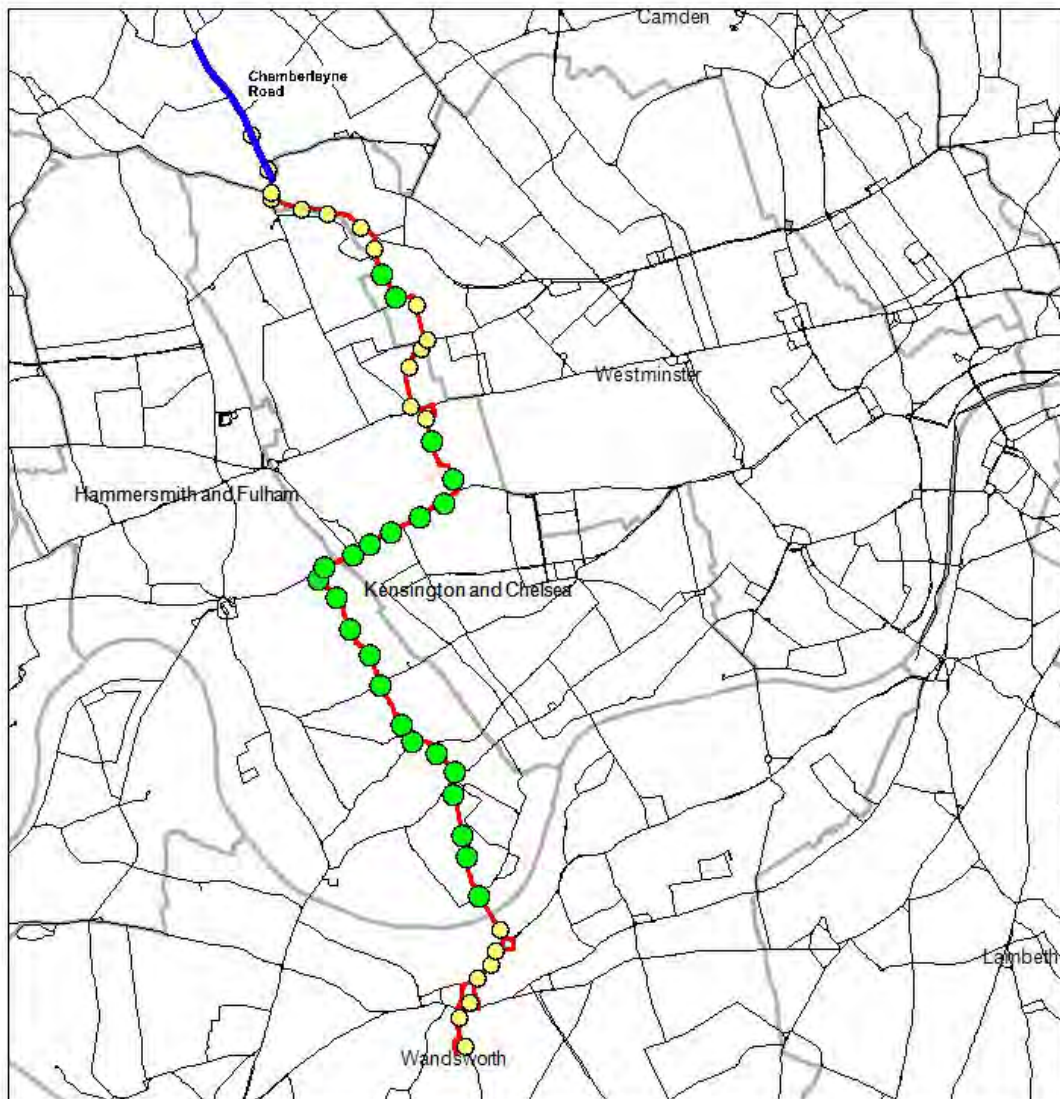


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.



## Route 28 northbound

Loading profile for the off peak period



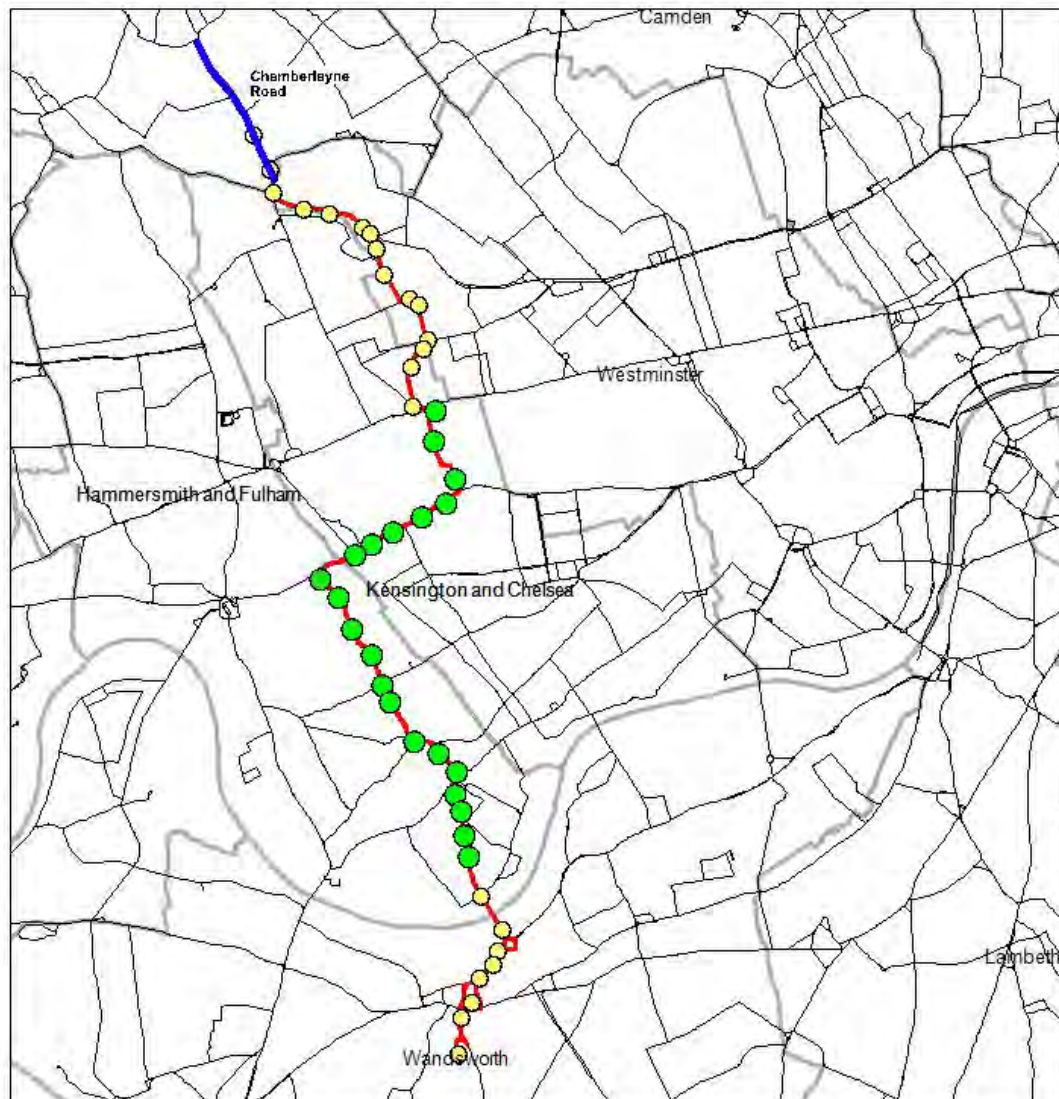
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.





## Route 28 southbound

Loading profile for the off peak period

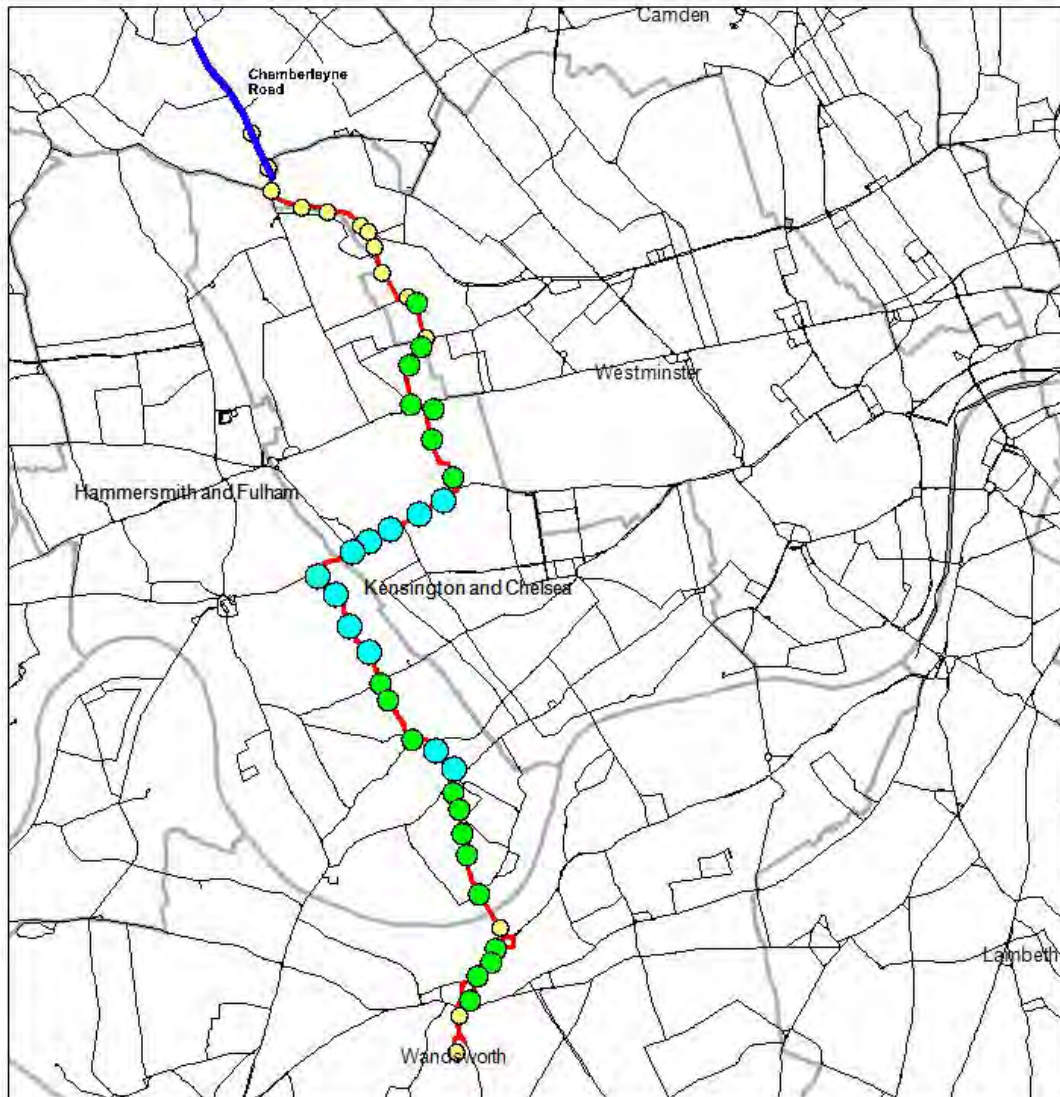


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.



## Route 28 southbound

Loading profile for the evening peak hour



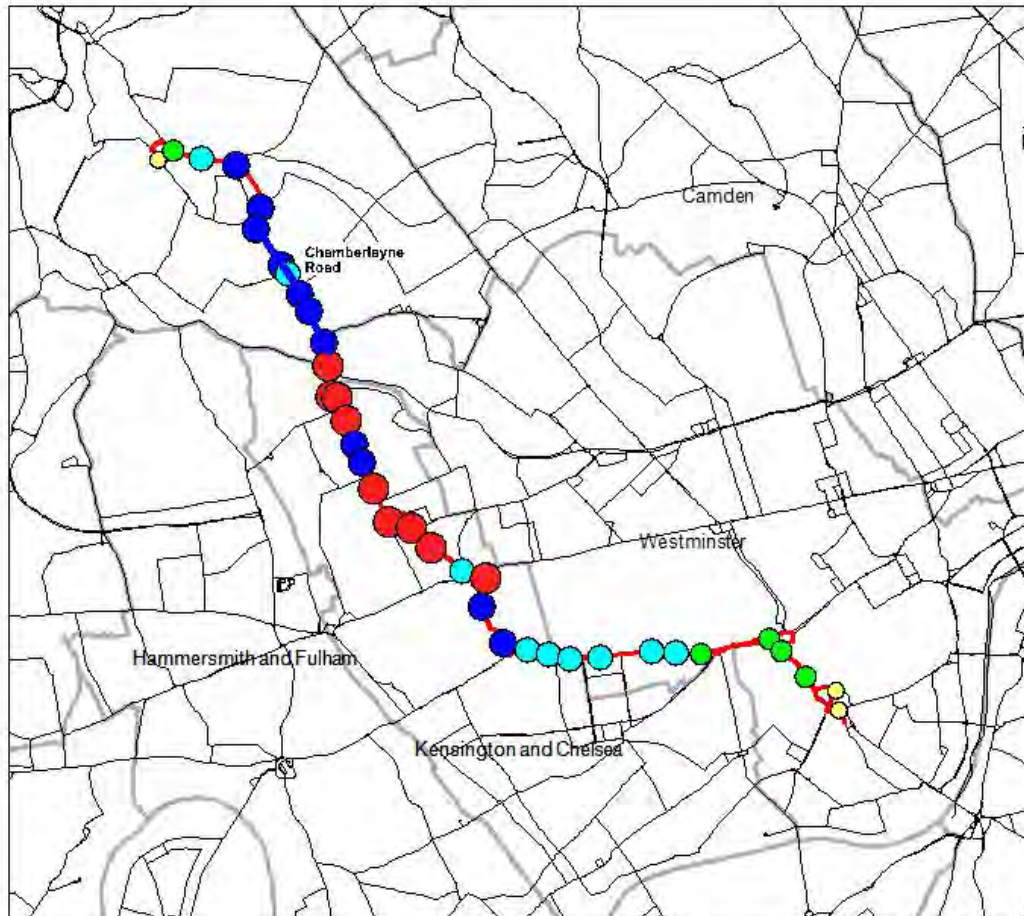
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.



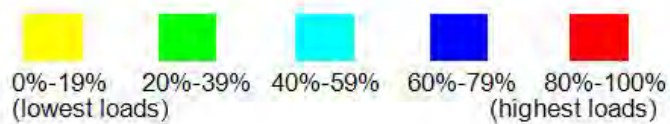


## Route 52 southbound

Loading profile for the morning peak hour

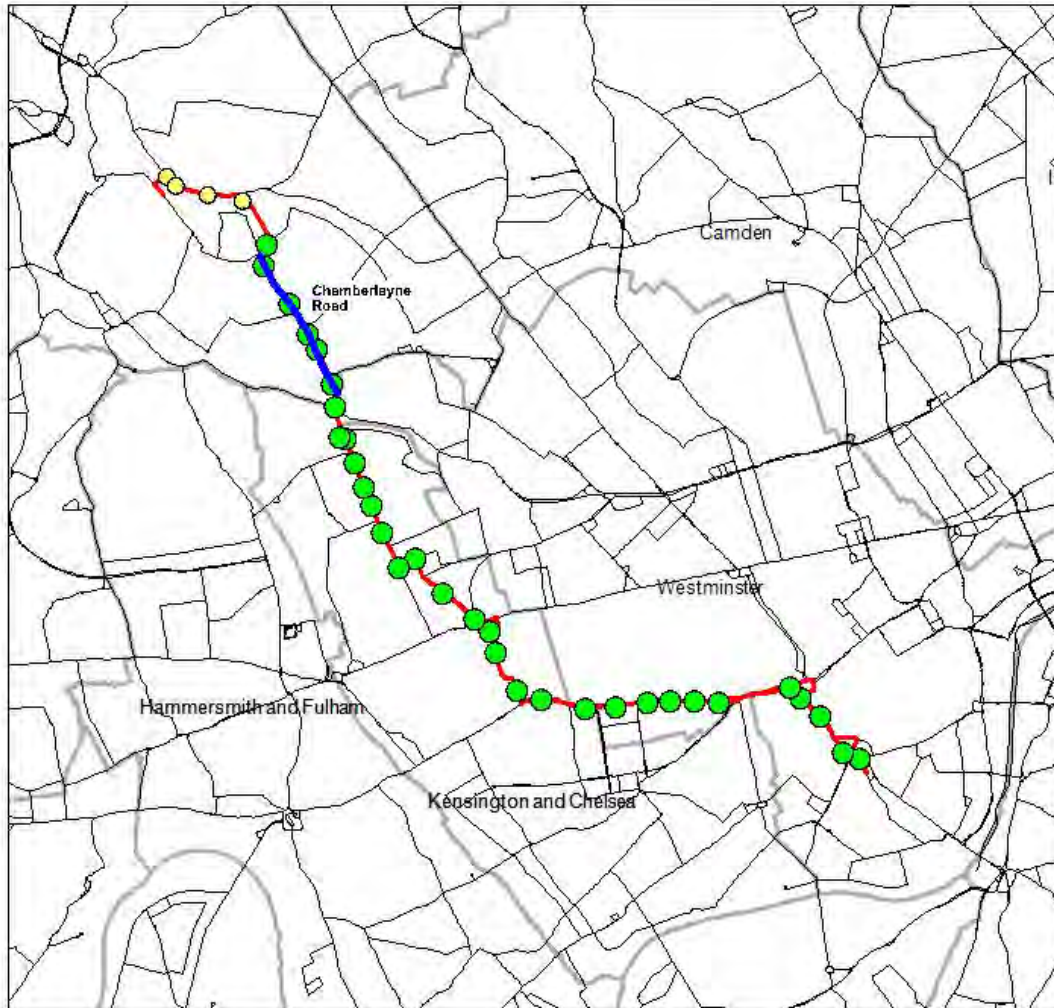


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.

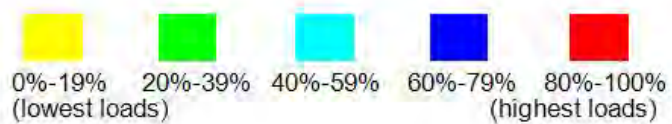


## Route 52 northbound

Loading profile for the off peak period

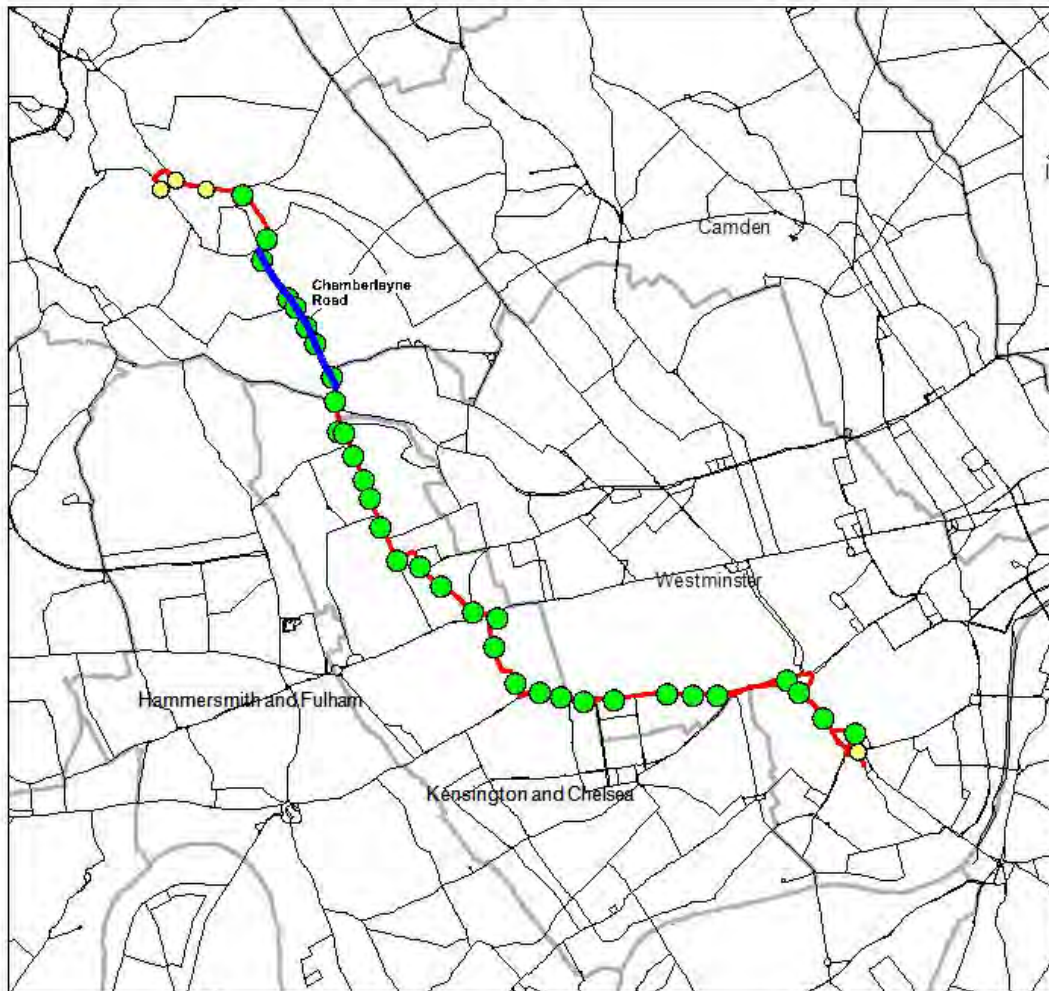


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.

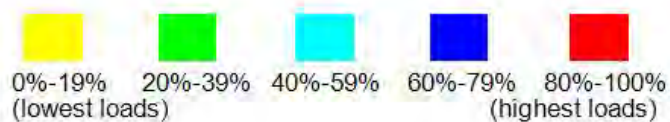


## Route 52 southbound

Loading profile for the off peak period



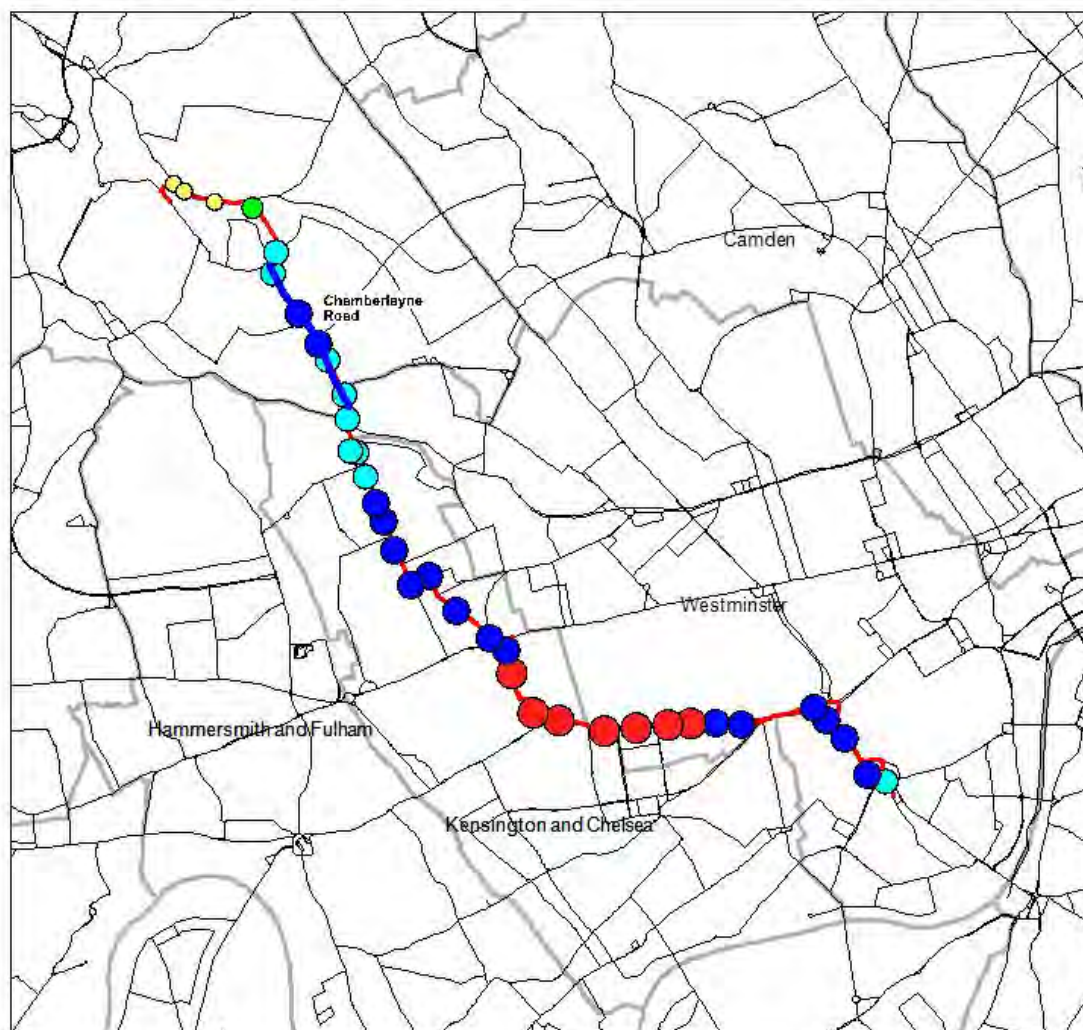
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.



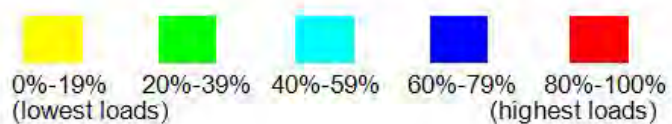


## Route 52 northbound

Loading profile for the evening peak hour

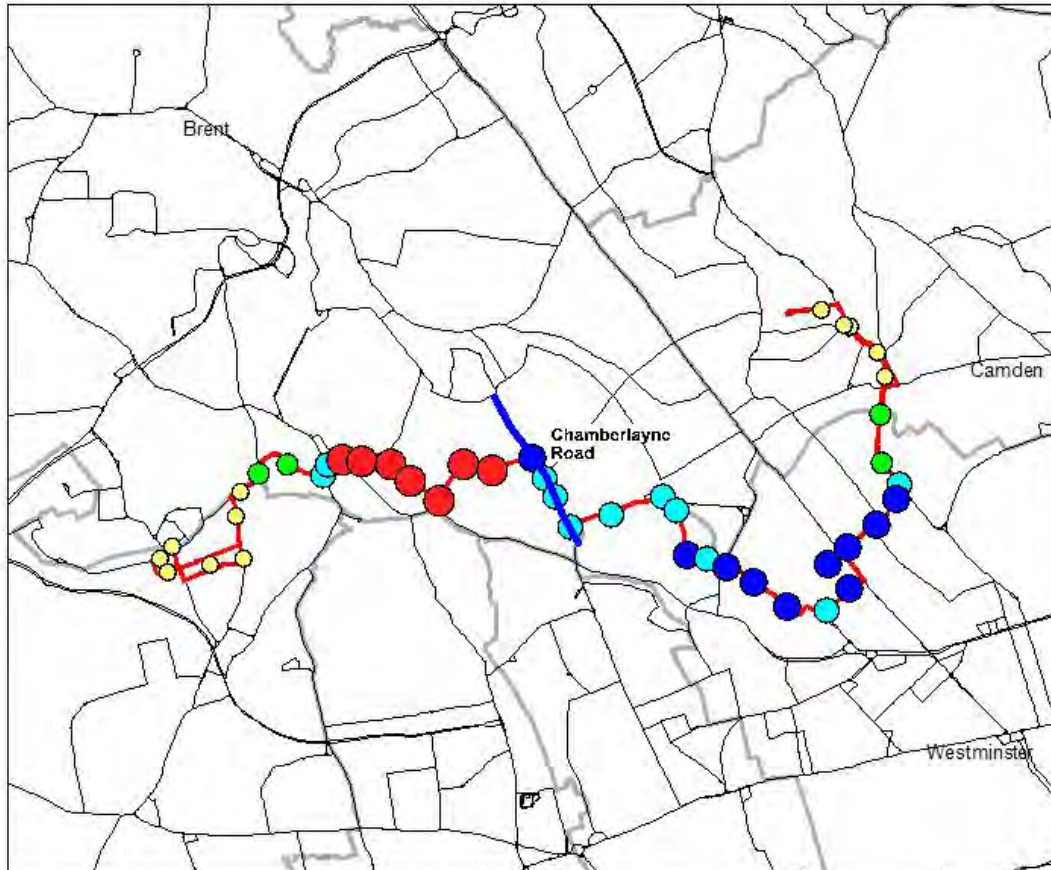


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.

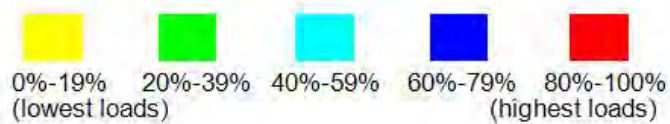


## Route 187 eastbound

Loading profile for the morning peak hour

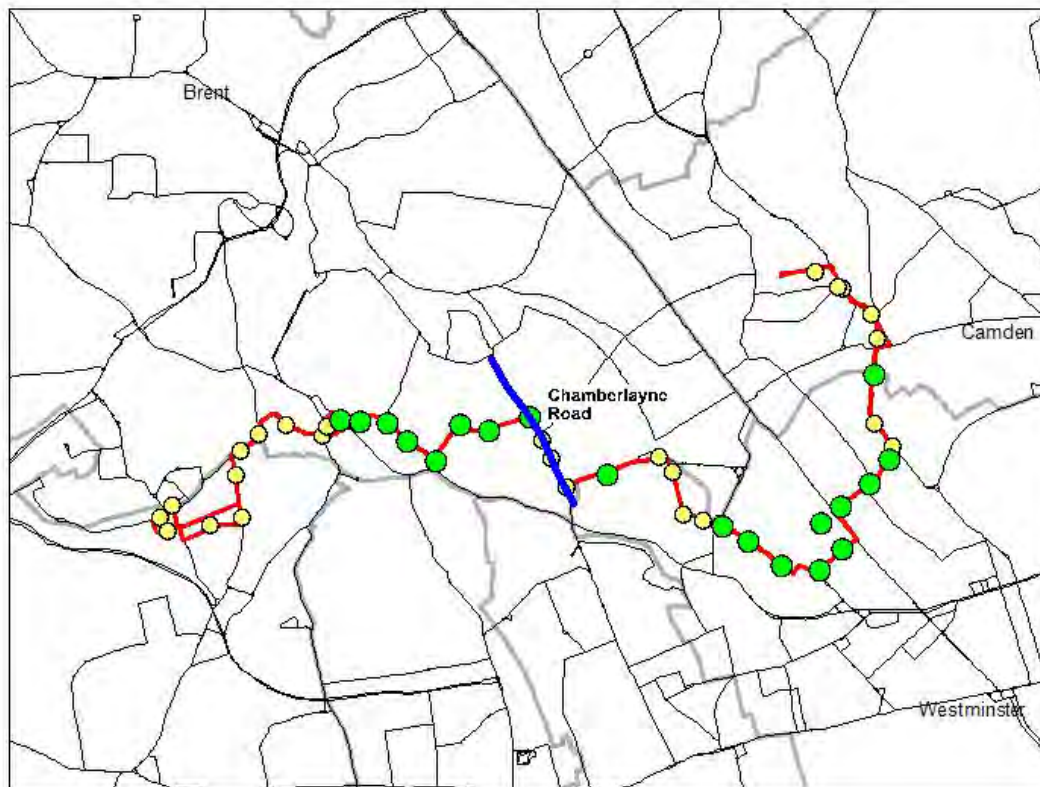


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.

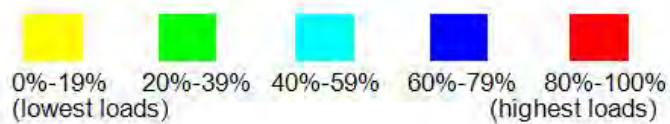


## Route 187 eastbound

Loading profile for the off peak period



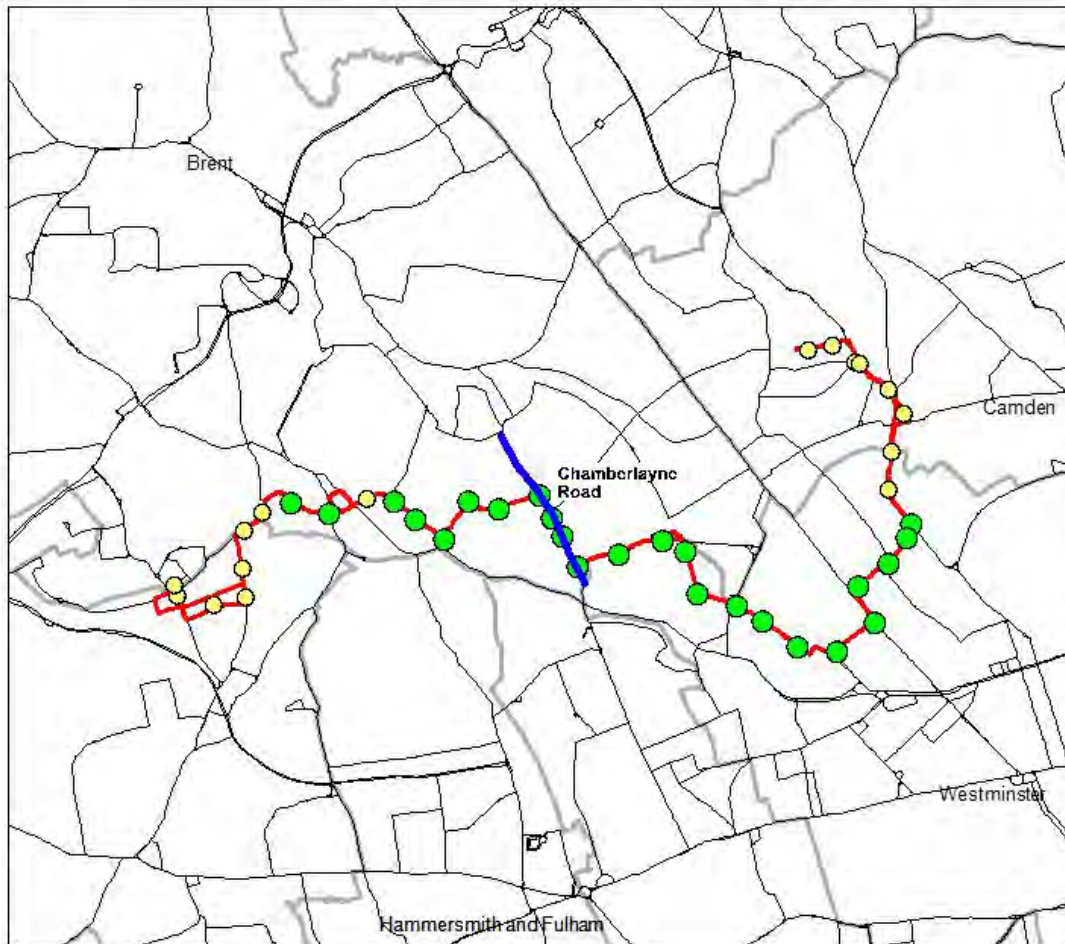
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.



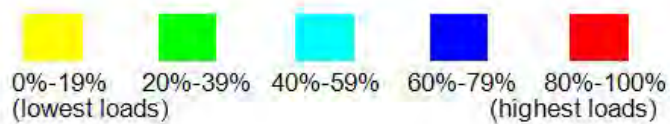


## Route 187 westbound

Loading profile for the off peak period



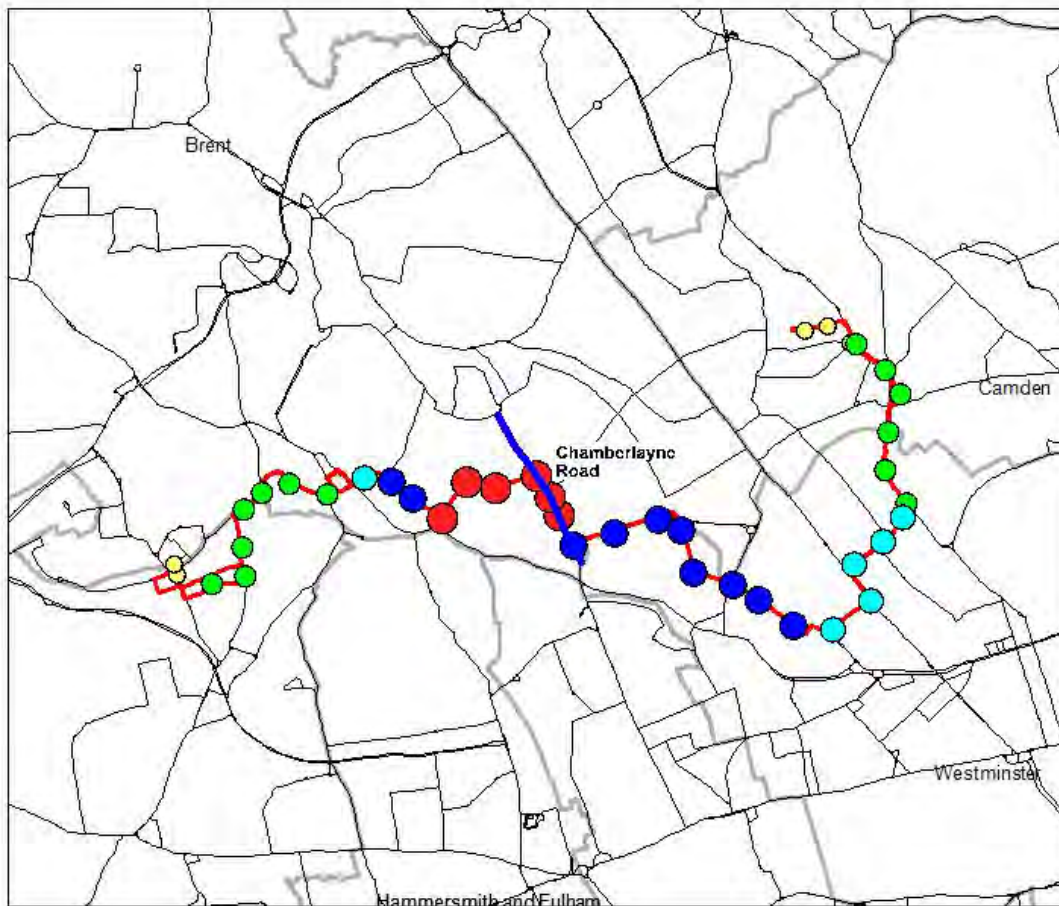
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.



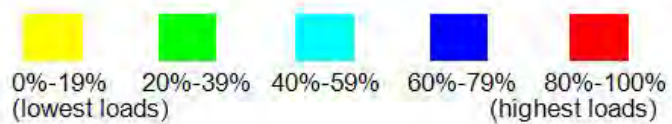


## Route 187 westbound

Loading profile for the evening peak hour

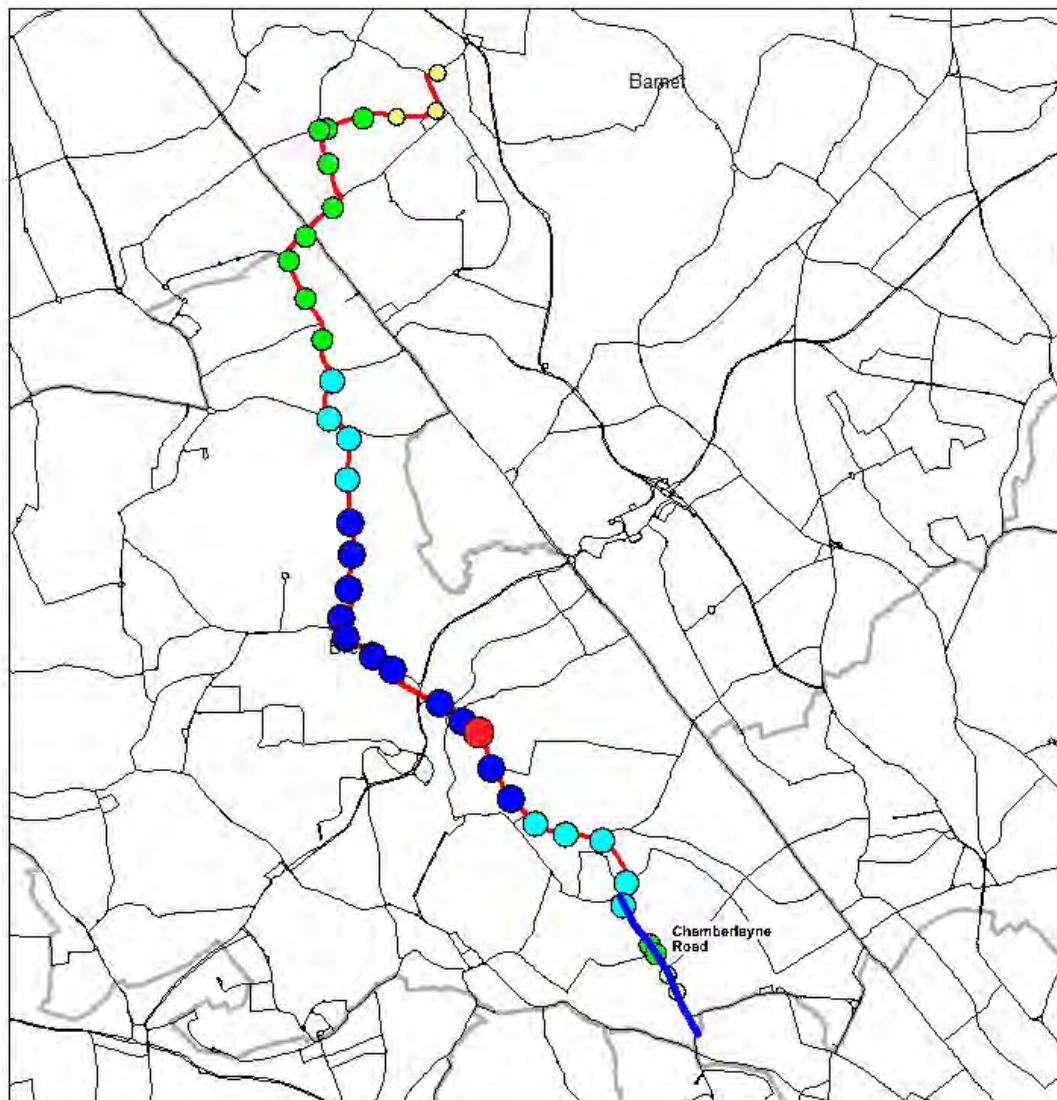


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.

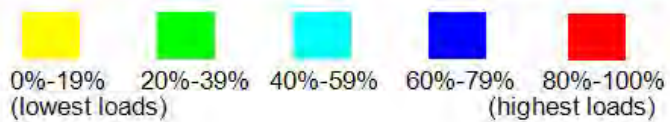


## Route 302 southbound

Loading profile for the morning peak hour

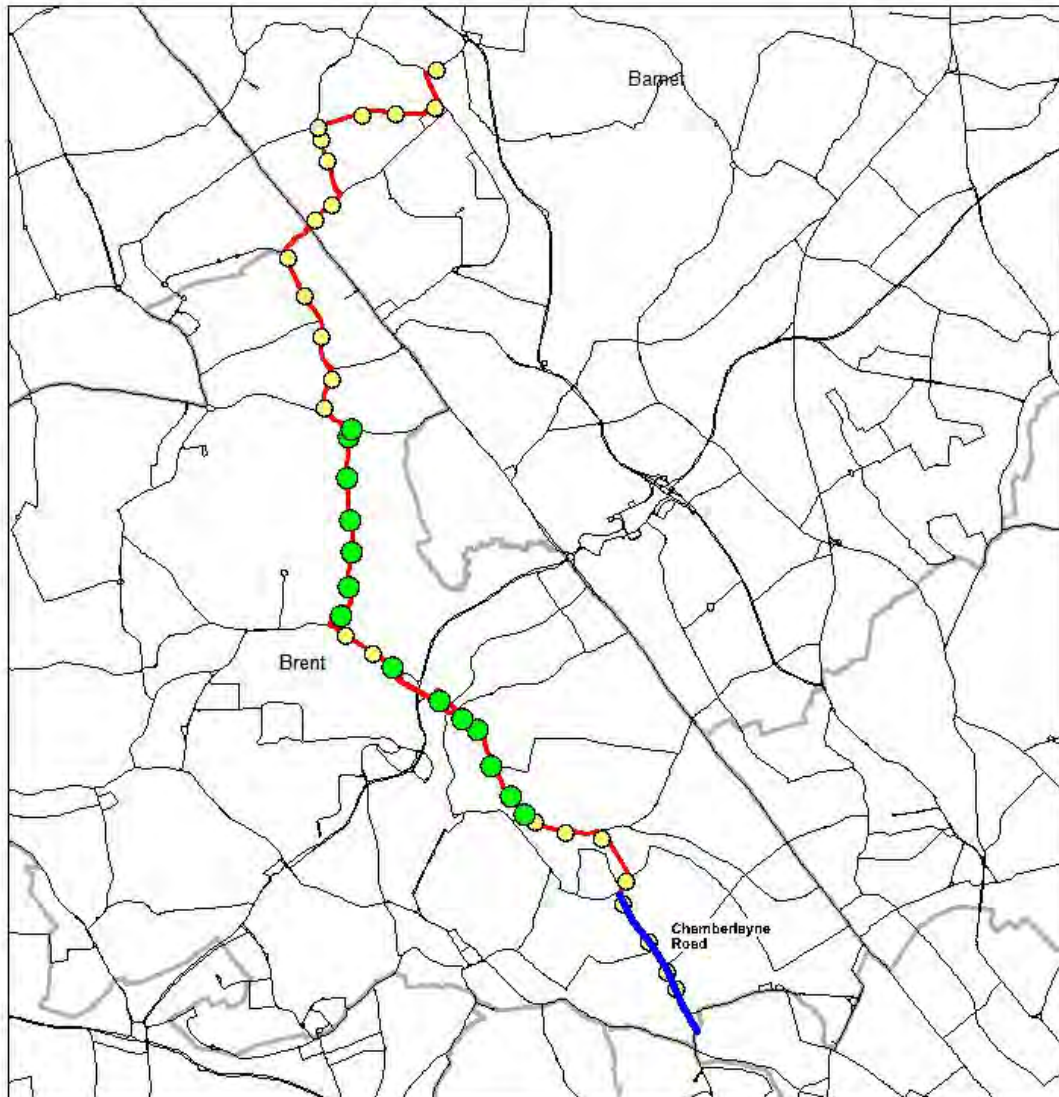


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.



## Route 302 northbound

Loading profile for the off peak period



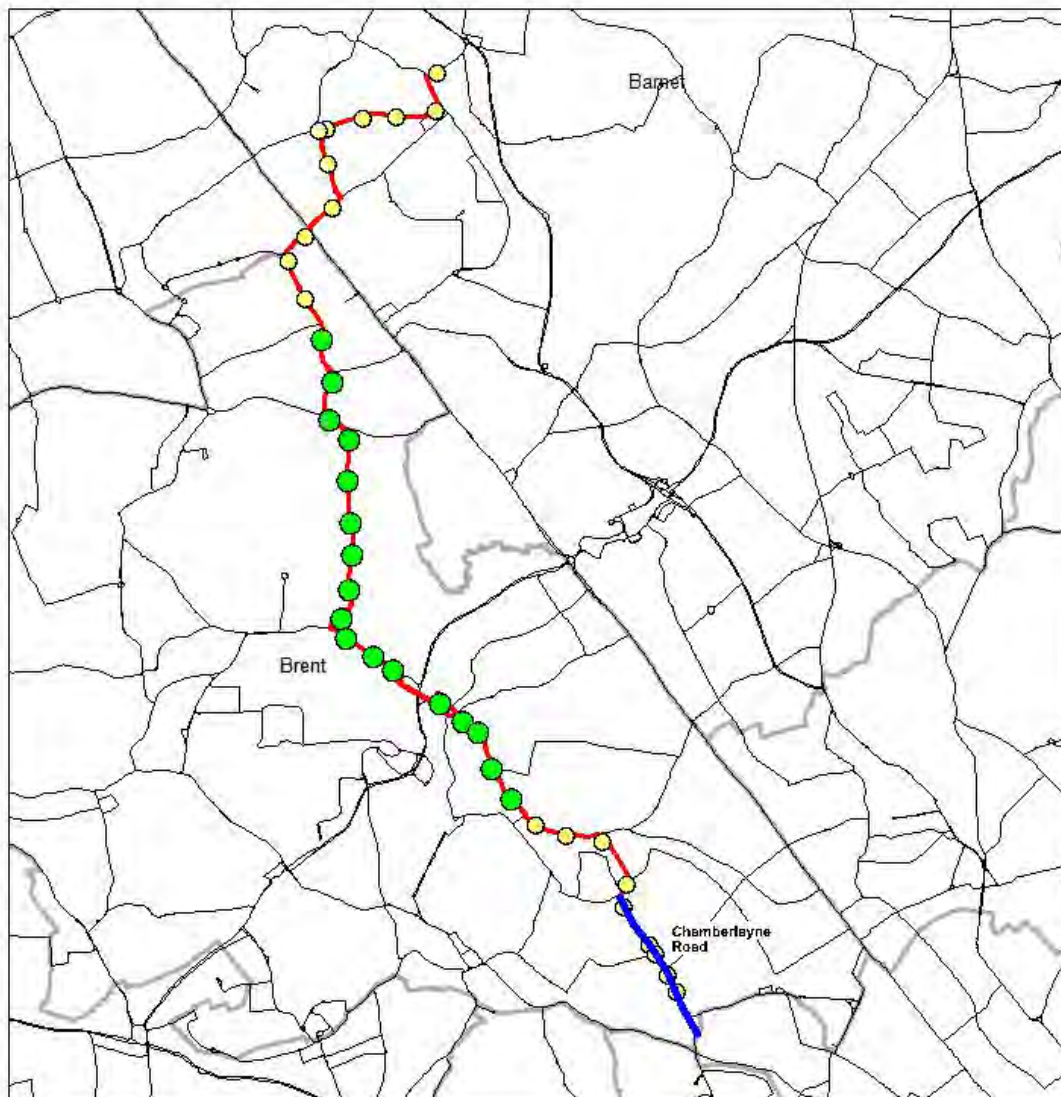
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.





## Route 302 southbound

Loading profile for the off peak period

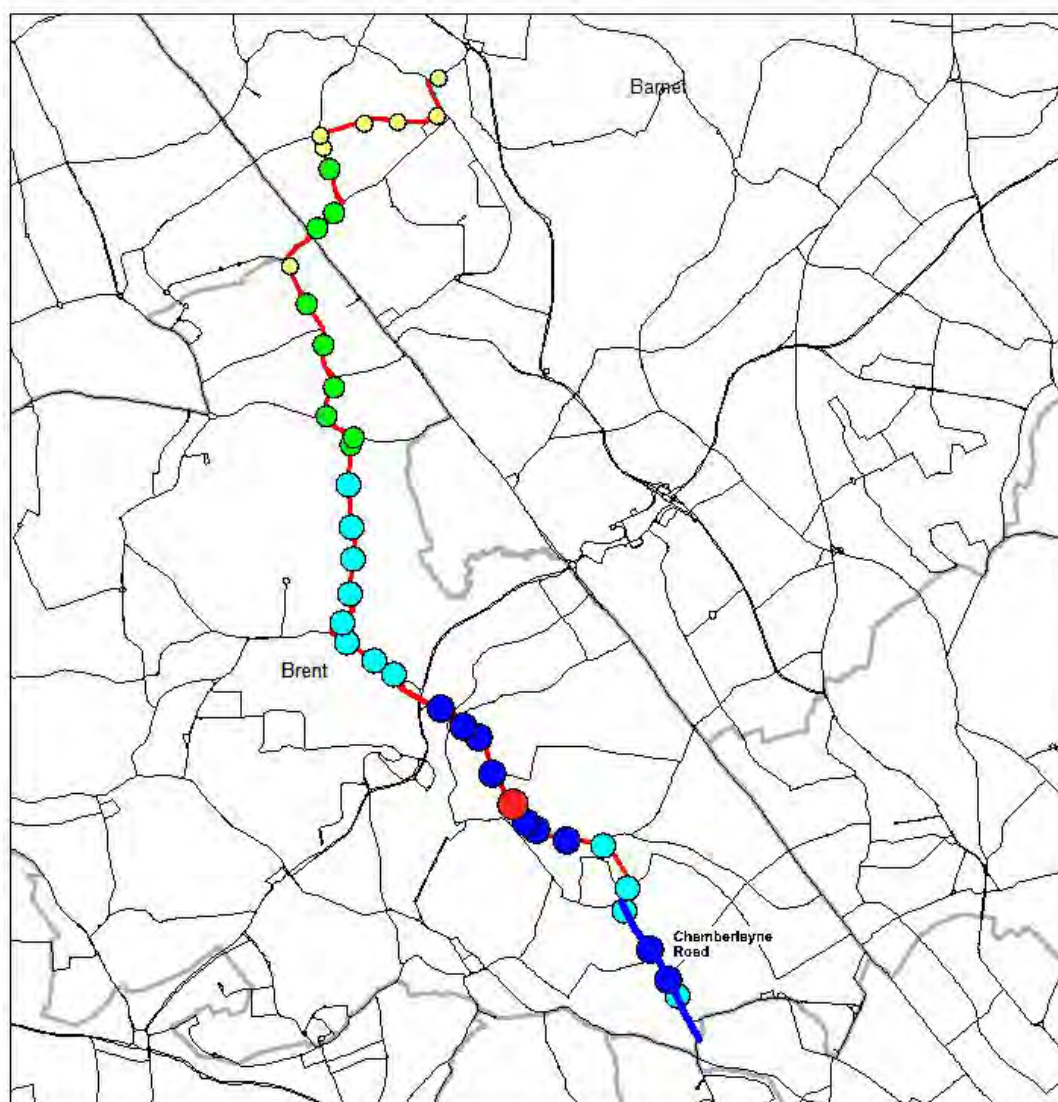


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.



## Route 302 northbound

Loading profile for the evening peak hour



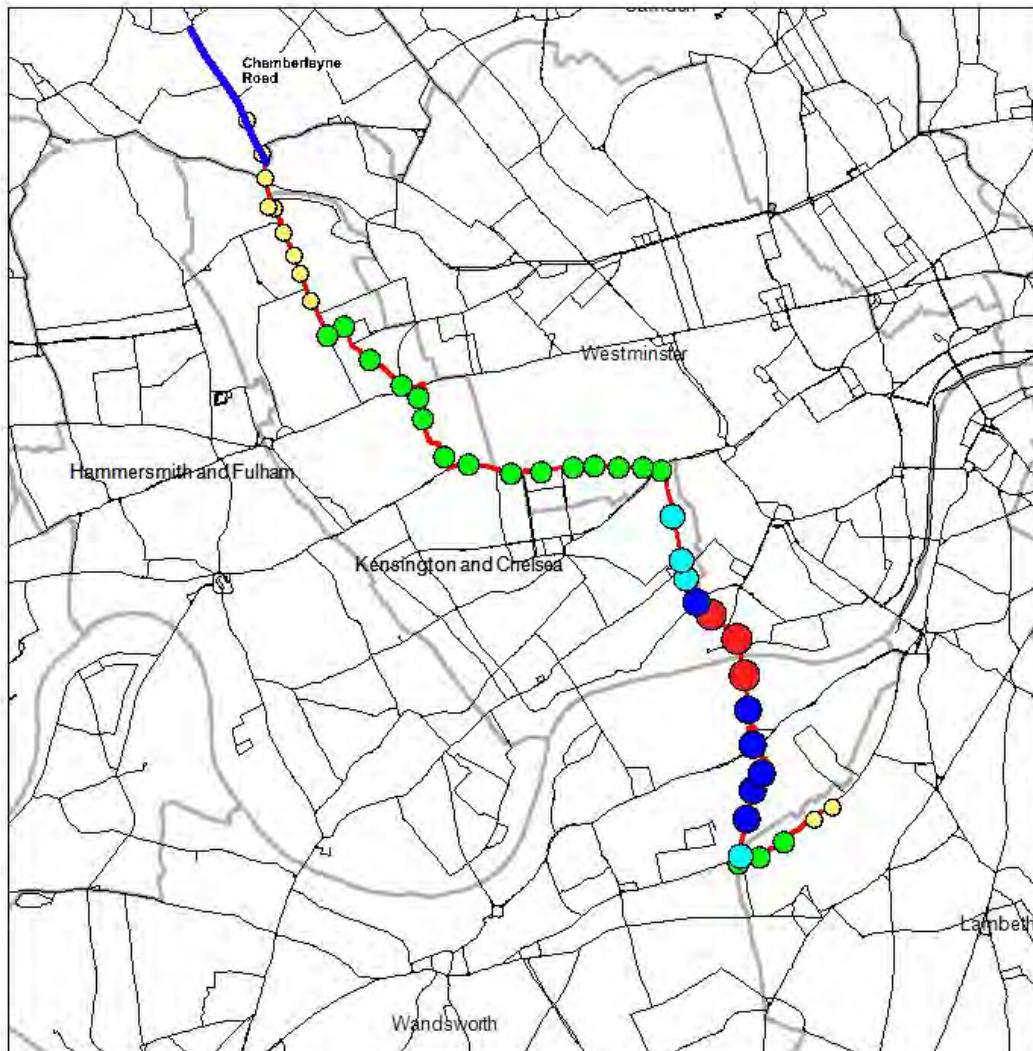
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.



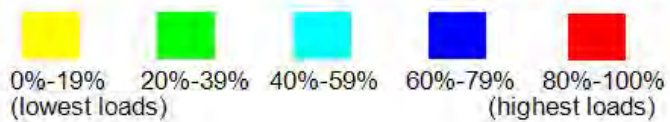


## Route 452 northbound

Loading profile for the morning peak hour

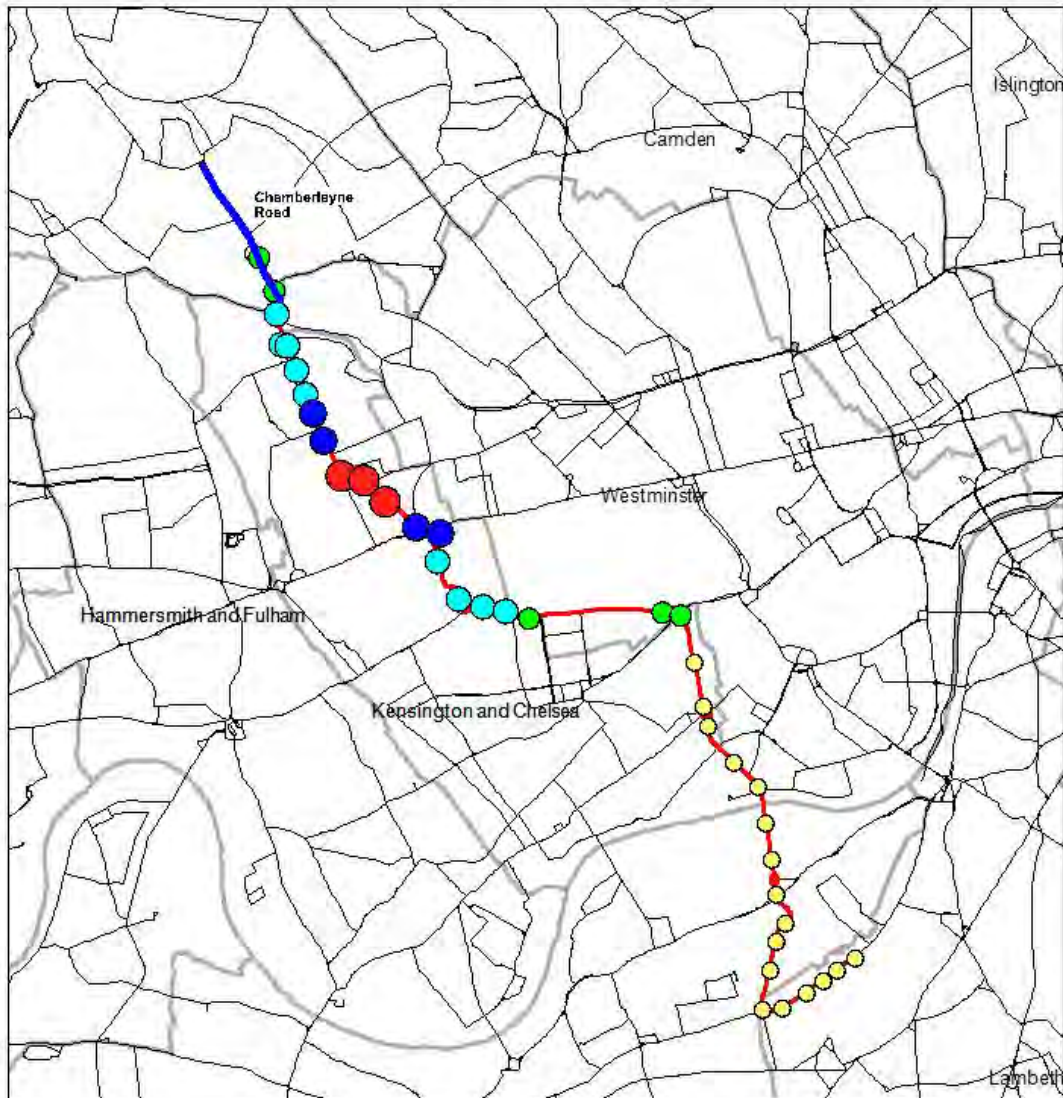


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.

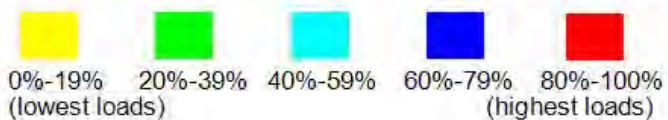


## Route 452 southbound

Loading profile for the morning peak hour



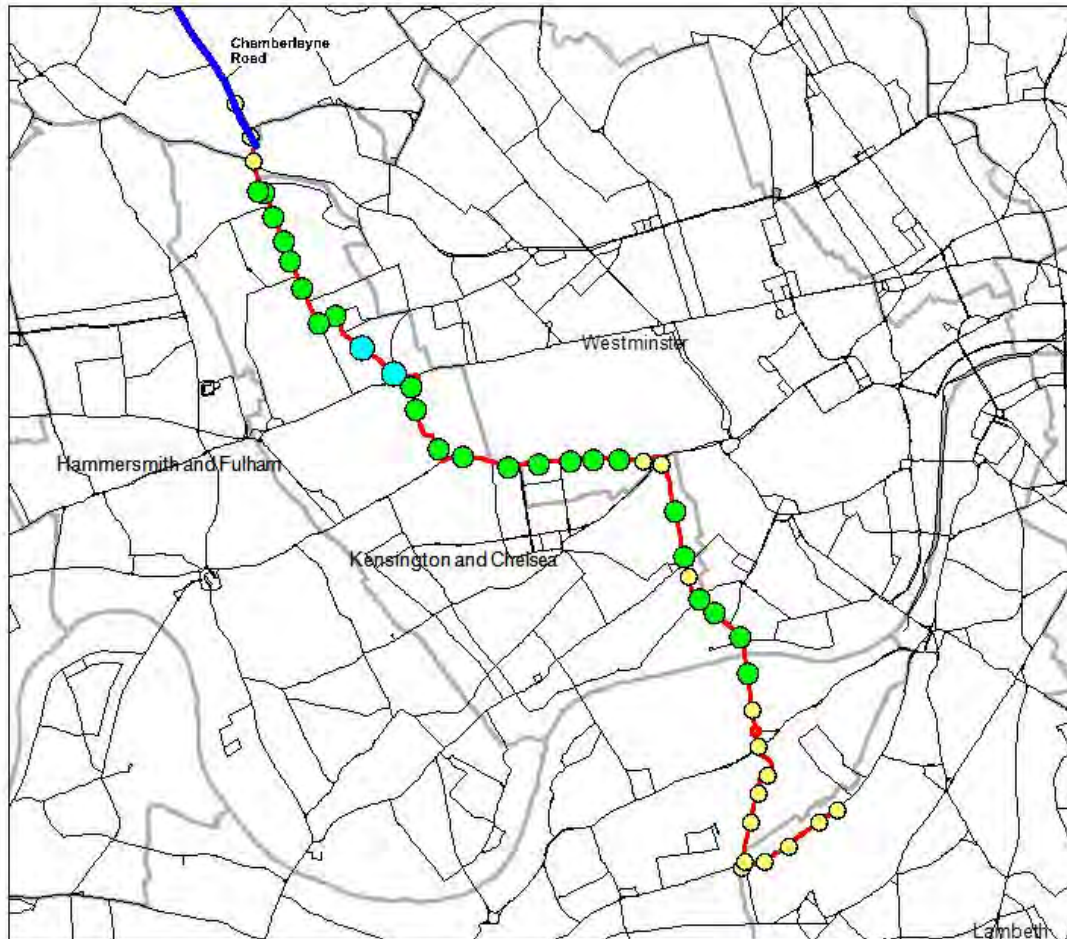
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.



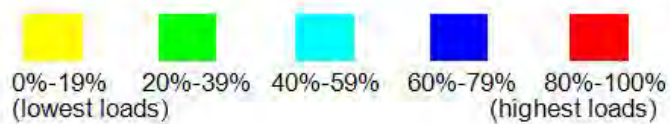


## Route 452 northbound

Loading profile for the off peak period

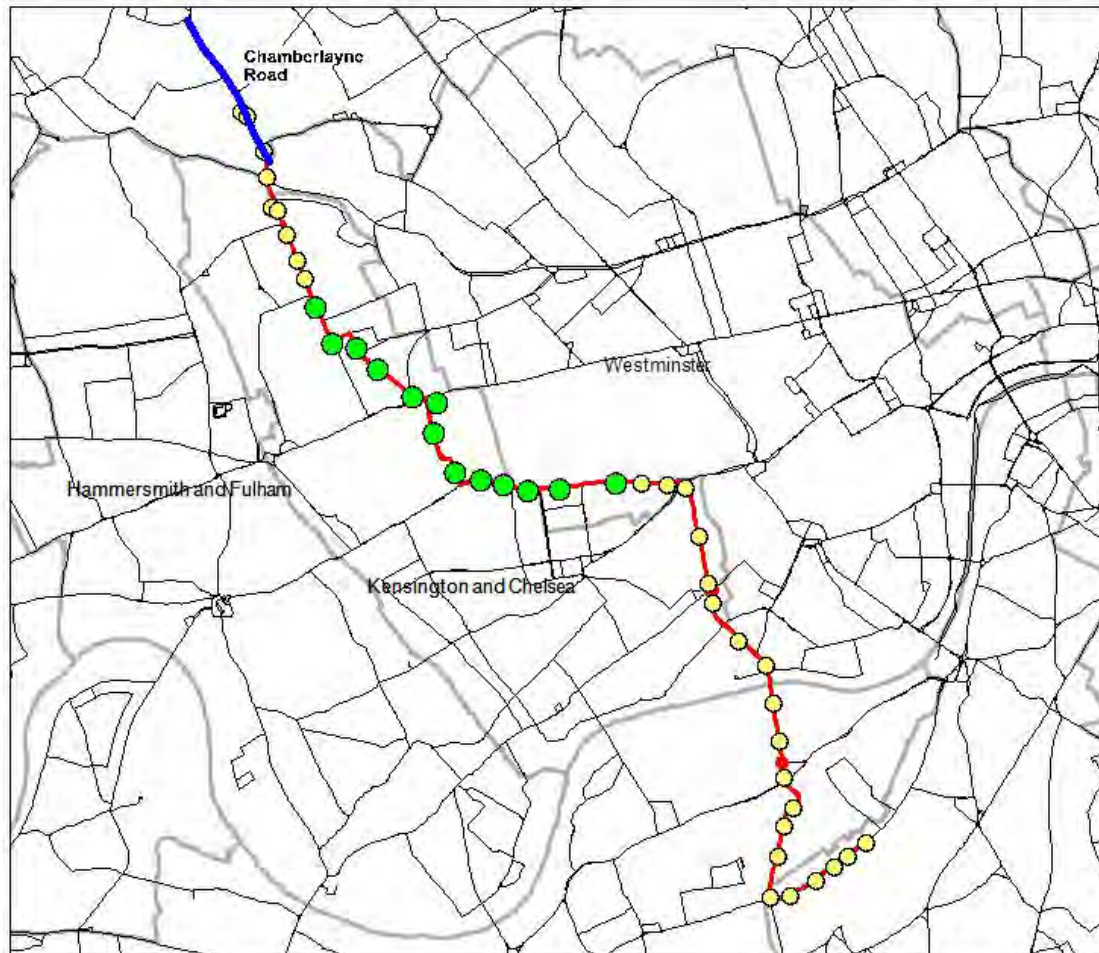


For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.

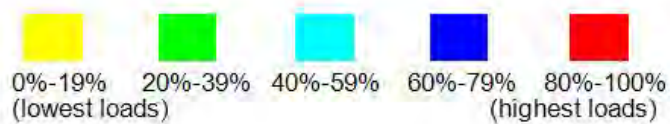


## Route 452 southbound

Loading profile for the off peak period



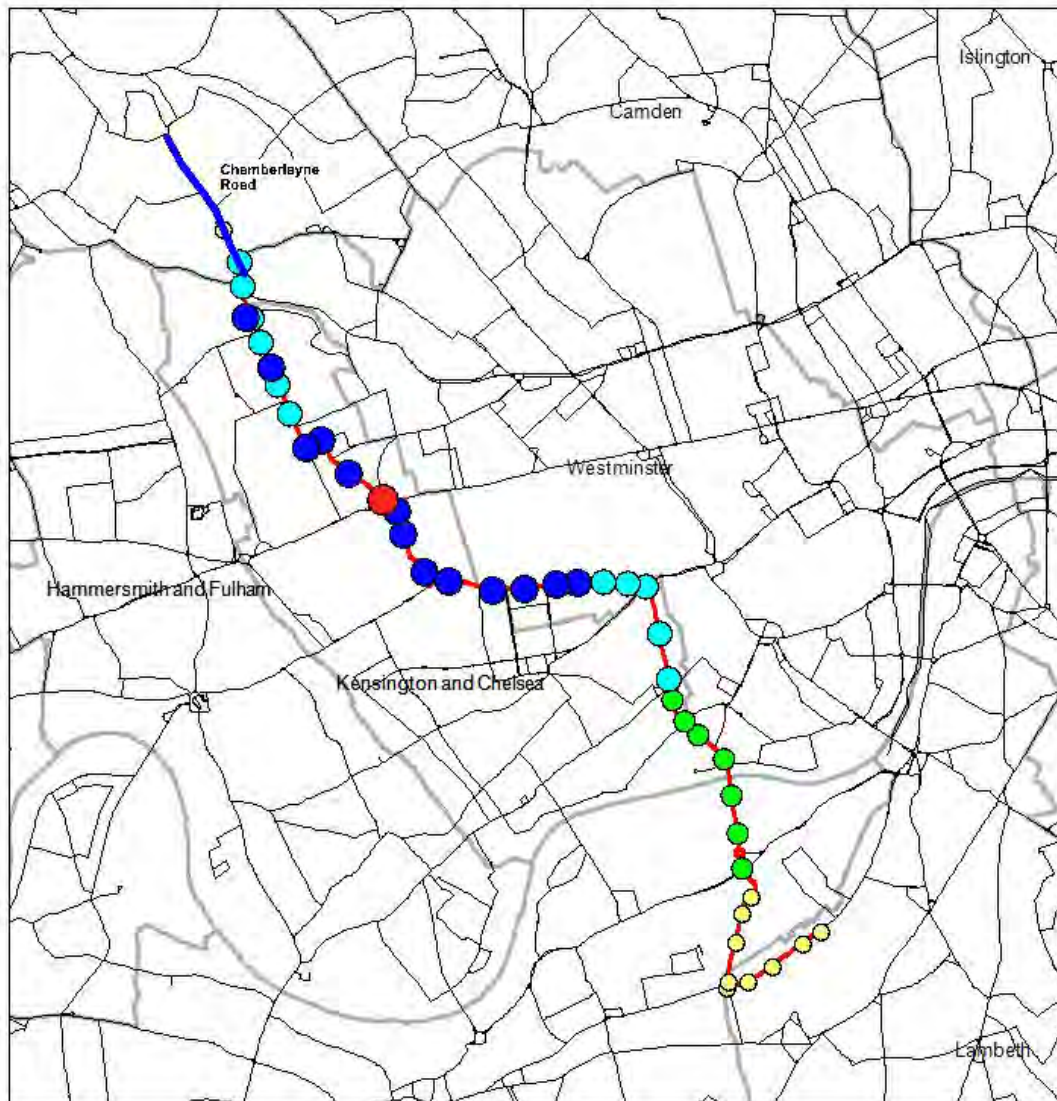
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.





## Route 452 northbound

Loading profile for the evening peak hour



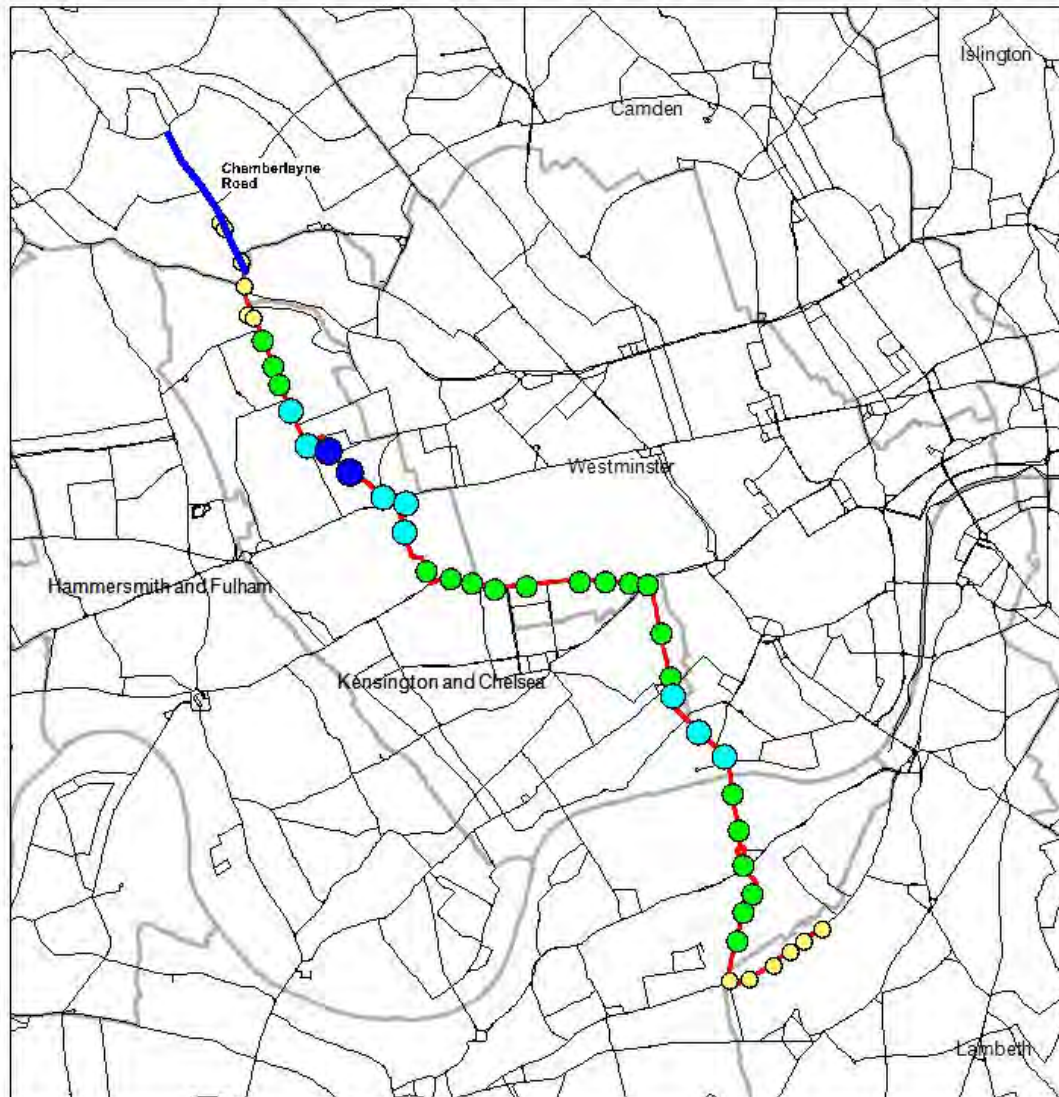
For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.





## Route 452 southbound

Loading profile for the evening peak hour



For each stop the map shows the average load on buses departing that stop in the period, as a proportion of the capacity of the route over the period.





# **Kensal Rise Residents Association**

## ***Response to TfL's (John Barry) December 2012 Update***

January 2013



My primary private transport vehicle is a publicly funded double-decker bus with the capacity to transport up to 82 passengers.

***“Putting the village back into Kensal Rise through reducing the hundreds of Ghost Buses, which travel for quite distance more or less empty to and from Kensal Rise by day and night. ”***

**Authors: Fiona Mulaisho ([fionamulaisho@yahoo.com](mailto:fionamulaisho@yahoo.com))**  
**Hazel Williams**

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## 1. Introduction

The presence of 12,821<sup>1</sup> northbound and southbound scheduled services operating weekly in Kensal Rise, many of them to high frequency timetables, continues to cause extraordinary levels of congestion and noise pollution in the area, resulting in a significant negative impact on the quality of life for a large proportion of Kensal Rise residents.

In April 2012, members from Transport for London's (TfL) senior management team - Isabel Dedring (Deputy Mayor), Clare Kavanagh (Director of Performance) and John Barry (Head of Network Development) - met with Kensal Rise residents Fiona Mulaisho (Chair, Kensal Rise Residents Association) and Hazel Williams to discuss the problem of bus domination in Kensal Rise.

At the meeting, TfL agreed to review the bus problems. In May 2012, TfL shared a paper with probable options to address the issues. Ms Mulaisho and Ms Williams responded to TfL's paper and suggested additional options for Clare Kavanagh and John Barry to consider.

In December 2012, John Barry sent an update note to Ms Mulaisho and Ms Williams setting out the options which TfL had either reviewed, considered, discounted or decided to do nothing about.

Ms Mulaisho and Ms Williams have shared this note with Kensal Rise residents who are disappointed with TfL's response, as the breadth of options considered is limited and TfL is only prepared to further consider one option, which is to divert route 302 to Queen's Park and do nothing about the other options.

Whilst residents are strongly in favour of the above option, as it will open up a much needed and new network / link between Queen's Park and Willesden, residents are disappointed that it appears to be the case that TfL has resolutely decided to discard or ignore other options, which could have equally achieved the desired result - to reduce the overall impact of bus domination in Kensal Rise - should the Queen's Park option fall through.

The most obvious and longstanding problem in Kensal Rise is that there are hundreds of buses travelling daily to and from the area, and for quite a distance, more or less empty. This is particularly true for buses operating on routes 302, 452 and 28. These routes alone account for a total of 1,990 scheduled services, which operate daily on Chamberlayne Road.<sup>2</sup>

Chamberlayne Road is a narrow single carriageway and is the primary road through Kensal Rise, which pre-dominantly is a residential area. It does not have the capacity to "comfortably and safely" host these 12,821 bus services as well as other road users – cyclists, pedestrians and motorists.<sup>3</sup>

<sup>1</sup> Transport for London

<sup>2</sup> Transport for London

<sup>3</sup> Transport for London



Due to bus domination cyclists are dangerously and regularly squeezed off Chamberlayne Road. This is unacceptable and not in keeping with Boris Johnson and Isabel Dedring's vision to increase the level of cycling activity in London. Chamberlayne Road is not a safe place for cyclists.

The problems of bus domination and resultant congestion and noise pollution are untenable for Kensal Rise residents. The prevalence of hundreds of more or less empty buses is a questionable and scandalous use of tax-payers' monies, as there are other areas in London desperate for buses.

This paper sets out Kensal Rise residents' response to John Barry's December 2012 update. It provides a critical analysis of the options that TfL has decided to do nothing about and the one option it has decided to review further.

For the record, our view is that TfL's appraisal of the problems has not been smart, robust or challenging enough, as some of the rationale presented to justify the "do nothing approach" flies in the face of TfL's data, which supports our long held view that there are too many ghost buses operating in and around the Kensal Rise area.

TfL's preferred option – to divert route 302 to Queens Park – is also our primary preferred option of all the options TfL has considered in respect of how it can make better use of the buses sent to Kensal Rise.

We support the Queen's Park option as it cannot make financial or operational sense for TfL to continue with allocating say 250 services daily to route 302, each service with the potential to transport up to 82 passengers or 20,500 across the route per day, but only facilitate up to 1/5 or 600 passenger journeys per day between Willesden and Kensal Rise as is currently the case.

We realize the success of the Queen's Park option depends heavily on securing consensus from a variety of public bodies and private stakeholders, and will require investment in road and bus stop infrastructure in the Queens Park area.

That said, in accepting to consider the option to divert route 302 to Queen's Park, it is clear to us TfL recognizes that its strategy for route 302 is flawed otherwise it would not have presented this option as a potential one.

Should our preferred option fall through, we believe there are two other options available to TfL, which would equally deliver the same efficiencies either:

1. Cut back route 302 to Willesden; or
2. Re-route it via Donnington Road back to Willesden.

We are strongly of the view that route 302 should not be sent to Kensal Rise, as the Willesden to Kensal Rise section currently served by two routes - 302 and 52 - suffers from an over-subscription of buses.

In addition to the 250 scheduled services from route 302, there are 355 services from route 52. Both routes serve the same stops between Willesden to Kensal Rise and so

in effect there are a total 605 scheduled services operating daily on this section of route, and to high frequency timetables.<sup>4</sup>

The above practice is happening despite the fact that route 302 suffers from exceedingly low passenger loads and route 52 has the capacity to accommodate more passengers from route 302.<sup>5</sup>

We have widened the number of options for TfL to consider as we believe, if applied holistically, they would provide a solution to the primary problem of bus domination in our area.

We strongly support the following options, some of which we have devised (3, 4, 5, 6), as TfL/John Barry made no reference to them in his update of December 2012, which leads us to conclude they were not even considered in the first place:

1. Cut back route 302 to Willesden
2. Divert route 302 to Queen's Park
3. Cut back route 302 from the centre of Kensal Rise through diverting it via Donnington Road back to Willesden
4. Reduce route 6 service and / or turn some of its services around at Kensal Rise Station during morning and evening off peak hours
5. Reduce route 52 service and / or turn some of its services around at Kensal Rise Station during morning and evening off peak hours
6. Reduce route 187 service during morning and evening off peak hours
7. Remove route 452 from the Kensal route, as it serves the same stops as route 52 up to Knightsbridge, which is 3.9 miles from Kensal rise
8. Remove route 28 from the Kensal route. TfL's loading profile data for this route shows that passenger demand is very low – the average load of the buses as capacity of the route over is 0% - 19% during the peak and off-peak hours (morning and evening)<sup>6</sup>. Yet 300 scheduled services, each with a capacity to transport up to 82 passengers, are dedicated to this section of route.

Finally, we repeat our request for TfL to review its current scheduled mileage and mileage bonus arrangements with operators, reasons being that we believe a system where TfL–London Buses sets scheduled mileage requirements for operators, gives operators the power to set schedules and timetables, rewards operators for completion of set mileage requirements is flawed, as it provides perverse financial incentives for operators to focus on maximizing their mileage bonus earnings potential, which they can do by operating as many high frequency schedules as is possible, regardless of whether there is passenger demand for the services or not.

We believe it is the above flawed arrangements, which have precipitated an extraordinary increase in the prevalence of ghost buses in the Kensal Rise area and wider London.

<sup>4</sup> Data provided by TfL under a Freedom of Information (FOI) request

<sup>5</sup> Data provided by TfL under a Freedom of Information (FOI) request

<sup>6</sup> TfL's paper of May 2012

A privately funded company would not countenance such a scandalous waste of valuable resources. Why is TfL, which is funded by tax-payers' monies, allowed to operate thousands of ghost buses at a time when the UK economy is in recession and other vital public organisations in Healthcare, Defence, Policing, for example, are being forced to endure cuts from which TfL appear to be immune?

*"Buses entail a cost to the tax payer. Nowhere is it stated that it is an individual's right in London to have a bus operating every minute of the day regardless of the cost or number of passengers on board. Nowhere is it stated that it is a crime for an individual to wait up to 10 minutes for a bus".*

***Metroline bus driver***

In the following chapters, we respond to specific comments made by TfL/ John Barry's in the December 2012 update. For ease of reference, we have quoted directly from this update so that the reader can see what our comments relate to. TfL/John Barry's comments are highlighted in italic font.

## **2. Option 1 - Cutting Route 302 back to Willesden**

*"Cutting it back to Willesden would leave the route finishing short of the town centre, disrupting over a fifth of all the passenger journeys on the service".*

We do not agree with the above statement as we are of the view, and supported by TfL's data and our daily observations, that the number of passenger journeys made between Willesden and Kensal Rise do not warrant the number of services assigned daily to route 302.

We believe that if TfL were to implement this option, it would yield monetary benefits in the form of reduced operating costs to TfL, a better and sensible use of bus resources, which would be of benefit to both the tax-payer and bus users. In addition, it is not as cost intensive as the option to divert route 302 to Queen's Park.

In the following paragraphs we explain why this option must be seriously re-considered for we strongly believe that it will put an end to the current practice where buses on route 302 travel as "Ghost buses" (buses which regularly travel more or less empty) over the 1-mile (return 2 miles) journey between Willesden and Kensal Rise.

Kensal Rise is pre-dominantly a residential area with a limited number of small commercial enterprises. It is not a developed town/business centre like Willesden. Therefore there are not many people desperate to visit the area.

According to data received from TfL, there are 250 scheduled services assigned daily to the Willesden to Kensal Rise section of route 302 and all of its buses terminate in Kensal Rise.

This means that over a 12-hour period, a 302 bus is operating on Chamberlayne Road every 3 minutes of the hour, and this statistic ties in with our observations and the operator's (Metroline) service schedule.

Data on loading profiles for this route, and provided by TfL, shows that passenger demand for route 302 occurs several miles away from Kensal Rise, and is concentrated in the Blackbird towards Mill Hill area. This explains why very few passenger journeys are made daily between Willesden to Kensal Rise.

The problem of low loading profiles for this route is strikingly apparent during the off peak period with TfL data showing there is very little passenger demand for this service in the Kensal Rise area. So why are hundreds of 302 buses sent to Kensal Rise daily when it would make more sense to cut back the route to Willesden?

Only 1/5 or 600 of total passenger journeys made along Willesden High Road continue to Kensal Rise. In other words, on average 2.4 passenger journeys are

made per 302 service between Willesden and Kensal Rise. This raises two questions: Why are hundreds of 302 buses sent to Kensal Rise given the low passenger journeys; and is this a sensible use of scarce valuable bus resources and tax payers money?

Each service assigned to route 302 has the capacity to transport up to 82 passengers; however, TfL's data on loading profiles for this route during the off peak period, and on the Willesden to Kensal Rise section of route, shows it to be very low - 0% - 19%.<sup>7</sup> So either there can be 0 passengers on the bus or a maximum of 15 on a double-decker bus with the capacity to transport 82 passengers.

Assuming each service was filled to capacity, if we multiply 82 by the 250 services assigned to 302 services, the result of this calculation tells us that route 302 has the capacity to transport a total of 20,500 passengers per day between Willesden and Kensal Rise. However, we know that only 600 passenger journeys are made on this section of route between Willesden and Kensal Rise.

It is apparent to us that the Willesden to Kensal Rise section of route suffers from an over-subscription of buses, as in addition to the 250 scheduled services on route 302, there are 355 services from route 52. For some unknown reason TfL have chosen to ignore this information in its consideration of options.

As all of route 52's 355 services serve the same bus stops as route 302 between Willesden and Kensal Rise, this means that TfL has a total 605 services dedicated to facilitate passenger journeys between Willesden and Kensal Rise, and to high frequency timetables. Is this a sensible use of valuable, scarce bus resources and tax-payers' money?

Further, it is unfortunate that TfL does not appear to have given any consideration to the impact that these 605 services have on residents living along the route or the environment for that matter.

TfL's data shows that route 52 is currently not operating to full capacity on this section of route so it could accommodate the 600 passenger journeys were TfL to cut back route 302 to Willesden. Why have TfL not considered this option?

We cannot help but think TfL is of the view that it would be sacrilegious for passengers to change buses even where there is a credible and reliable alternative in the form of route 52, and even when it does not make financial sense to continue to operate under used buses.

The extraordinary levels of bus subscription to the Willesden to Kensal Rise section route largely explains why so many buses on route 302 can best be described as ghost buses; many of them regularly travel more or less empty on this section of route.

This poor utilization of passenger capacity on route 302 buses, which we believe is the result of questionable transport management practices on the part of TfL, also explains why it is not uncommon to see so many of the 302 buses trailing more or

<sup>7</sup> TfL (John Barry) May 2012 paper



less empty behind route 52's buses.

If TfL's concern is that passengers would not be able to access Willesden's town centre were it to cut back route 302, this is not a credible reason, as there is a plethora of buses - 52, 98, 206, 260, 266, and 460 - operating along Willesden town centre's main road so passengers would still be able to travel the length of Willesden High Road.

The aforementioned data and narrative tells our story and supports our observations that it is clearly a case of bus over-subscription and poor utilization of bus resources on the Willesden to Kensal Rise section of route.

We are strongly in favour of the option to cut route 302 back to Willesden, and we take this opportunity to remind TfL that it is tax-payers who fund its transport activities, and therefore it goes without saying that TfL has an obligation to spend these funds wisely.

We strongly urge TfL's management team to visit the Willesden to Kensal Rise section of route so that it can witness first hand the result of what can only be described as a questionable, senseless, scandalous and inappropriate application of transport planning and tax payers' monies.

## **Option 2 - Diverting route 302 to Queen's Park Station**

Of the three potential options which would result in better use of 302 bus resource, this option - divert the 302 to Queen's Park Station - is our primary preferred option, as along with TfL we believe that it would open up a link to Brondesbury Overground, which is nearest to Willesden town centre and the Bakerloo line whilst providing a direct and much needed link between Willesden and Queen's Park.

*"On the other hand, the route would be longer than currently so operating costs would rise: we would have to be sure that any increase in subsidy was justifiable".*

Whilst TfL say that operating costs would be higher were it to divert the route to Queen's Park, we are of the view that the current situation where hundreds of 302 buses travel more or less empty back and forth from Kensal Rise can surely not be a tenable, sensible and cost effective use of valuable bus resources and tax payers' monies for there must be operating costs arising from such a practice?

*"At present the only bus stand at Queen's Park is already used by another route".*

We do not understand why TfL is concerned that the one bus stand at Queen's Park is already used by another route, the implication being that this may prevent the addition of another, as these concerns have never applied to Kensal Rise, which is a residential area like Queen's Park, but has 7 routes assigned to it with 12,821 scheduled services operating weekly.

This outlook ranks of inequitable prejudice against Kensal Rise residents. Is it fair to expect Kensal Rise residents to bear the brunt of TfL's questionable transport strategy when Queen's Park only has one bus route running through it and the infrastructure and capacity to support an additional route?

We ask TfL to note our disappointment that at no point in time were Kensal Rise residents consulted on the increase in the number of buses in our area or for that matter on the addition of routes such that today we have 12,821 bus services to the significant negative detriment of residents, as the buses are heavy, cause our properties to shake, cause extraordinary levels of congestion and are noisy. Kensal Rise residents are not alone in expressing their concerns about the impact of bus domination in our area. See the following article of 22 January 2013, Evening Standard, which reports on current and similar problems experienced by residents of Ealing.

<http://www.standard.co.uk/news/london/hgvs-causing-roundtheclock-misery-on-ealing-street-8461411.html>

Suffice to say the extraordinary rise in the level of bus traffic in our area has been achieved by stealth on the part of TfL and Metrolink.

To conclude, the option to divert route 302 to Queen's Park is our primary preferred option for reasons mentioned above. However, it will not provide the quick fix that cutting route 302 back to Willesden or re-routing it via Donnington Road would do.

### **Option 3 - Diverting route 302 via Donnington Road back to Willesden**

We are disappointed to note that TfL have not considered the option of re-routing the 302 along Donnington Road, as opposed to terminating it at Kensal Rise.

Donnington Road, which incidentally is a significantly wider road than Chamberlayne Road, currently plays host to only one route - 6 - compared to the 7 on Chamberlayne Road.

Were TfL to implement this option, the immediate benefit is that the buses could return much more quickly to Willesden, as Sidmouth/Donnington Road provides a direct and shorter route to Willesden than Kensal Rise.

Re-routing the 302 via Sidmouth/Donnington/Willesden would quickly lessen the undesirable impacts / effects of bus domination in Kensal Rise, and certainly would not require a significant spend from TfL. Hence, we are surprised that TfL have not considered this option at all.

### **3. Hybrid buses**

Residents were extremely pleased to hear that hybrid buses will come into service on route 52 especially as the current buses operating on this route continue to emit unacceptable levels of noise pollution.

There are 355 northbound and southbound services assigned daily to this route so over a 24-hour period this means a 52 bus is in operation on Chamberlayne Road every minute of the day.

Hence residents never have any respite from the howling, piercing noise emitted by these faulty buses, for which Kensington and Chelsea residents first registered their complaints with TfL in 2005.

As TfL are aware, it was only in 2012 that Metroline undertook some partial modifications to the affected buses but not to those operating on route 52, and this was only after Kensal Rise residents were forced to bring the problem to the attention of Mayor Johnson in 2011 after communicating their concerns for many years – since 2006 – but getting nowhere, as TfL refused to acknowledge there was indeed a problem.

*“We expect these to come into service early in 2013”.*

TfL says the new buses will be introduced to the route “early in 2013”. Residents would like to know what TfL means by “early” – does it mean in the first month of 2013, first quarter?

#### **4. Out of service buses**

We thank TfL for working with Metroline to remove route 98 from Chamberlayne Road. That said on 16<sup>th</sup> January 2013 we witnessed a 98 bus on Chamberlayne Road, and this was after we had received the following assurance in TfL’s December 2012 update:

*“We have worked with Metroline to develop a mitigation strategy which should avoid the need for route 98 buses to run out of service via Kensal Rise in any numbers”.*

We cannot understand why this situation arose in the first place given that TfL is well versed in the bus problems experienced on Chamberlayne Road.

Despite the fact there are already 12,821 buses operating on this road, and residents had already expressed their concerns about this to both TfL and Metroline, route 98 was added to Chamberlayne Road by stealth– residents were not consulted. In doing so this demonstrated that TfL appears to lack the ability to listen to affected residents or think laterally or creatively, as it has now done by re-routing the bus elsewhere following pressure from Kensal Rise residents.

Adding a further route by stealth to the existing 7 routes on Chamberlayne Road just compounded the problems of noise pollution, congestion and disruption of residents’ peace of mind. We hope that in the future TfL will consult residents on such matters.

## 5. Route 6

From TfL's data, it is clear that passenger demand for route 6 is reasonable for the morning and evening peak periods - loading profiles are between 40% - 49% in the Kensal Rise and surrounding area. That said, we note that passenger loadings significantly tail off to 0% - 19% during the morning and evening off peak periods in Kensal Rise and surrounding area.<sup>8</sup>

We do not wish to see this route removed but equally do not think more buses should be added to the Kensal Route route given the low morning and evening off peak loading profiles, and the fact that this section of route up to Willesden is already well catered for by route 52, which has 355 services assigned to it daily, and is currently not operating to full capacity on the Kensal to Willesden section of route.

Given the low loading profiles recorded in the off peak periods, we ask TfL to consider the following two options for route 6, as we believe they would deliver financial and operational benefits to TfL:

1. For the off peak periods turn some of the services around at the Kensal Rise Station. This is something that TfL used to do and we do not understand why this practice was abandoned?
2. Rationalise the current schedule so there are fewer buses operating in the off peak period and not every two minutes, as is currently the case.

We strongly believe these two options would free up valuable bus resources, which can then be used in other London areas desperate for buses, and reduce operational costs for TfL whilst helping to lessen the problem of bus domination in Kensal Rise.

## 6. Route 52

Whilst we acknowledge that loadings for this route in the Kensal Rise and surrounding area are reasonably robust (60% - 99% for the morning and evening peak hours), it tails off to 20% - 39% during the off peak hours.<sup>9</sup> As with route 6, we would not like to see route 52 removed, as there is demand during the peak hours.

However, we note that despite the evidence that loading factors are low during the off peak hours, TfL have not considered the option of turning some of the buses on route 52 around at Kensal Rise station stop. The logistics of executing this turning at the Kensal Rise stop would not be difficult, as this is what buses on routes 452 and 28 do anyway.

We ask TfL to consider this option, as this would help reduce bus domination on Chamberlayne Road, and the resultant problems, but more importantly TfL's operating costs, as the route would be shorter for some of the buses.

For anyone wishing to travel on to Willesden, there is an alternative – route 6 – which is currently not operating to full capacity on the Kensal to Willesden section of route,

<sup>8</sup> TfL May 2012 paper

<sup>9</sup> TfL May 2012 paper

as is evidenced by the loading profile data for the morning and evening off peak hours which is between 0% - 19%.<sup>10</sup>

Turning around some of the buses on route 52 at Kensal Rise station stop would also help reduce the current unacceptable sight of buses for routes 52, 6 and 302 travelling in convoy from Kensal Rise to Willesden and back. Typically two out of the three buses will travel more or less empty, as there are too many buses – 929 daily services in total – serving more or less the same section of route.<sup>11</sup>

## **7. Route 187**

*Diverting route 187 “away from Chamberlayne Road via College Road, for example, would be impractical as the road is not suitable...about 2,800 per day travel across the Chamberlayne Road section”.<sup>12</sup>*

Every day between Monday and Friday there are 206 northbound and southbound services operating on Chamberlayne Road, and contrary to what TfL say, our observation is that these buses operates every 2-3 minutes and not 10 minutes. A visit by TfL management to Kensal Rise would confirm our observation.

Again it is clear from TfL’s loading profiles data for this route that passenger demand is reasonable - 60% - 100% - during the morning and evening peak hours but tapers off significantly to 20% - 39% during the off peak hours.<sup>13</sup>

As with routes 6 and 52, we note that TfL have not considered the option of operating a reduced service during the off peak hours for this route.

We ask TfL to consider this option, as we believe it would result in a better use of valuable bus resources and tax-payers’ monies, less congestion and noise in Kensal Rise, and reduced operational costs for TfL.

## **8. Route 452**

We are firmly of the view that this route should be curtailed away from Kensal Rise and for the same reasons articulated above in respect of routes 302 and 28. It is a ghost route and TfL’s data on loading profiles as well as our observations support this view.

251 northbound and southbound services are assigned daily to this route, each with the capacity to carry 82 passengers or a total of 20,582 passengers per day. Yet many of the buses travel for quite a distance more or less empty to and from Kensal Rise.

According to TfL’s May 2012 paper:

<sup>10</sup> Load data sourced from TfL May 2012 paper

<sup>11</sup> TfL

<sup>12</sup> Passenger data sourced from TfL May 2012 paper

<sup>13</sup> Load data sourced from TfL May 2012 paper



*“2,500 use this service along the section north of Harrow Road”*

With 251 services assigned daily to this route, this means that there are average 8.2 passengers per service per day, and this ties in with our observations.<sup>14</sup>

The reason why the 452 has always been and continues to be ghost route is because it operates on the same route as the 52, which has 355 daily services. Route 452 serves the same bus stops as route 52 up to Knightsbridge, which is 3.9 miles from Kensal Rise.<sup>15</sup>

Therefore, it is not uncommon to see buses on both routes - 452 and 52 - travelling the 3.9 mile journey Knightsbridge in convoy with the 452 trailing behind more or less empty. A trip by TfL management on this route will confirm our observations.

Given the above observations and the fact that TfL's loading profile data for route 452 shows that demand for this service happens several miles from Kensal Rise and the surrounding how can TfL say:

*“Large numbers would be affected were TfL to curtail the 452 route away from Kensal Rise”*

We are strongly of the view that this route should removed from the Knightsbridge to Kensal Rise section of route, as it is already well catered for by route 52, which is currently not operating to full capacity. Perhaps TfL can re-instate it when it has fully understood the practicalities and costs of providing a link to Kensal Green, which would take many years to implement anyway.

Therefore, we ask TfL to revisit its decision to do nothing about this option, as current practice can surely not be cost effective or a sensible use of bus resources when other areas of London are desperate for buses.

Also we note that route 452 is a relatively new route so should not cause significant upheaval to the very few bus users, and again there was no resident consultation when it was put in place.

## **9. Route 28**

The same arguments we have stated for the removal of route 452 from the Kensal section of route also apply to route 28:

- This is a ghost route and from the data TfL have provided it is apparent that the number of passengers - 2,000 - using this service does not warrant the number of services - 300 - assigned daily to the Kensal and surrounding area, as this equates to an average of 7 passengers per service, and this ties in with our observation. (See attached video)<sup>16</sup>

<sup>14</sup> TfL

<sup>15</sup> Google Maps

<sup>16</sup> TfL May 2012 paper

We do not understand on what basis TfL says:

*“Large numbers of passengers would be affected were TfL to curtail this service away from Kensal Rise.”*

TfL’s data on loading profiles for this route clearly shows that demand for this service occurs several miles from Kensal Rise and the surrounding area so why does it continue to send hundreds of buses daily to the area? But more importantly is this a sensible use of tax-payers’ monies and much in demand bus resources?

We ask you to consider the removal of this route to Kensal Rise or turning it around at the bus depot in Westbourne Grove. For passengers wishing to travel in the direction of Kensal Rise there is always route 18, which travels the length of Harrow Road and currently is not operating to full capacity.

## **10. Traffic data**

*“The bus queues in the January 2012 photos were due to the major roadworks around Banister Road when road capacity was significantly reduced. In these conditions it’s common for cars, vans etc to find other routes, whereas buses need to remain in the queue in order to serve their normal route. Hence the proportion of buses in the traffic goes up”.*

We dispute TfL’s statement above, as the queues did not just happen in January 2012; they occur regularly on Chamberlayne Road, particularly during the morning peak hour, and we have ample photo and video evidence.

*To illustrate, journey times for route 52 between All Souls Avenue and Harrow Road are around eight minutes on average on a weekday at 9.30am”.*

The time - 09.30am - at which TfL carried out its observation of traffic on Chamberlayne Road is not during the peak hour and therefore it is no surprise that the time taken for the 52 to travel was short.

We suggest that TfL carry out its observation between the hours of 8am and 9am during the week when it can take up to 15 minutes for a bus to travel down the 1 mile length of Chamberlayne Road.

Further, the time taken by the bus would have been quicker on a Saturday – the weekend - when roads are typically less congested at that time of the morning.

*“In these conditions it’s common for cars, vans etc to find other routes, whereas buses need to remain in the queue in order to serve their normal route.*

We find TfL’s comment to be disingenuous as there are very few side roads off Chamberlayne Road which cars, vans, etc, can turn into to reach the same destination.

Surely in any event it has to be acknowledged from any objective point of view that there are far too many buses on the road, roadworks or not? The fact of the matter is

this: there are 12,821 buses operating per week on Chamberlayne Road, a narrow single carriageway, hence the regular recurrence of bus queues as portrayed in the photo.

## **11. Buses are not a major contributor to congestion**

*“Buses are not a major contributor to congestion”*

We do not understand how or why TfL can say this, as one only has to visit Chamberlayne Road, Edgware Road or Oxford Street to witness firsthand the extraordinary levels of congestion caused by buses daily.

Congestion caused by too many buses on one road is not a new problem; it is a growing problem (see following articles below). Therefore, we are surprised by TfL’s comment, as there is ample evidence of problematic and unpalatable congestion, the result of extraordinary levels of bus domination in London.

<http://news.bbc.co.uk/1/hi/england/london/8497509.stm>

[http://www.london24.com/news/transport/calls\\_to\\_cut\\_buses\\_to\\_reduce\\_west\\_end\\_congestion\\_1\\_1700615](http://www.london24.com/news/transport/calls_to_cut_buses_to_reduce_west_end_congestion_1_1700615)

## **12. Ghost buses – the consequence of a flaw in the terms governing scheduled mileage and mileage bonus payments**

We define “Ghost Buses” as the buses we see operating daily and nightly on Chamberlayne Road with hardly any passengers on board yet each bus has the capacity to transport up to 82 passengers.

There are hundreds of these ghost buses operating on Chamberlayne Road and many such as the 302, 452 and 28 travel for quite a distance from Kensal Rise with a handful of passengers on board.

Given that TfL has access to loading profile and passenger boarding and alighting data for the above-mentioned routes, we are very surprised that it is not using this valuable information to develop “intelligent” bus schedules, which reflect the changes in demand for peak and off peak periods?

We believe the reason why there are so many ghost buses operating not just in Kensal Rise but wider London is due to the flawed structure of TfL-London Buses’ contract terms with operators, which allows for operators “to develop timetables and schedules”, and bonuses operators for completion of mileage set by TfL.<sup>17</sup> These issues are discussed in the following paragraphs.

<sup>17</sup> Transport for London – London’s Bus Contracting and Tendering Process

## ***Schedules and Timetables***

We would like to believe that once TfL-London Buses have approved operators' schedules and timetables, TfL-London Buses reviews and challenges these periodically.

However, given the hundreds of ghost buses marauding the streets of Kensal Rise and wider London by day and night this cannot be happening. It seems clear to all but TfL-London Buses and bus operators that these schedules have no correlation whatsoever to the rise and fall in passenger journeys that happens during the peak and off peak periods.

If TfL-London Buses were doing its job well – providing a robust review and challenge function to bus operators - and was guided by the principles of allocating bus resources according to credible passenger demand, preserving, and protecting taxpayers' monies through spending it wisely and efficiently, the current situation where we have, for example, 250 scheduled 302 services allocated daily to facilitate 1/5 or 600 passenger journeys daily from Willesden to Kensal Rise, despite each service having the capacity to transport up to 82 passengers, would not be happening.

We would not have 605 (combined total of routes 52 & 302) scheduled services operating under capacity just between Willesden and Kensal Rise all serving the same bus stops. We fail to see how TfL-London Buses can allow this to continue given what its data is telling it; there are too many buses serving too few people - and this is particularly true of routes 302, 452 and 28.

## ***Scheduled Mileage and Reliability/Mileage Performance Payments***

As a result of the de-regulation of London's transport system, private operators were given the opportunity to participate in London's transport market but with London Buses awarding the contract for specific routes. Under the Tender Contract one of the requirements is that bus operators operate to specific mileage requirements, which are set by TfL - London Buses.

Operators can boost their earnings potential – earn mileage bonuses - and these are capped at 15% of the contract price.

To illustrate, and based on our understanding of the terms, in 2009 Metroline was awarded a contract of £ 3,232,486 for route 302. At 15% the maximum gross bonus Metroline could earn is £484, 874 per annum. We imagine that this earnings potential, when extrapolated across a fleet of routes, provides a highly attractive incentive for many operators.

However, we believe the problem with the above set mileage requirement and mileage bonus arrangement is that it creates conflicts of interest between TfL-London Buses, who has its transport objectives to meet whilst acting on behalf of bus users and tax payers, and operators who amongst other things will be driven by profit maximisation.

The first conflict is that it may be the case that TfL is indeed setting robust and demanding mileage requirements for the operator; but this puts pressure on operators to meet these mileage requirements against the backdrop of corporate profit objectives. Unfortunately the only way that an operator can meet the mileage requirements is to have as many buses as possible on the road preferably operating to high frequency schedules.

Having as many buses as possible, and preferably operating to high frequency timetables, is a positive thing for the operator in that they facilitate opportunities for the operator to increase income through maximizing on mileage bonus payments. However, this is a negative outcome, as specific routes /areas are loaded with buses to the detriment of other bus users, as is currently happening in Kensal Rise.

TfL-London Buses should only approve an operators' schedule or timetable if it is supported by concrete, credible, qualitative and quantitative evidence, and it makes financial sense to do so. However, evidence shows this to not be the case.

In a Freedom of Request (FOI) submitted to TfL regarding the increase in capacity in route 302 we queried why there had been a sudden increase in 302 buses and TfL's response follows:

*"The operator Metroline reported crowding at Blackbird Hill and Neasden Lane, southbound, between 0750 and 0820, and at Neasden, northbound, between 1800 and 1830."*

The only information available to support TfL's decision to increase capacity across the route is the above comment. It seems to be the case that TfL did not undertake its own independent research to verify the operators' observations, and there is no supporting documenting in the form of emails, meeting notes, etc.

In increasing capacity across the entire route and hours, we cannot help but think that TfL failed to provide a cost effective option, as it is clear that the reported crowding was happening at specific hours of the day - morning and evening peak times - so perhaps it would have been prudent for TfL to only increase capacity at these times and not across the route and for all hours, as without doubt this would have resulted in higher operational costs.

Building on the above arguments, we believe the second conflict of interest is based on our premise that the reason why there are so many ghost buses plying the roads is a combined result of the flawed mileage bonus argument discussed above, and the fact that this mileage bonus arrangement does not actively encourage operators to develop schedules, which *correlate to changes in passenger journeys for peak and off peak periods*.

TfL's loading profile data for routes 302, 452 and 28 clearly shows that it is low – 0%-19% in the morning and evening off peak hours yet this information does not appear to have been taken into account by TfL when approving the operators schedules.<sup>18</sup>

<sup>18</sup> TfL's December 2012 update note



We realise and accept that it is beyond the control of an operator to influence how many passengers board its buses. However, why is the operator still allowed to operate a route even when TfL's in-house data shows that there is very little passenger demand for the service?

We believe the operator deliberately maintains this practice of operating ghost buses, as it gives them an opportunity to earn bonuses on mileage. We say this as we have spoken with some of Metrolink bus drivers who said they did not understand why the operator sent so many buses to Kensal Rise with many of them travelling more or less empty, the 302 being a particular case in point.

Whilst it makes operational sense for TfL to have some form of mileage requirement / measure for operators, should it be the key driving force in contracts and to the exclusion of the resultant negative side effects?

For example, issues to consider are: what are the implications of these mileage requirements; what do they mean to operators and how will they respond; how will operators' response actions affect bus users and the allocation of bus resources? Further, what are the impacts on tax-payers; residents living along bus routes; other road users; and the environment as a result of these mileage requirements?

To conclude, we believe if TfL were to adopt our suggestions above, it would be in a good position to weed out the hundreds of ghost buses from Kensal Rise and wider London.

We believe the current and longstanding set mileage and mileage bonus arrangement are flawed and this is to the detriment of the bus user, tax-payer and residents living along bus routes who have their peace of mind destroyed daily and nightly by the hundreds of more or less empty buses marauding the streets of London.

Further due to bus domination, cyclists and pedestrians are regularly put at risk, as roads such as Chamberlayne Road, which is a narrow single carriageway, do not have continuous cycling routes, as Brent Council for Kensal Rise has given undue preference to the thousands of buses operating in the area weekly.

Brent Council relies heavily on the funding it receives from TfL to progress its borough wide transport related initiatives. This disregard for cyclists, and desire by Brent Council to be seen to be supporting TfL and so not jeopardize its relationship, has meant that cycle route development has been piecemeal and where implemented very poorly designed in Kensal Rise.

We ask TfL to review what can best be described as a perverse mileage bonus scheme. We ask TfL to review the way it monitors and develops schedules and frequencies. And from this, we expect TfL to adopt a more robust and challenging approach, one that scrutinizes bus operators' schedules and frequency operations via a solid quantifiable research based on passenger journey demand.

### *Other:*

We want TfL to note and so repeat our concerns about speeding bus drivers on routes 302, 6 and 52. During the night, when Chamberlayne Road is quieter, Metroline's bus drivers tend to speed along it thereby posing a danger to pedestrians, residents, cyclists and motorists. This speeding tends to happen just after the bus drivers have passed Kensal Rise station towards the direction of Willesden, and on the return journey.

Given that for many years now we have been highlighting the problems of speeding bus drivers to TfL, we are disappointed to note that TfL makes no reference to potential solutions particularly as there have been 32 accidents with fatalities on Chamberlayne Road in the last three years.<sup>19</sup>

## **13. Conclusion**

We are disappointed with the level of consideration that TfL has given to Kensal Rise residents' concerns on the bus problems, and we have demonstrated this by critically reviewing TfL's options presented in its December 2012 update, as well as provided additional options for TfL to consider.

Our view is that the breadth of options considered by TfL has been limited, and its analysis and rationale for maintaining a large part of the status quo in Kensal Rise questionable.

We are disappointed to note that TfL is not willing to take action even when its own in-house data is telling it what we have always said – there are too many ghost buses operating in Kensal Rise and the surrounding area.

The above practice cannot be a good use of valuable bus resources and tax payers' monies, especially at a time when other London areas are desperate for buses, the UK economy is in recession and other vital public organizations in healthcare, for example, are being forced to endure cuts. For some reason TfL appears to be immune to these cuts given the scandalous operation of thousands of ghost buses continues to this day.

Whilst we welcome the Queen's Park option – divert the 302 to Queen's Park - we were hoping that TfL would seize this opportunity to provide a holistic proposition, one that would help reduce the overall impact of bus domination in Kensal Rise.

We ask TfL to consider the additional options we have provided and revisit its rationale for discounting some of the credible options as we believe that if these options, plus our suggestion that TfL review its mileage requirements and mileage bonus arrangements are implemented as a package of solutions, they will:

- Reduce the extraordinary levels of bus domination experienced in Kensal Rise as well as resultant congestion and noise and air pollution, and so help restore Kensal Rise's residents quality of life to a better standard;

<sup>19</sup> Brent Council Transport Department

- Result in a better application of tax payers' monies and bus resources, as ghost buses will be released from Kensal Rise, these can be put to service in other areas desperate for buses;
- Reduce TfL's operational costs as ghost buses will either be removed or scheduled services reduced / rationalised where there is clearly very little demand for such;
- Result in the removal of a perverse mileage bonus system, which encourages operators to focus on maximizing their mileage earnings, and to the detriment of bus users, tax payers, residents living along bus routes, other road users and the environment.
- Create more space for other road users such as cyclists who are regularly and dangerously squeezed off the road as a result of the extraordinary number of buses on Chamberlayne Road.

To conclude:

TfL state that changing route 302 to Queens Park would entail increasing operating costs and having to justify increases to subsidy – please apply the same logic therefore to running excessive bus routes with no passengers.

*“Buses entail a cost to the tax payer. Nowhere is it stated that it is an individual's right in London to have a bus operating every minute of the day regardless of the cost or number of passengers on board. Nowhere is it stated that it is a crime for an individual to wait up to 10 minutes for a bus”.*

***Metroline bus driver***

## 14. Appendices

### Appendix A

Dear Fiona and Hazel

I said that I would update you on the work we were carrying out following our May 2012 paper.

Route 302

We have reviewed options for changing the service, as promised in May.

#### *Option 1*

Cutting it back to Willesden would leave the route finishing short of the town centre, disrupting over a fifth of all the passenger journeys on the service. We don't believe this is the right thing to do.

#### *Option 2*

Diverting it to Queen's Park Station disrupts around 13% of the existing passenger journeys. However some will be interchanging to the Overground, which is also available at Brondesbury Park. There would be a link to the Bakerloo and Euston/Watford lines at Queen's Park. People living around Salusbury Road would have new bus connections and a more frequent service to Queen's Park (in addition to route 206). On the other hand, the route would be longer than currently so operating costs would rise: we would have to be sure that any increase in subsidy was justifiable. A number of practical issues would need to be resolved. For example, at present the only bus stand at Queen's Park is already used by another route. Further north, a short section of Brondesbury Park might be used for a bus service for the first time: this road has speed humps which would need to be checked for compatibility with buses. Accessibility impacts would need to be acceptable, including at the various interchange points.

In summary, the review shows that Option 2 has a large negative impact for some existing passengers but potentially there are also compensating benefits. A number of practical issues have been identified. We intend to now discuss these with Brent council officers. After that we will be in a position to decide whether or not it is sensible to carry out a consultation on a proposal to divert the route.

#### Hybrid buses

Hybrids are being introduced as operating contracts change, with a focus on routes serving areas with the poorest air quality. These buses are significantly more expensive than standard diesels and deployment is carefully considered so that the extra costs will achieve the maximum benefits. Route 52 will shortly receive 27 new vehicles of which twelve will be hybrids. We expect these to come into service early in 2013.

#### Out of service buses

Steve Bennett of Metroline wrote to you about why route 98 buses have been running through Kensal Rise out of service. As you may be aware a further round of roadworks will be happening in Kilburn. We have worked with Metroline to develop a

mitigation strategy which should avoid the need for route 98 buses to run out of service via Kensal Rise in any numbers.

Other routes

Route 6 - I should make clear that our May 2012 paper was not proposing to cut this back to Kensal Rise offpeak. Around a fifth of its passengers use the service on the section north of Kensal Rise.

Route 52 - You suggested making Ladbroke Grove a turnaround point, as it is the busiest point. However the busiest point on a route is not a good place for a turnaround as this where there are the highest numbers of passengers travelling to all the other places served.

Route 187 - We don't consider that a diversion away from Chamberlayne Road (eg via College Road) is practical. It would be difficult to make these roads suitable and Brent Council are unlikely to support the idea anyway. Also, the route would then omit a number of well-used stops including Kensal Rise Station which is used by around 600 passengers per weekday.

Routes 28 and 452 - We are not currently proposing to curtail these routes away from Kensal Rise as large numbers would be affected. However, as per our May paper, there may be longer-term opportunities associated with redevelopment in and around Kensal Green.

Traffic data

The traffic data in our May paper is from 2010. The bus queues in the January 2012 photos were due to the major roadworks around Banister Road when road capacity was significantly reduced. In these conditions it's common for cars, vans etc to find other routes, whereas buses need to remain in the queue in order to serve their normal route. Hence the proportion of buses in the traffic goes up.

We stand by our statement that buses are not a major contributor to congestion. To illustrate, journey times for route 52 between All Souls Avenue and Harrow Road are around eight minutes on average on a weekday at 9.30am. This falls to around six minutes on a Saturday at the same time, despite the number of buses not changing very significantly in proportional terms, which implies that the non-bus traffic is the main influence on local road speeds.

New Bus for London

A limited number have been running in trial service on route 38 in north-east London. A decision to bring a further 600 into service was taken recently, and this will take place in stages over the next three years. The choice of routes to receive them will be made as part of our normal contract review process and no decisions have been made as yet.

I hope this is useful. We have taken careful note of all the points in your response to our May document and I've aimed in this update to cover the new issues raised. We will be in touch again after our discussion with Brent about the practical aspects of the route 302 option, but please do let me know if there are any other questions or comments in the meantime.



Have a good Christmas.

John

John Barry  
Head of Network Development  
TfL-London Buses

## Appendix 2: Number of buses operating in Kensal Rise by route

The following table shows bus route and direction on Chamberlayne Road and the number of scheduled buses per day in January, February and March 2011.

Route	Mon - Fri	Sat	Sun	Weekly Total		Mon - Fri	Sat	Sun	Weekly Total
6	162	148	104	1,062		162	148	104	1,062
187	103	96	63	674		103	96	65	677
302	126	117	82	829		124	115	81	816
316	127	119	89	843		128	118	89	847
52	178	163	113	1,166		177	162	112	1,159
452	126	118	90	838		125	117	89	831
28	150	144	115	1,009		150	143	115	1,008
Total	972	905	656	6,421		969	899	655	6,400

**Source: Transport for London**

## **Sutton Seniors' Forum**

Congratulations on the very interesting meeting yesterday. Thank you for listening to the concerns of Sutton Seniors Forum Members on Public Transport connections to A&E departments if the BSBV review goes ahead with the closure of St Helier Hospital A&E and Maternity Departments. I understand that these concerns will be taken up with TfL by you at the next Transport Committee meeting in July.

Further to my conversation with Caroline after the meeting, we would be pleased if you could also ask TfL:

What plans do they have to

- 1) Improve the existing one bus service from the London Borough of Sutton to St Georges Hospital.
- 2) Instigate a direct bus service from the London Borough of Sutton to Croydon University Hospital.
- 3) Would TfL ask our local liaison officer to meet me in Sutton and travel by bus to these Hospitals from different parts of the Borough in order that TfL may have first-hand knowledge of the difficulties these journeys present.

I confirm that we would be pleased to distribute your postcard 'Have Your Say On Your Bus Service' to our members. We normally expect an audience of 100+ at our monthly meetings. Therefore if you would be kind enough to send these to our office at Granfers Community Centre, Oakhill Road, Sutton SM1 3AA I will distribute them on your behalf.

Thank you

*Chris Pennington*

Vice Chairman, Sutton Seniors' Forum

Bakingside 21

**Re: London Assembly Transport Committee launches a major investigation into the capital's bus services**

<http://barkingside21.blogspot.co.uk/2013/06/planning-evolving-bus-service-to-meet.html>

## Bus Issues in Barkingside

1. There is no point having a kneeling bus if it cannot get to the kerb due to cars and vans parked in the bus cage. This is a particular problem in Barkingside High Street throughout the evening when traffic wardens are not around. Is there a case here for TfL to have cameras fitted to buses and to prosecute these miscreants yourselves?
2. There has been a long standing campaign for a bus route to serve Forest Road in Barkingside. Fairlop Station is the only Tube station I know that is not served by a bus route. Over the years the facilities along Forest Road have increased dramatically - Fairlop Waters, Cemetery, Cycling Centre, Skate Park, Gym, Community Centre etc so there must surely be sufficient demand to at least try it out.
3. Whatever happened to the 306 bus route? This had £2million funding from a Section 106 agreement and was due to run from Repton Park to Ilford. The public consultation in 2004 (I think) gave a 2:1 thumbs up to the proposal, but it was quietly dropped. Why?
4. Much more needs to be done on making buses less polluting. Barkingside High Street and Fullwell Cross roundabout are a particular problem re Air Quality.

Alan Howe  
Secretary, Bakingside 21

KILBURN OLDER VOICES EXCHANGE



[www.kove.org.uk](http://www.kove.org.uk)

**KOVE / WHAT  
Kilburn Older Voices Exchange  
West Hampstead Amenity and Transport  
Independent Bus Travel Survey  
2010**

Summary of findings from 65 older people about their travel experiences on local (Kilburn & West Hampstead) bus services.

**Aims:**

The aim of the survey was to obtain a snapshot of what individual journeys are like, good or bad. This arose from personal experiences and anecdotal evidence that has been brought to the attention of KOVE and WHAT during the past few years.

The survey was conducted between 15<sup>th</sup> July to 10<sup>th</sup> September 2010.

Bus routes covered in the survey: C11/16/31/32/98/139/189/206/328/332.

All these bus routes were included in the journeys of survey participants.

**Survey methods:**

The self completing questionnaire asked participants to identify which bus stop the person had boarded at, the approximate time and direction of travel. Further questions based on the concerns that older people had previously raised were included in the survey and these are highlighted in this summary.

Sample: 500 questionnaires were distributed and 65 returned completed: 13% return.

**Mobility:** Fifteen of the participants declared that they had mobility problems: 23.07% of survey.

1) Did the bus draw into the curb?

a) Getting on Yes/No

Yes: 56	86.15%
No: 7	10.77%



No response: 2      3.08%

b) Getting off Yes/No

Yes: 46              70.77%

No: 14              21.54%

No response: 5      7.69%

c) If no, was there a reason?

"Sometimes traffic"

"Cars in the way."

"Too lazy to pull in."

-2-

"No obvious reason."

"No, can't be bothered at Mill Lane."

"Parked car."

2) Was the front platform lowered? Yes/No  
(the bus driver is able to operate this facility)

Yes: 16              24.62%

No: 39              60.00%

No responses: 10      15.38%

"Only (lowered) if asked."

"Some drive do not appear to know how to lower the platform."

"Do all buses have this facility (some people say that the older buses do not have it."  
(KOVE mtg. 14.12.10)

3) If you had to ask the bus driver for the platform to be lowered, what was the response?

Yes: 2                              3.08%

No: 5                                7.69%

No response: 58                      89.23%

"I don't ask. I have a walking stick with me at all times."

"Sometimes ok but sometimes says the bus is too old."

"Don't know how"

"I find it difficult, particularly when carrying shopping to step off C11 – it always seems too high."

4) Were you able to stand firmly on the bus before the vehicle moved off?

Yes: 50	76.92%
No: 15	23.08%
No Response: 0	0.00%

"As I stepped on the platform the doors were closed, injuring my eye and ears. The driver had seen me getting on."

"Most of the drivers are in a hurry and miss the stop that we want."

"No problem"

"No, I am disabled – cannot stand."

"Pulled off before I could sit down." "No, pulled off quickly."

-3-

5) Were you able to move safely within the bus, if not why?

Yes: 30	46.15%
No: 4	6.15%
No response: 31	47.69%

"Yes, quite a careful driver."

"Yes, but with caution."

"Aisle was too narrow and people had their feet in the aisle."

"Reasonably."

"very crowded."

"Over crowded at times like school times"

"Bus was crowded."

"No, it was moving."

"Happy with the journey."

"No, bus moving."

"No, juddering around and because I'm 80."

"Yes, driver waited for me to sit down."

"I lifted my rollator on to the bus; no seats were available at the front. My husband had to fold the rollator because the aisle is too narrow and take it to the pram and disabled space where I sat on it."

"Bus terminated at West End Green. Had to wait 30 mins to complete journey."

"Good journey."

"Buses come together – no bus after that for a long time."

"I find it difficult, particularly when carrying shopping to step off C11 – it always seems too high."

6) For wheelchair users/**escorts**. Was the ramp available/usable?

Yes: 2	3.08%
No: 0	0.00%
63: No response	96.92% *

\* Low response was due to only few wheelchair users involved and therefore not relevant to most participants.

a) If so, was a wheelchair space available on the bus? Yes/No

"Two pushchairs plus one unfolded in aisle – baby on mothers lap."

"My experience as a wheelchair user is that one in six don't work," (KOVE mtg 14.12.10)

7) Did the bus you were waiting for bypass the stop without stopping?

Yes: 8	12.31%
No: 24	36.92%
No response :33	50.77%

"(Bypassing) it has happened in the past."

"Bus terminated at Finchley Road/Hendon Way – walked rest of the journey."

"I use C11 frequently and it is usually busy. It (bypassing) has happened in the past."

"The first two buses were full. More buses are needed."

-4-

"I was waiting for either 138 or 189. They kept appearing on the screen due in 5 minutes etc. then disappearing. Two buses didn't stop. They were full. I had to wait another 45 mins."

"Bus arrival notification sometimes disappear – what happens?" (KOVE mtg. 14.12.10)

"Yes, leaving a woman and baby behind. A deaf woman asked for help – the driver was VERY unhelpful. Said she couldn't understand her – she didn't help her and was very rude. The deaf woman was nearly in tears. She wrote down what she wanted but the driver ignored her. I helped her in the end but it was appalling behaviour."

"He was driving too fast."

"The driver had neither the voice announcements of which stop we were approaching nor the indication on the screen – only sign working was 'bus stopping' if the bell was pushed."

"I had to get a bus for this journey as there is no tube on Sunday. The bus went very, very slowly all the way to Kensington Church Street where I got off (On the way to proms at Albert Hall) At some point near Westbourne Park it was overtaken by another 328 going at a good speed. My bus's final destination was changed at Notting Hill Gate; fortunately it was stopping short after I had to get off."

"Kilburn Market area – Kilburn High Road - buses queue up and then do not stop at bus stop." (KOVE meeting 14.12.10)

#### **Any other comments?**

"Bus driver did a good job"

"A young woman with a push chair had difficulty getting off because at the first stop in Broadhurst gardens there is a bench at a bollard at the rear exit from the bus."

"The bus was extremely late (- I had waited approx 20 mins."

"The bus was diverted because of road works at Hampstead centre. No announcement made at Whitestone Pond, therefore taken to Royal Free Hospital and had to walk up hill back to Hampstead Station (15 mins walk)

"On the whole I am satisfied with bus travel and really appreciate the improved service on C11, which used to be such a rare bird! I want to say one thing which is really important to me as a relatively frequent user of C11. The back exit step is always too high and I have difficulty getting of the bus. I have seen the driver lower the front step for people to get on but never the back. I feel too embarrassed to ask. Can the back step not be lowered like the front? It is getting off that I am conscious of being laden with bags and having to take a big step down. I use buses along Finchley Road quite frequently and do not seem to have this problem, nor with No 338."

"The main problem is no pedestrian crossing at St Cuthbert's

"Road stop on Shooters Hill and nearest crossing are a long way away in both directions – have to cross bus lane and two busy traffic lanes."

**Initial Observations about findings:**

- Overall survey seems to show good satisfaction on the journeys made although there are a number of negative comments.
- Platform not lowered scored high even though some people may need this
- Comments given about overcrowded buses, particularly C11 route.
- Moving off whilst passengers have not secured their position – surprisingly this did not seem to be such a great problem compared to what people had said before the survey was undertaken.

Mel Wright  
Coordinator  
KOVE (Kilburn Older Voices Exchange)  
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Charity No: 1137417



**EALING FIELDS RESIDENTS' ASSOCIATION'S (EFRA)**

**SUBMISSION TO**

**LONDON ASSEMBLY TRANSPORT COMMITTEE'S**

**INVESTIGATION INTO BUS SERVICES IN LONDON**

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**TfL Bus Spider Maps**

- **Buses from West Middlesex University Hospital**
- **Buses from Brentford High Street**
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- **Buses from Ealing Hospital**

**NHS North West London Reorganisation Press Release**



# **EFRA SUBMISSION TO THE LONDON ASSEMBLY TRANSPORT COMMITTEE'S INVESTIGATION INTO BUS SERVICES IN LONDON**

## **1 INTRODUCTION**

This submission relates to the Committee's second term of reference in respect of the announced hospital reorganisation in North West London.

*"How does TfL plan, review, redesign and implement changes to the bus services to meet changing demand? Are there any issues with TfL's approach?"*

As a residents' association serving some 2,000 households in the Northfields/South Ealing area we are particularly concerned about the increased difficulties which will be experienced by our members and their neighbours in accessing relocated hospital provision if the existing bus networks are not revised.

## **2 NORTH WEST LONDON HOSPITAL REORGANISATION**

At present Ealing Hospital provides a 24/7 accident and emergency service for our residents. It is also the location for specialist out-patient clinics and the conducting of tests requested by our GP's.

As shown on the attached TfL spider map, Ealing Hospital is exceptionally well served by the bus network with stops in the Uxbridge Road and also includes an on-site bus station where some routes terminate. These bus routes extend into much of the patient hinterland served by the hospital. They provide a high level of accessibility for both patients and their families and friends. It is particularly beneficial for older out-patients and clinic attendees who do not have access to private cars.

Under the forthcoming NHS reorganisation, the role of Ealing Hospital will be revised with many key facilities being transferred to other sites. The Accident and Emergency department will be transferred to upgraded facilities at the West Middlesex and Northwick Park Hospitals.

A copy of the NHS press release announcing these changes is attached.

## **3 BUS ACCESS TO WEST MIDDLESEX HOSPITAL**

At present bus access to the West Middlesex Hospital is unnecessarily difficult for the residents of central and southern Ealing due to the premature termination of the existing bus routes. The same problem exists for the residents of Hanwell and Southall.

Bus access to Northwick Park Hospital is even worse for these residents.

## **EFRA SUBMISSION TO THE LONDON ASSEMBLY TRANSPORT COMMITTEE'S INVESTIGATION INTO BUS SERVICES IN LONDON**

In the case the West Middlesex Hospital, a one mile extension of the existing E2 and E8 routes from Commerce Road in Brentford to the hospital forecourt would massively improve the hospital's accessibility to those new patents and their families who live in central Ealing and to the south of the Uxbridge Road.

Similarly, extending route 195 from Brentford town centre to the West Middlesex Hospital forecourt would proved a stepwise improvement in the hospital's accessibility to the residents of Southall.

We have attached copies of the relevant TfL spider maps to this submission.

In addition to extending the E2, E8 and 195 routes to West Middlesex Hospital, it would be immensely helpful if sheltered bus stands could be constructed at the hospital for the routes which would terminate there, along the lines of the existing arrangements at Ealing Hospital.

As the West Middlesex Hospital has been selected as one of the key future 24/7 Accident and Emergency Hospitals, it would also be beneficial if the route of the N9 night bus could be extended to include a short extension detour to the hospital forecourt. In addition to providing access for patients and their families, this would also assist hospital workers.

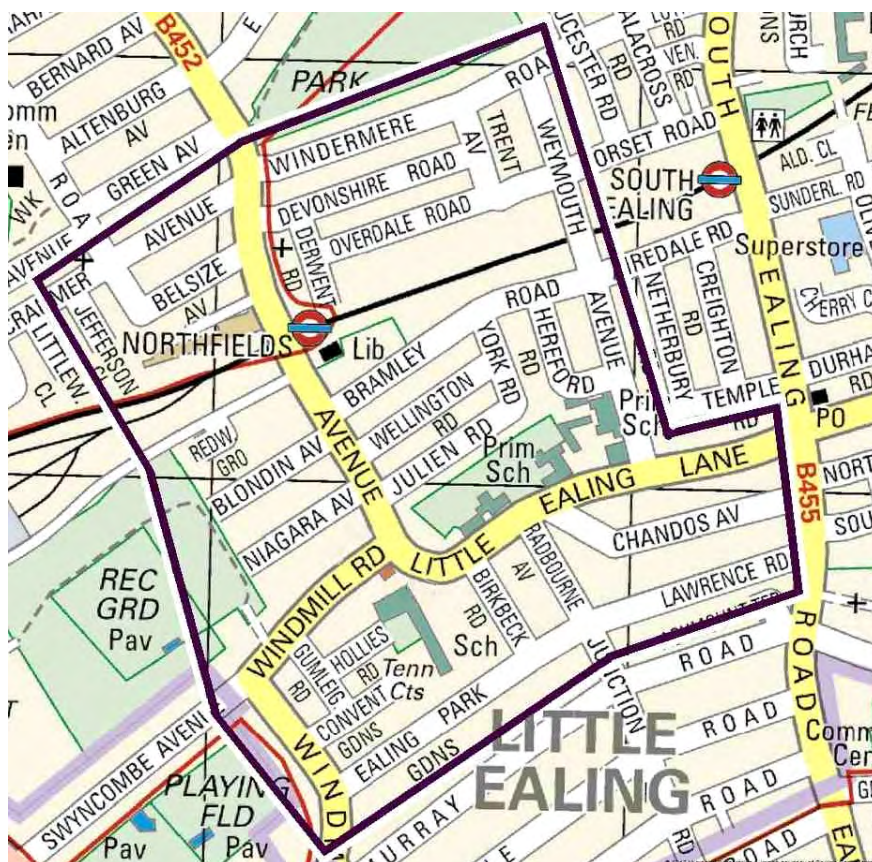
**We therefore ask that the Committee includes the implications of the changing geographic pattern of hospital provision in its considerations and specifically considers the circumstances of West London where only marginal bus route extensions would provide disproportionate benefits to hospital users and residents.**

# EFRA SUBMISSION TO THE LONDON ASSEMBLY TRANSPORT COMMITTEE'S INVESTIGATION INTO BUS SERVICES IN LONDON

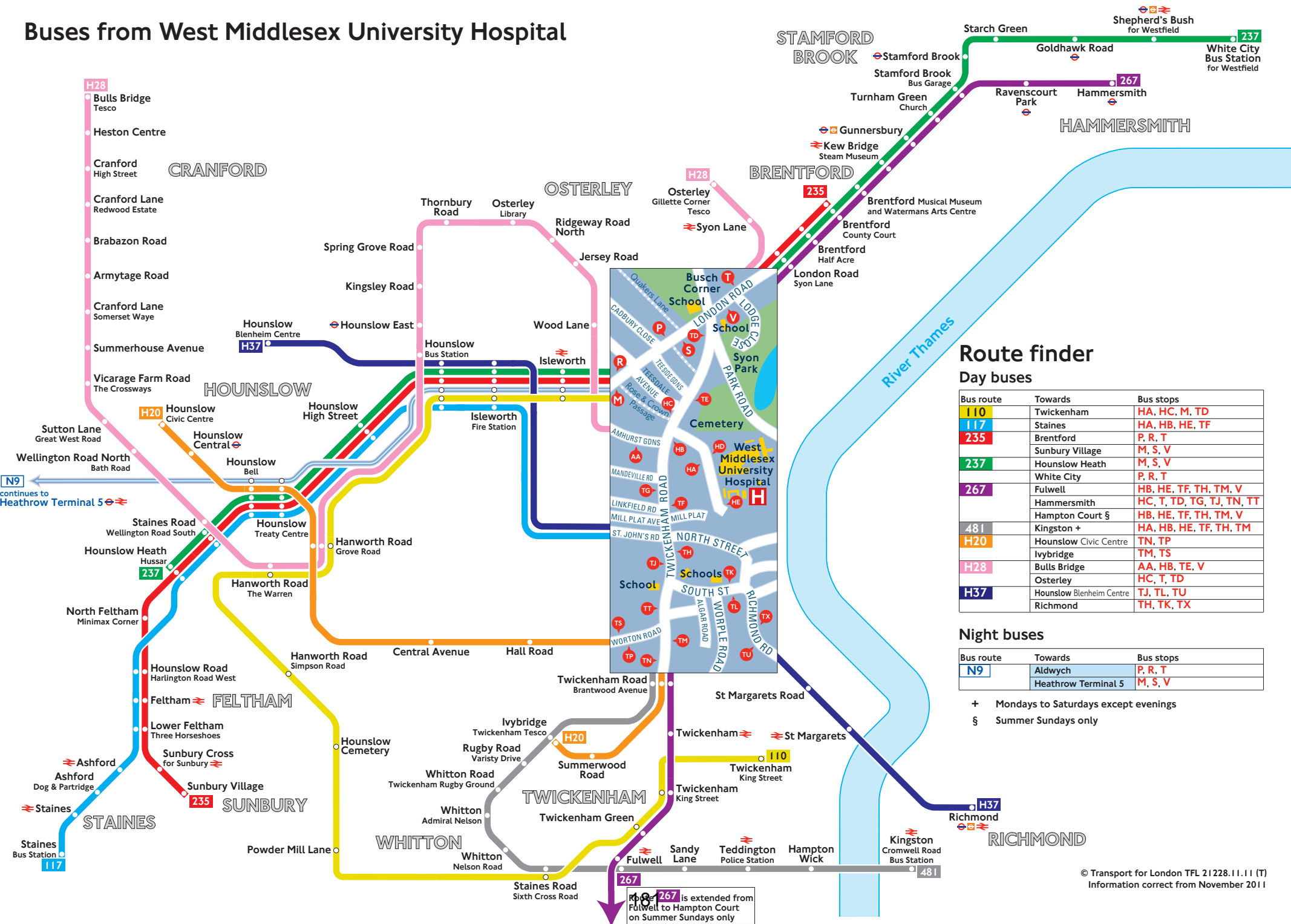
## 4 EALING FIELDS RESIDENTS' ASSOCIATION

Ealing Fields Residents' Association has been in existence since 1974. We have a subscription membership of over 500 residents and cover the areas of Northfields and South Ealing shown on the map below. We also work closely with the residents of the roads which border our core membership area, as so many problems are common to all of us.

More information can be found on our website at: <http://www.efra.org.uk/>



Buses from West Middlesex University Hospital



Route finder

Day buses

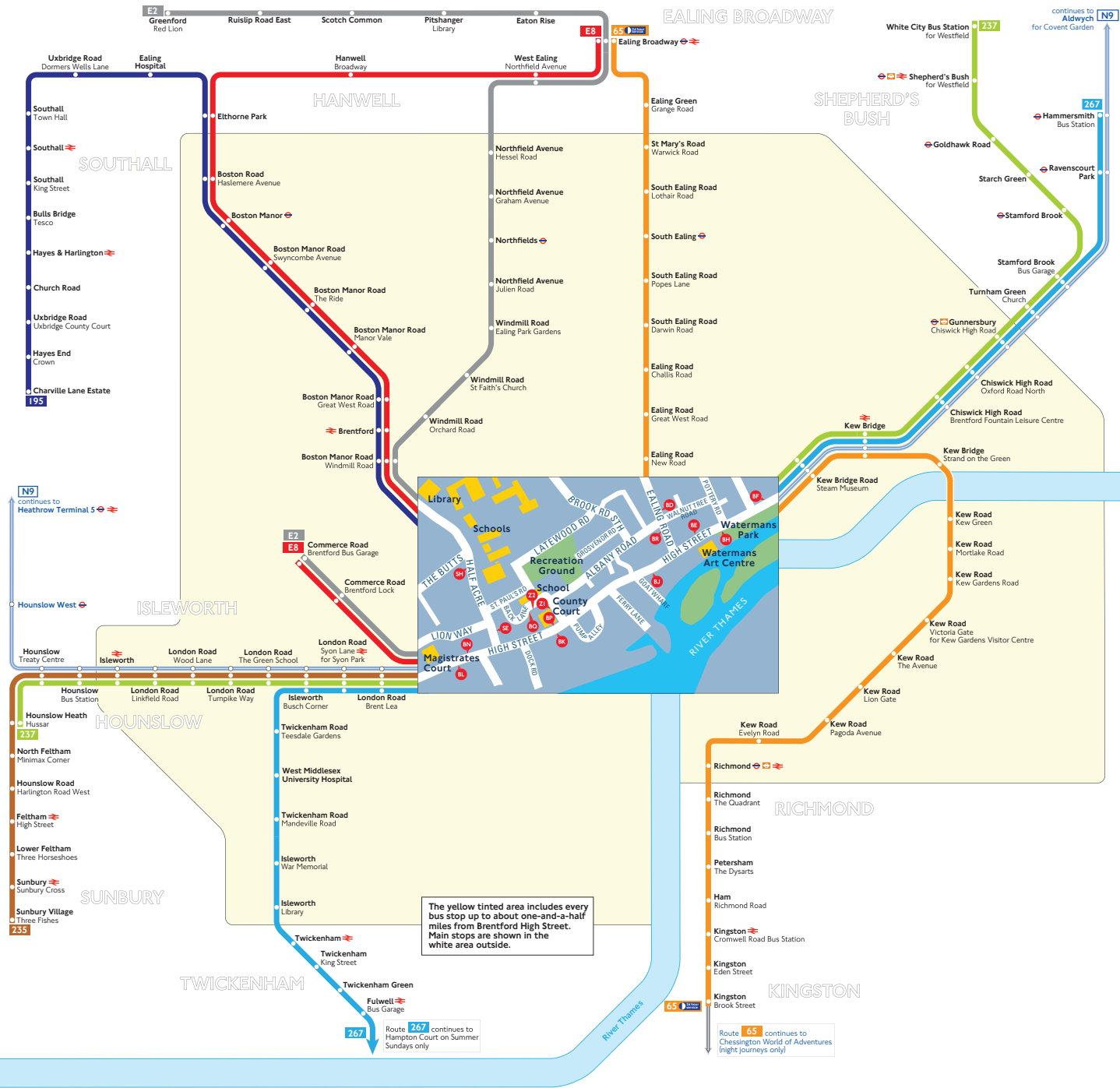
Bus route	Towards	Bus stops
<b>110</b>	Twickenham	HA, HC, M, TD
<b>117</b>	Staines	HA, HB, HE, TF
<b>235</b>	Brentford	P, R, T
	Sunbury Village	M, S, V
<b>237</b>	Hounslow Heath	M, S, V
	White City	P, R, T
<b>267</b>	Fulwell	HB, HE, TF, TH, TM, V
	Hammersmith	HC, T, TD, TG, TJ, TN, TT
	Hampton Court §	HB, HE, TF, TH, TM, V
<b>481</b>	Kingston +	HA, HB, HE, TF, TH, TM
<b>H20</b>	Hounslow Civic Centre	TN, TP
	Ivybridge	TM, TS
<b>H28</b>	Bulls Bridge	AA, HB, TE, V
	Osterley	HC, T, TD
<b>H37</b>	Hounslow Blenheim Centre	TJ, TL, TU
	Richmond	TH, TK, TX

Night buses

Bus route	Towards	Bus stops
<b>N9</b>	Aldwych	P, R, T
	Heathrow Terminal 5	M, S, V

- + Mondays to Saturdays except evenings
- § Summer Sundays only

Buses from Brentford High Street (County Court)



Route finder

Day buses including 24-hour services

Bus route	Towards	Bus stops
65	Ealing Broadway	BH BR
	Kingston	BD BE BF
	Chessington World of Adventures (Night journeys only)	BD BE BF
195	Charville Lane Estate	BQ SH
235	Sunbury Village	BL BQ
237	Hounslow Heath	BH BJ BK BL
267	White City	BE BF BN BP
	Fulwell	BH BJ BK BL
	Hammersmith	BE BF BN BP
	Hampton Court §	BH BJ BK BL
E2	Brentford Commerce Road	BL SE
	Greenford	BN SH
E8	Brentford Commerce Road	BL SE
	Ealing Broadway	BN SH

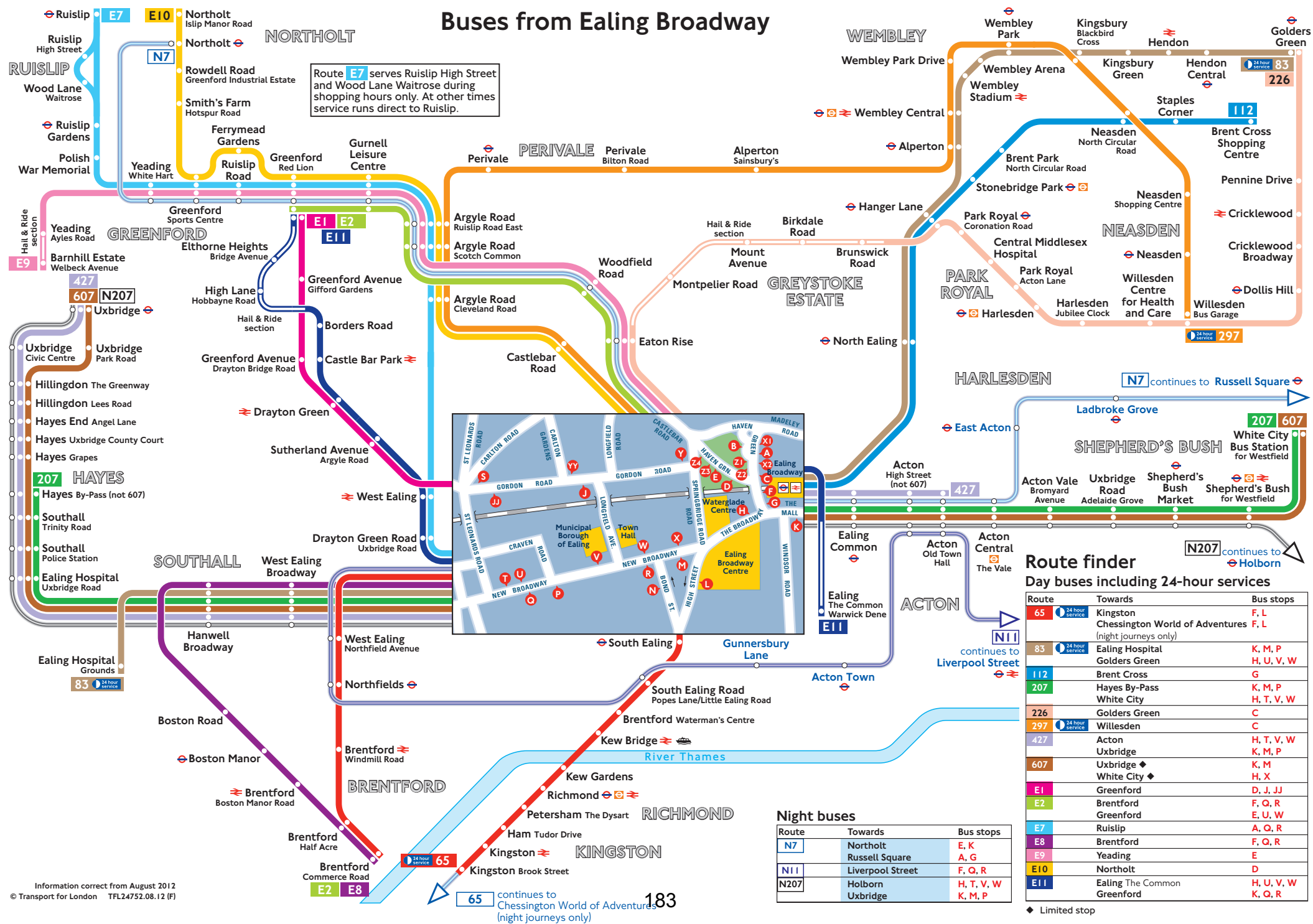
Night buses

Bus route	Towards	Bus stops
N9	Aldwych	BE BF BN BP
	Heathrow Terminal 5	BH BJ BK BL

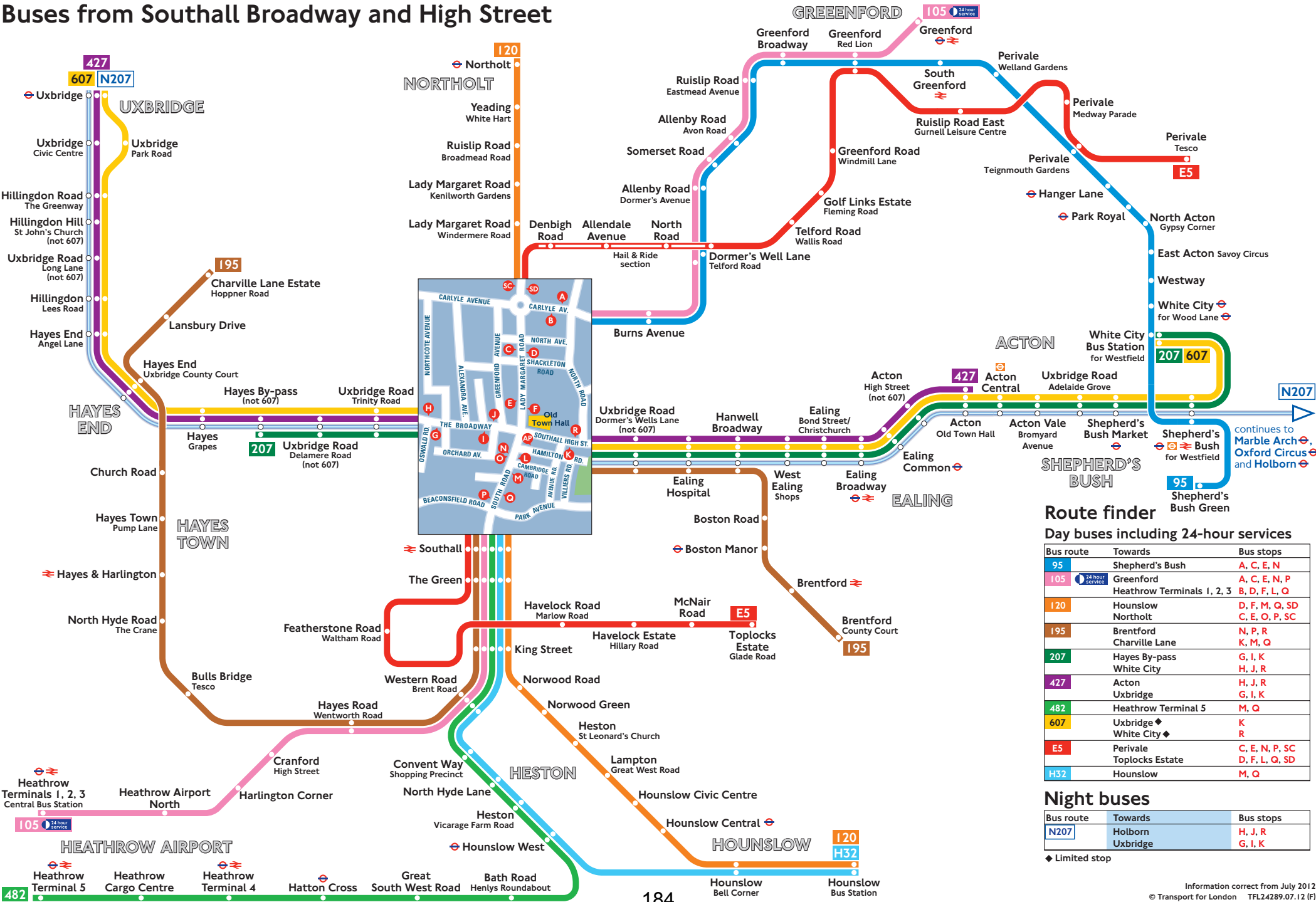
§ Summer Sundays only



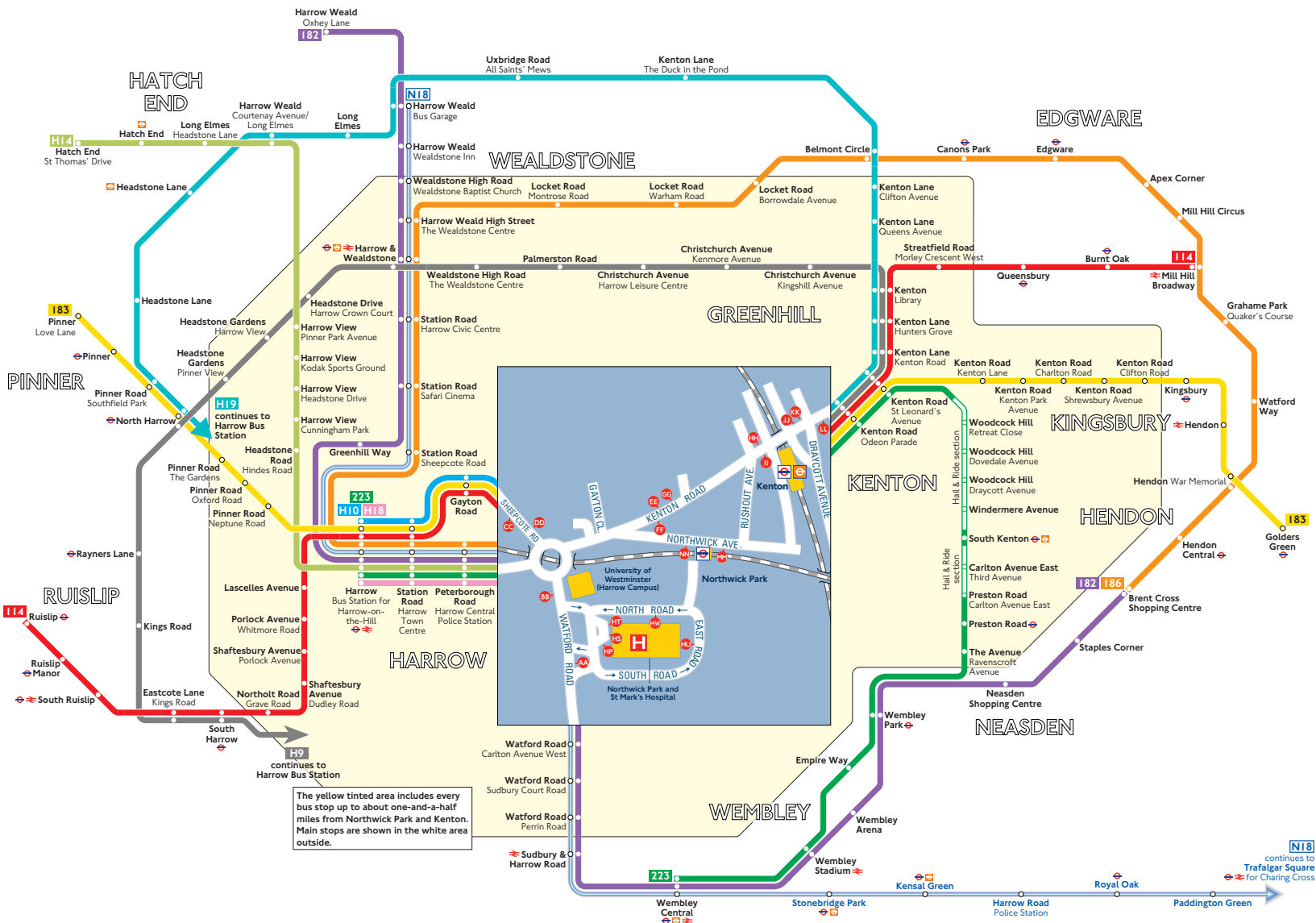
## Buses from Ealing Broadway



Buses from Southall Broadway and High Street



Buses from Northwick Park and Kenton



**Key**

- 114 Day buses in black
- N18 Night buses in blue
- Connections with London Underground
- Connections with London Overground
- Connections with National Rail

**Red discs** show the bus stop you need for your chosen bus service. The disc  appears on the top of the bus stop in the street (see map of town centre in centre of diagram).

**Route finder**  
**Day buses**

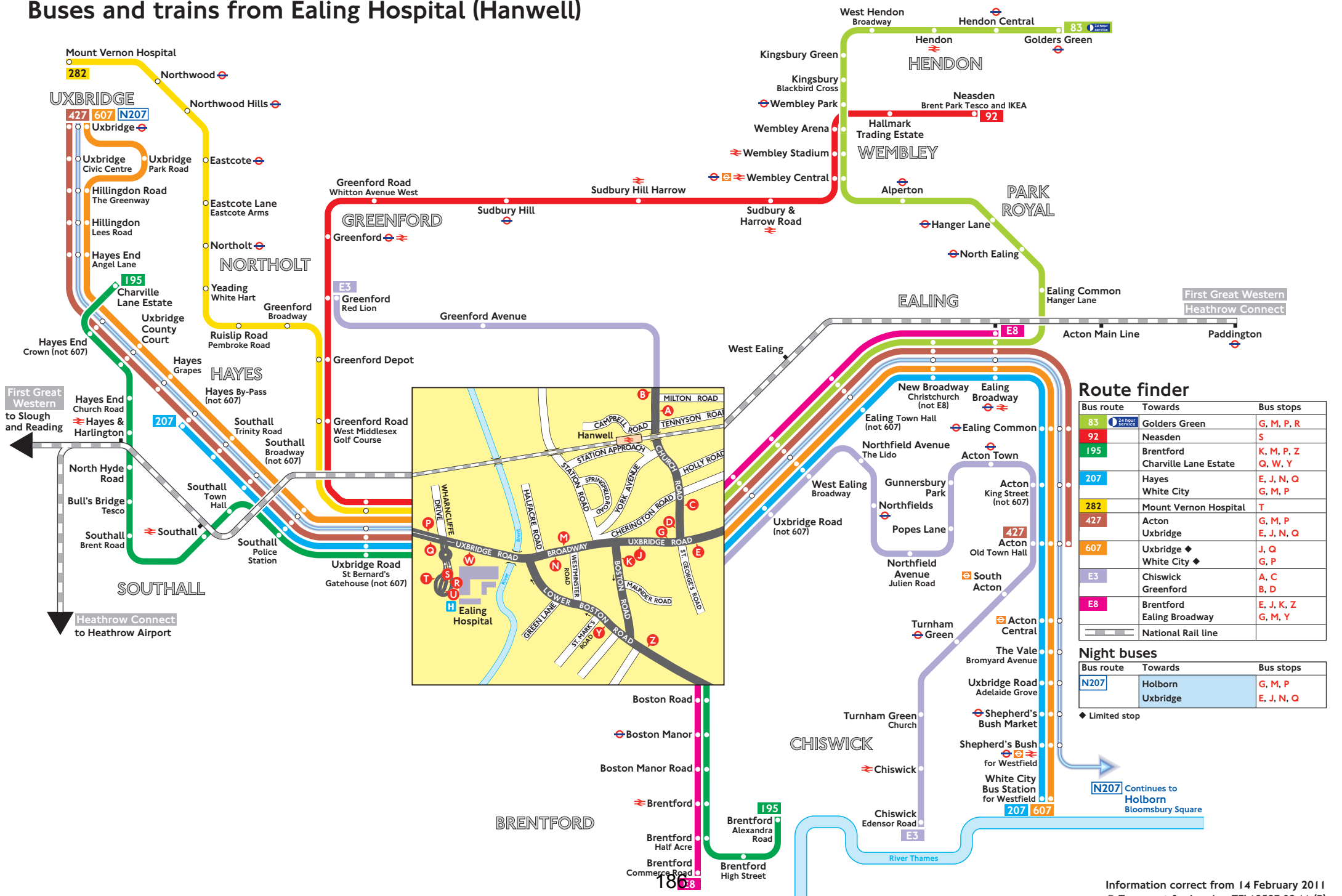
Bus route	Towards	Bus stops
114	Mill Hill Broadway	DD GG HH KK
	Ruislip	CC FF II LL
182	Brent Cross Shopping Centre	AA
	Harrow Weald	BB
183	Golders Green	DD GG HH JJ
	Pinner	CC FF II LL
186	Brent Cross Shopping Centre	HS HU HW
223	Harrow	FP HS II LL
	Wembley	GG HH HT JT
H9	Harrow via Wealdstone	DD EE GG HH HT KK LL NN
H10	Harrow	CC HS II LL NN
H14	Hatch End	HP
H18	Harrow	II LL NN
H19	Harrow via Wealdstone	EE GG HH KK LL

**Night buses**

Bus route	Towards	Bus stops
N18	Harrow Weald	BB
	Trafalgar Square	AA

© Transport for London  
Information correct from October 2011

# Buses and trains from Ealing Hospital (Hanwell)



Route finder		
Bus route	Towards	Bus stops
83	Golders Green	G, M, P, R
92	Neasden	S
195	Brentford Charville Lane Estate	K, M, P, Z Q, W, Y
207	Hayes White City	E, J, N, Q G, M, P
282	Mount Vernon Hospital	T
427	Acton Uxbridge	G, M, P E, J, N, Q
607	Uxbridge White City	J, Q G, P
E3	Chiswick Greenford	A, C B, D
E8	Brentford Ealing Broadway	E, J, K, Z G, M, Y

Night buses		
Bus route	Towards	Bus stops
N207	Holborn Uxbridge	G, M, P E, J, N, Q

◆ Limited stop

N207 Continues to  
Holborn  
Bloomsbury Square

## PRESS RELEASE

For immediate release 19<sup>th</sup> February 2013

### MAJOR DECISION MADE ON THE FUTURE OF HEALTHCARE IN NW LONDON

The Joint Committee of Primary Care Trusts (JCPCT) has today (19<sup>th</sup> February) made a decision on the future of NHS services for approximately 2m people living in NW London.

The Committee agreed with all the recommendations put forward by the *'Shaping a healthier future'* programme following public consultation. This will mean:

- Investing over £190m more in out-of-hospital care to improve community facilities and the care provided by GPs and others. Most of these improvements will be put in place before any major changes to local hospitals are made.
- The five major acute hospitals with a 24/7 A&E and Urgent Care Centre will be: Chelsea and Westminster; Hillingdon; Northwick Park; St Mary's; and West Middlesex.
- Central Middlesex Hospital will be developed in line with the proposed local and elective hospital models of care, and will also include a 24/7 Urgent Care Centre.
- Hammersmith Hospital will be developed in line with the proposed local and specialist hospital models of care, and will include a 24/7 Urgent Care Centre.
- Both Ealing and Charing Cross Hospitals will be developed in line with the proposed local hospital model of care, and will each include a 24/7 Urgent Care Centre. The JCPCT also recommended that further proposals for these two hospitals are developed in future by the relevant CCGs.

The *'Shaping a healthier future'* programme was established to address a number of challenges being faced by the NHS in NW London, including the demands of an increasing, ageing population. There are more people with long term conditions, and unacceptable variations in the quality of care, evidenced by higher mortality rates for patients treated in hospital at night or during the weekend.

Following extensive public consultation, the JCPCT was asked to approve the 11 recommendations made in the *'Shaping a Healthier Future'* Decision Making Business Case, as well as two further recommendations which refer to additional proposals for Ealing and Charing Cross hospitals (see notes to editors, below).

Taking into account all of the evidence, the JCPCT has accepted all of the recommendations. These proposals will now take 3-5 years to implement, ensuring that improvements in out of hospital care are in place before major changes to hospital services are then implemented.

Jeff Zitron, Chair of the JCPCT, said:

*"This is an important decision for the NHS in NW London. I am delighted that, after thorough and careful examination, we are able to fully recommend what clinicians feel will deliver the best possible care for local people for years to come. We have not taken this decision lightly, and have been very careful to consider the many thousands of responses we received during our extensive consultation last summer. I am confident that this is the best decision for the people of North West London and for the NHS."*



Dr Mark Spencer, Medical Director for Shaping a healthier future and Ealing GP, said:

*“This decision will save lives and improve care dramatically for the two million people living across North West London. I am pleased that the JCPCT agreed that this was the best decision for a clinically safe, high quality and financially secure future for all the hospitals and NHS trusts in North West London. There are urgent and pressing needs to make these changes. If we do nothing people will continue to die unnecessarily and services will fail.”*

**END**

## **NOTES TO EDITORS**

### **1. Recommendations before the JCPCT (the Decision Making Business case)**

The recommendations are included in the recommendation paper which accompanies the Decision Making Business Case (DMBC). This paper outlines the decisions that need to be taken by the JCPCT about the future shape of services in NW London. The programme has followed a robust process to develop a shared vision of care, evaluate different options, consult the public and stakeholders, develop and analyse recommendations, create a benefits framework and plan implementation.

The DMBC has been reviewed by the Programme Board, Clinical Board, Finance and Business Planning Group and other committees and groups established by the JCPCT to provide it with advice and recommendations. The JCPCT's decisions will be enacted through Clinical Commissioning Groups (CCGs) and the NHS Commissioning Board contracts and agreements over the medium term.

A full copy of the DMBC can be found at  
[www.northwestlondon.nhs.uk/shapingahealthierfuture](http://www.northwestlondon.nhs.uk/shapingahealthierfuture).

The recommendations included in the DMBC are as follows:

- 1. To agree and adopt the North West London acute and out of hospital standards, the North West London service models and clinical specialty interdependencies for major, local, elective and specialist hospitals as described in Chapter 7 of the Decision Making Business Case (DMBC).*
- 2. To agree and adopt the model of acute care based on 5 major hospitals delivering the London hospital standards and the range of services described in Chapters 7 and 9 of the DMBC should be implemented in North West London.*
- 3. To agree that the five major hospitals should be as set out in Chapter 10 of the DMBC: Northwick Park Hospital, Hillingdon Hospital, West Middlesex Hospital, Chelsea and Westminster Hospital and St Mary's Hospital.*
- 4. To agree that Central Middlesex Hospital should be developed in line with the local and elective hospital models of care including an Urgent Care Centre operating 24 hours a day, 7 days a week as detailed in Chapters 7,9 and 10 of the DMBC.*
- 5. To agree that Hammersmith Hospital should be developed in line with the local and specialist hospital models of care including an Urgent Care Centre operating 24 hours a day, 7 days a week as detailed in Chapters 7,9 and 10 of the DMBC.*

6. To agree that Ealing Hospital be developed in line with the local hospital model of care including an Urgent Care Centre operating 24 hours a day, 7 days a week as detailed in Chapters 7,9 and 10 of the DMBC.
7. To agree that Charing Cross Hospital be developed in line with the local hospital model of care including an Urgent Care Centre operating 24 hours a day, 7 days a week as detailed in Chapters 7,9 and 10 of the DMBC.
8. To agree that the Hyper Acute Stroke Unit (HASU) currently provided at Charing Cross Hospital be moved to St Mary's Hospital as part of the implementation of resolutions 1, 2 and 3 above and as described in Chapter 6 of the DMBC.
9. To agree that the Western Eye Hospital be moved from its current site at 153 – 173 Marylebone Road to St Mary's Hospital as set out in Chapter 10 of the DMBC.
10. To recommend that implementation of resolutions 1 to 7 should be coordinated with the implementation of the CCG out of hospital strategies as set out in Chapters 8 and 17 of the DMBC.
11. To recommend to the NHS Commissioning Board and North West London CCGs that they adopt the implementation plan and governance model in Chapter 17 of the DMBC.
12. The JCPCT commends the further proposals that Ealing CCG has developed for the Ealing Hospital in response to feedback from consultation. The JCPCT recommends that Ealing CCG and all other relevant commissioners should work with local stakeholders, including Ealing Council and Healthwatch, to develop an Outline Business Case (OBC) for an enhanced range of services on the Ealing Hospital site consistent with decisions made by this JCPCT. This OBC is to be approved by the SaHF Implementation Board before final submission.
13. The JCPCT commends the further proposals that Hammersmith and Fulham CCG has developed for the Charing Cross Hospital in response to feedback from consultation. The JCPCT recommends that Hammersmith and Fulham CCG and all other relevant commissioners should work with local stakeholders, including Hammersmith and Fulham Council and Healthwatch, to develop an Outline Business Case (OBC) for an enhanced range of services on the Charing Cross Hospital site consistent with decisions made by this JCPCT. This OBC is to be approved by the SaHF Implementation Board before final submission.

## 2. The 'Shaping a healthier future' programme

The 'Shaping a healthier future' programme was launched in January 2012 with the publication of the Case for Change. It was taken forward by eight clinical commissioning groups (CCGs), made up of GPs representing NW London's eight primary care trusts (PCTs).

They have worked with hospital doctors, nurse leaders, providers of community care such as mental health services, social services, patient and volunteer groups and charities to develop the proposals for change. These proposals and their vision for the future of healthcare in NWL are set out in the [Consultation document](#) and all of the evidence and work that has gone into developing these proposals is set out in the pre-consultation business case.

- Dr Mark Spencer, medical director of NHS NW London and a GP in Ealing
- Dr Susan La Brooy, former medical director of Hillingdon Hospital and a consultant physician in acute medicine and care of the elderly
- Dr Mike Anderson, medical director of Chelsea and Westminster Hospital and a consultant gastroenterologist
- Dr Tim Spicer, chair of Hammersmith and Fulham Clinical Commissioning Group and a GP in Hammersmith

### **3. NHS North West London**

The North West London (NWL) Cluster was formally established on 1 April 2011 and is the largest commissioning cluster in London, with an annual health budget of £3.4bn and serving a population of around 1.9 million.

It operates across eight boroughs: Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Kensington & Chelsea, and Westminster. There are eight Clinical Commissioning Groups (CCGs) with local GP leadership operating in shadow form across all eight boroughs.

For the purposes of the *Shaping a healthier future* consultation, three neighbouring boroughs – Camden, Richmond and Wandsworth – were included in many of the activities and associated communications since health services there are also likely to be affected by the proposals.

### **4. The Joint Committee of Primary Care Trusts (JCPCT)**

The programme is overseen by the JCPCT, made up of voting representatives from the eight PCTs in North West London (NHS Brent, NHS Ealing, NHS Hammersmith and Fulham, NHS Harrow, NHS Hillingdon, NHS Hounslow, NHS Kensington and Chelsea and NHS Westminster). It also includes voting representatives from the three neighbouring PCTs affected by the proposals (NHS Camden, NHS Richmond, and NHS Wandsworth). The Chair is Jeff Zitron who is also chair of the NHS North West London Cluster Board.

London Assembly Investigation into Bus Services in London

Westcombe Society Comments

August 2013

The Westcombe Society is an amenity society covering the area in South East London bounded by the A102(M), A2 (Blackheath), Maze Hill (Greenwich Park) and the Greenwich to Woolwich railway line.

One of the characteristics of the area is the steep hill between the railway line and Westcombe Park Road which runs east-west through the area.

Although there are stations at both Westcombe Park and Maze Hill many residents also use North Greenwich underground station. The nearest major supermarkets and large retail outlets are also on the Greenwich Peninsula.

Although the eastern part of Westcombe Park is well served by buses (422 and 108) to the Greenwich Peninsula, the western part of the area has no direct bus service to North Greenwich or any part of the Greenwich Peninsula. In addition none of the buses provides a connection between the Westcombe Park area and the retail parks to the east of Pear Tree Way on Bugsbys Way. The lack of direct bus services to the nearest large retail outlets and the underground results in a significant amount of traffic. For many residents in the west of the Westcombe Park area the nearest bus stop serving the Greenwich peninsula is a 15/20 minute walk away, in some cases up or down a very steep hill. This is a huge disincentive to bus use when it only takes 5/10 minutes to drive to the Peninsula or North Greenwich. Only Sainsbury's is served by a direct bus route from any part of the area and this supermarket is moving location to Charlton Riverside in the near future. When Sainsbury's moves there will be no direct bus link to the nearest large supermarket from any part of Westcombe Park. We fear that unless there is a change to bus routes to include Charlton Riverside those who currently use the bus are likely to start using their cars more.

We would also like to point out that the current bus services connecting the Westcombe Park area to North Greenwich underground (108 and 422) do not have sufficient capacity to cope with demand in the morning peak. Many buses do not stop to pick up passengers at stops beyond Blackheath Standard because they are full. This means that passengers wishing to board at stops on Westcombe Hill often have to wait for a number of full buses to pass before one stops to pick them up. This is a particular problem for passengers who wish to travel beyond North Greenwich station on the 108 as they may have to wait a significant amount of time before there is a 108 that is not full.

We request that any consideration of future bus services should include the following:

- a direct connection from both the west and east part of the area (i.e. serving most if not all of Westcombe Park Road) to the Charlton Riverside area
- a direct connection from both the west and east part of the area (i.e. serving most if not all of Westcombe Park Road) to North Greenwich
- increased capacity from the area to North Greenwich in the morning peak

Emily Norton  
Westcombe Society Environment Committee

[environment@westcombesociety.org](mailto:environment@westcombesociety.org)

02088532756

## **Herne Hill Society – Submission on Bus Services to the GLA Transport Committee - August 2013**

### **1. Introduction**

- 1.1 This Submission has been prepared in response to the invitation from the GLA Transport Committee to contribute to their investigation into bus services in London. It collates comments from the Herne Hill Society Committee members and is based on the facilities for bus operations in the Herne Hill area, and their knowledge and use of bus services in Lambeth and Southwark.
- 1.2 The Herne Hill Society, founded in 1982, is a registered charity working to maintain and enhance the area of London SE24 - for the benefit of residents, visitors and local businesses. It is the civic society covering the SE24 postcode. Further details can be found on the Society's website:  
<http://www.hernehillsociety.org.uk/>
- 1.3 The Society can be contacted through the transport correspondent: Bil Harrison

### **2. Comments on the Terms of Reference and Background**

- 2.1 The GLA Transport Committee terms of reference for this investigation are:
  - To identify the current and potential future usage of the bus network including crowding levels on bus routes;
  - To explore how TfL reviews, redesigns and implements changes to bus services to meet changing demand; and
  - To make recommendations to the Mayor and TfL on any actions they could take to improve the provision of bus services to meet current and future demand more effectively.
- 2.2 In meeting these ToR, the Committee will be drawing on the considerable body of information available through the routine bus operations data: iBus / Countdown live bus information; Oyster card data; and the quarterly vehicle kilometres and excess time reports by route available on the TfL website. Comments from civic and user groups will inevitably be anecdotal, partial, and partisan, but can provide useful insights and alerts to complement the formal data.
- 2.3 The background provided by the Committee summarises the unique (and widely admired) method of procuring London's bus services, and points out the dominant role of bus services in London's transport networks. The current subsidy level of 23 percent is not commented on, but the future is characterised as comprising a fixed overall bus service provision, deployed more cleverly to cater for continued rising demand.



- 2.4 This failure to explore the implications of the subsidy level somewhat limits the scope of the discussion. At 23 percent, the subsidy is below the national average subsidy to the rail operators (currently running at about one third, but expected to be reduced by the Government to about one quarter in the long term). Thus the current level of subsidy to this vital aspect of London's transport is considered by the Society as already at a minimum floor, and there are strong arguments why it should not be reduced. Any efficiency gains and increased revenues should be used to improve the level of service to the users. It is unclear how the Committee is going to deal with this – simply planning for a fixed overall vehicle kilometres is only one option.
- 2.5 The Committee should explore the distinction between the three levels of intervention:
- Completely new routes, identified through the on-bus sample Bus OD Surveys (BODS) data, or triggered through land use changes (which should only be introduced after careful planning, consultation, and publicity to users of the new route details);
  - The generally five-yearly rolling programme of contract renewal, when revised service levels can be put out to tender, often involving logical groups of routes (when bus priorities, vehicle types, and operational efficiencies can be reflected); and
  - Within-contract alterations of frequencies by time of day, vehicle type, and route coverage (which should be kept under periodic review).
- 2.6 The background also fails to explore the issues of fare levels and structure, now that the system is largely Oyster based.

### **3. General Comments**

- 3.1 The current flat fare system works reasonably well, but there is considered to be more scope for using the Oyster card system creatively – to encourage off-peak use, or to extend opportunities for transfer between routes, for example.
- 3.2 The current arrangement for using the wheelchair / buggy space needs enforcement – too often the space is filled with buggies, and drivers do not allow wheelchair users, or those with collapsible buggies, to board.
- 3.3 The Freedom Pass is highly valued by those qualifying, and its availability should be defended.
- 3.4 Stronger Borough and TfL enforcement of waiting restrictions adjacent to bus stops is needed, to help maintain the flow of buses.

#### **4. Responses to issues raised in the Invitation**

- 4.1 Orbital bus routes are seen as an important element in the transport network, and important in providing interchange with radial rail routes, and avoiding two radial bus journeys. The 37 bus route through Herne Hill is a good example of the value of, and challenges to, inner London orbital services. When a strong demand for an orbital direct route is identified, this needs to be planned in co-ordination with a review of bus priority measures through the centres along the proposed route – which are often oriented to the radial bus routes.
- 4.2 Express buses are of great but specific value in particular radial corridors without rail routes. The 68X bypassing Herne Hill is a good example, freeing up the 68/ 468 for local use.
- 4.3 The current system of obligatory and request stops is considered to work well, and there are few opportunities for hail and ride in inner London.
- 4.4 The provision of convenient and comprehensive and convenient bus services to hospitals in London is very important, given the increasing specialisation of centres of excellence.

#### **5. Herne Hill as a destination and a transport interchange**

- 5.1 Herne Hill, despite being under water twice in ten years, and falling between the Boroughs of Lambeth and Southwark, is a vibrant and growing district centre. The recent comprehensive junction improvement project has revitalised the retail activity, and the Sunday market has stimulated a seven day a week economy. The recent National High Street Renewal Award of £93,000 will be used to further enhance Herne Hill as an active shopping centre. The adjacent Brockwell Park is the venue for several major open air events, including fireworks, concerts, theatre, and the Lambeth Country Show.
- 5.2 Five of the six main roads converging on Herne Hill are served by bus, and allow interchange between services and with the rail station a few metres away – itself a rail crossover serving Victoria and Blackfriars/ Thameslink. There are also two private hire despatching offices. Layover facilities and opportunities for turning buses, however, are very limited. There would be strong local opposition to any suggestion of further bus layover or turning in Herne Hill.

## 6. Comments on bus routes

6.1 The following table summarises the local experience of routes serving Herne Hill

Route	Comments	Suggestions
68 (West Norwood to Euston)/ N68 468 (South Croydon to E&C)	Important busy high frequency radial routes to Bloomsbury – generally reliable	Maintain the good service – the overlap works well.
37 (Putney to Peckham) 24 hr	Vital orbital link between inner south London centres – busy but erratic, with below target kilometre performance	Needs an increase in frequency to improve reliability and meet the performance target.
3 (Crystal Palace to Oxford Circus) 24 hr	Important radial route providing direct access to the West End – generally reliable, but poor kilometre performance	Needs an increase in frequency to improve reliability and meet the performance target.
196 (Norwood Junction to Elephant and Castle)	Important oblique route with a medium frequency – both reliability and kilometres acceptable	Maintain the good service.
42 (Herne Hill to Liverpool Street)	Useful single decker with 10 min peak frequency – provides direct access to Liverpool St Station	Upgrade the elderly and uncomfortable vehicles
P4 (Lewisham to Brixton)	Important orbital route with 10 to 15 min peak frequency – often busy single decker on narrow roads	Increase the frequency, and upgrade the vehicles
201 (Herne Hill to Morden)	Long dog leg route serving several residential areas and District Centres – low frequency single decker. Recent poor performance.	Split route with an overlap in Streatham
322 (Crystal Palace to Clapham)	Long dog leg route serving several residential areas and District centres– low frequency single decker. Generally adequate performance.	Maintain the current level of service

**REPORT TO THE TRANSPORT COMMITTEE OF THE LONDON ASSEMBLY  
INVESTIGATION INTO BUS SERVICES IN LONDON**

24 August 2013

1 PREFACE

- 1.1 The Barnet Society is grateful to the Transport Committee of the London Assembly for the opportunity to comment on its investigation into bus services in London.
- 1.2 This report presents an Outer London view, but in doing so has to refer to London-wide and Central London problems and solutions. It is hoped that it will inform the Committee and help its consideration of this complex and many-faceted business.

2 SUMMARY

2.1 The main points the Society makes are:

- a) The ability of the Mayor and TfL to cater for increased demand without increasing bus kilometres overall, or rather the net deficit, rests largely with making savings in services in Central London, where running times are desperately slow and loadings can be poor at certain times of day.
- b) The Mayor/TfL should recognise that tube and walk alternatives are more realistic for local trips in Central London than they are in Outer London.
- c) Increases in demand in Outer London should continue to be met in line with the economies of bus operation on roads which are less congested, and minor increases in headways on low frequency services should not be promoted.
- d) The Mayor/TfL should consider more orbital links in Barnet borough to meet increased demand, possibly aping some school bus services, and using 'fast' roads across the Green Belt to link new destinations on either side of the borough.
- e) The rise in local population and redevelopment proposals calls for more flexible bus services, particularly in and around The Spires shopping precinct, Barnet Market, Barnet Hospital and High Barnet tube.
- f) The unique combination of difficulties involved with catching a bus from High Barnet tube station to the local town centre and Barnet Hospital deserves investigation of the provision of a procured small minibus service using the station yard.
- g) Oyster cards should be valid for trips made wholly within and in the vicinity of Greater London, where these facilities have been withdrawn against the interests of local communities.

3 INTRODUCTION

- 3.1 The Barnet Society's catchment is centred on Chipping Barnet, Arkley and Hadley, but its interest in planning strategy is wider and is essentially an Outer London one. It is adjacent to large stretches of Green Belt within the boroughs of Barnet and Enfield,

and in South Hertfordshire. These Green Belt areas are rigorously defended by the Society. Their existence has restricted the expansion of the road network connecting the town centres at the edges of the Green Belt. This does impose limitations on what variations can be achieved with the bus network, but it also offers opportunities. These are explored later.

- 3.2 In common with other Outer London suburbs, car ownership and use in Barnet is high, and is so recognised and accepted by the Mayor. Nevertheless the population is ageing and increasing at the younger end of life. School/college students and young adults use buses on a regular basis, as do people of all ages without a car. The Society is appreciative of the increase in frequency, reliability and network density that has occurred in Barnet's bus services since 1991. Developments like low floor buses, wheelchair and buggy access, and iBus information, together with Oyster ticketing, have further improved the appeal of bus travel both London-wide and locally in the last 10 years. The hallmark of Outer London bus services in the 1970s were low frequencies, staff shortages, vehicle failures and inadequate ticketing which slowed running time on one person-operated buses. Never again is the message from this Society.
- 4 HOW CAN DEMAND BE MET WITHIN CURRENT SUBSIDY LEVELS?
  - 4.1 The key question to address is how the Mayor and TfL can meet the growth in demand for bus travel in the next few years without increasing scheduled bus kilometres and thus net subsidy on the 'London Bus Network' (LBN) as a whole.
  - 4.2 The increase in demand for bus services is likely to arise in a number of ways. There is an increase in population in London and this includes Outer London. Then there is an increase in the distance people have to travel, particularly in the outer suburbs, to get to and from schools, colleges and hospitals as they rationalise and specialise their service provision. Buses play an increased role in carrying people at different times of day for work and entertainment, as the phenomenal rise in night bus services in the last 20 years demonstrates. Last, there appears to be a rise in the number of adults using buses to get to work, possibly because of economic circumstances and perhaps because the cost and availability of parking is a factor.
  - 4.3 The fact that people have the confidence to travel by bus in London reflects the improvements that have been made, and this contrasts dramatically with the situation in the Home Counties. It is critical that confidence in the network is not jeopardised by regular overcrowding.
  - 4.4 A potential answer is to try to divert some existing demand to tube/rail services where capacity increases have been introduced, so allowing competing bus services to be reduced at the margin, with saved kilometres being able to be used elsewhere on the bus network. However only the Northern Line signalling will be completed before 2018/19, when Thameslink and Crossrail 1 will be operational. What relief to bus services has been achieved with the expansion of the London Overground and the Jubilee Line resignalling? This is not a magic solution!
  - 4.5 Likewise there appears little scope for conversion of single deck bus routes to double deck operation (this carries extra cost) or increasing the number of routes which use the 10.6m long double-deckers which add 8 seats to the 10.2m model. The New Bus for London (NBfL) will add capacity with 600 vehicles being operational by 2016, but will this reduce the peak vehicle requirement (PVR) on the routes selected? It would be interesting to know the extra vehicle kilometres that had to be scheduled with normal sized double-deckers replacing the bendy buses!



- 4.6 The Society urges TfL (London Buses) to consider the performance of buses that serve Central London more critically. Traffic congestion aggravated by unplanned disruptions to traffic flow caused by burst water mains, demonstrations, celebrations and the like can cause havoc to bus schedules. Radio traffic reports often cite delays to buses of an hour or more, and these result in service irregularity and desperately slow running times. The bus operators have an impossible task at such times, and it is suspected London Buses have to allocate more resources to try to maintain 'adequate' services at least in the inner suburbs, away from the source of the delays. Buses 'trapped' in the central area may be on routes nominally scheduled at 10 buses per hour (bph) but actually only able to provide 6 bph, and that not evenly. Within Central London there is usually a tube or walk alternative, or even cycle hire, and this may be a reason why buses can be nearly empty at certain times of the day.
- 4.7 The relevance to us in Outer London is this. We don't want the difficulties of slow running/lost kilometres in Central London to be 'resolved' by making cuts in scheduled frequencies in Outer London, where generally running times are much better and rail/walk alternatives for local trips are not convenient.
- 4.8 More Outer London routes are low clockface frequency services, and reductions in schedules would be that much more dramatic. The use of non-clockface frequencies for extended periods on low frequency routes is not acceptable.
- 4.9 Would the dramatic increase in cycle use for Central London commuting along the major radial approaches and within the Central area give scope for reducing the number of peak-only buses required, as Sir Peter Hendy is anxious to identify?
- 4.10 It would be interesting to know whether dead kilometrage adds to the total amount of bus kilometrage within the Mayor's restrictions on net subsidy. A classic example is the 82 route, which runs empty between Finchley and Potters Bar garage.
- 4.11 The Barnet Society would object strongly to any policy to increase fares more than inflation deliberately to reduce demand on buses, or play around with elderly person travel concessions or their hours of validity, to achieve the same purpose.

## 5 IMPLICATIONS FOR BARNET

- 5.1 Bus routes in the High Barnet area are rarely overcrowded for extended periods of time. Some are well loaded at particular times, mainly when this coincides with school/college start and finish times. Others get well loaded elsewhere en route, notably the 263 between Whetstone and East Finchley for much of the working/shopping day. Most routes terminate locally, so they are more likely to offer spare capacity at High Barnet itself.
- 5.2 Residential development in the borough is to be centred on West Hendon, Grahame Park, Stonegrove, Mill Hill East and Dollis Valley sites. Major reorganisation is under way at local hospitals at Barnet, Edgware, Chase Farm, Finchley Memorial and the Royal Free, but the details are not finalised. There will be implications for bus services between catchment areas and the hospitals, and users most affected will be staff and outpatients. There is generous provision of schools and colleges in the borough, both public and private, faith and multi-faith, catering for students of different abilities and resident within and outside the borough. On average, pupils will need to travel further than traditionally, which puts a further onus on convenient and adequate bus service provision.

- 5.3 These factors will add demand to those expected generally in the borough. The Society believes that buses will need to cater for more orbital or dog leg journeys which may not be possible on the present network without interchange, which itself may not be convenient. This belief is guided by the number of school bus orbital connections (e.g. 606, 628/688, 653, 683, 605, day routes 251, 221 and Uno commercial route 614). It suggests that there may be merit in using the relatively fast running roads that cross the Green Belt as conduits for new bus services that link the east and west parts of the borough. While we acknowledge that express/limited-stop services may not be the complete answer in present circumstances, they may merit consideration for faster roads.
- 5.4 Chipping Barnet is a shopping centre badly in need of better shops and more shoppers. To foster this, our Town Team has succeeded, with the aid of Outer London Funding, in improving High Street shopfronts and enhancing St. John the Baptist's churchyard as a focus of community activity. Redevelopment of Barnet Market is beginning, and major upgrading of The Spires shopping centre is proposed. Barnet College, already drawing many students from outside Chipping Barnet, wishes to expand its offer. Along with satisfactory parking facilities, the Society believes the attraction of bus services is an important feature to promote. This involves attention to more convenient and adequate bus stops and stands.
- 5.5 Increasing footfall in the High Street area, new housing developments in and around the centre (with bigger proposals such as redevelopment of Barnet football ground on the horizon), the closure of Chase Farm Hospital's A&E department and the pressure on Barnet General car park would all benefit from more frequent and/or flexible bus services, for example hail-and-ride sections and a Hoppa circuit between High Barnet tube, The Spires and Barnet Hospital.
- 5.6 Bus interchange at High Barnet tube station is a long-standing complaint, caused by the steep walk up to the town centre and the positioning of the northbound bus stop relative to the station exit for connections to the town centre and the hospital, and the lack of a black cab service. Over the years this has meant the less athletic among us use alternative stations on occasions, such as New Barnet, Arnos Grove, Oakwood and even East Finchley, completing the journey to Chipping Barnet by bus. Hills encourage bus use, and Barnet Hill/High Street, Meadway and Manor Road are good local examples! There is not a lot that can be done without considerable investment, which no authority has been willing to justify. Nonetheless, reconsideration would be appreciated in the light of recent developments. High Barnet station is now disabled-friendly, and wheelchair users have access to all platforms (at great cost to TfL!); the lower entrance to the station is now manned in the evenings and weekends; and there is space at the car park entrance to change the configuration (as the car park is now pay and display). We believe this is the natural point for dropping off/picking up and bus transfer, particularly to/from a minibus with facilities for wheelchairs, running as a procured bus service on a fixed route from Mondays to Saturdays.
- 5.7 There is one other bus matter that concerns The Barnet Society which could adversely affect the future wellbeing of Chipping Barnet and local bus connections. This is the withdrawal of Oyster ticketing from the whole of two commercial cross-boundary routes, including the sections of route within Greater London (Metrolink route 84 and Uno bus 614). Although pensionable-age passengers can continue to enjoy free travel, the facility comes under the English National Concessionary Scheme, with validity hours that are different from the London Councils' scheme. The real losers are holders of Oyster Travelcards who depend on these routes for trips which are either not otherwise provided for, or to save bus-to-bus interchange and thus total journey time.

- 5.8 Among the implications locally, Barnet pensioners will not be able to use Freedom Passes on Uno 614 to attend early clinic appointments at Edgware Community Hospital. Barnet has long and valuable links with Potters Bar, and a healthy and convenient bus link benefits both towns. Rumour, and it is only rumour, has it that the 84 bus use by Potters Bar residents has decreased dramatically since the ticketing changes, as they have switched to bus 298 to Cockfosters and Southgate on which Oyster cards are valid. This could put the future of the south end of route 84 in jeopardy, as well as sever the longer distance historic connection between Barnet and St.Albans. We have no doubt that, were this to happen, TfL (London Buses) would fill the gap by extending a procured service from The Spires to Potters Bar, but despite the consequent restoration of Oyster facilities it could reduce and complicate the bus pick-up arrangements outside The Spires.
- 5.9 The reason for this ticketing change is given as passengers over-riding the ticket system boundary. We are sure the reason is rather more complex, given smartcard sophistication nowadays. We understand that the 'free fares' system within Heathrow works well on trips leaving the Airport. This demonstrates that ticketing boundaries are not insurmountable.
- 5.10 We seem in Barnet to be unlucky not to have 'procured' London bus routes to the north and on the 'within London' sections on these two routes. What it does emphasise is the need for TfL to consult in an understanding way with local resident groups whose local environments can be materially affected by what it intends to do.

Response from Highgate Society and HNF.

[www.highgatesociety.com](http://www.highgatesociety.com)

[www.highgateneighbourhoodforum.org.uk](http://www.highgateneighbourhoodforum.org.uk)

Together these organisations have been working for a decade trying to change a bus route. We have plenty of experience to share if anyone would like to speak about the issues we have.

Belatedly we'd like to respond to the following point:

- **How does TfL plan, review, redesign and implement changes to bus services to meet changing demand? Are there any issues with TfL's approach?**

Here are a number of issues arising over many years as a result of reviews of the 271 route and the process whereby stakeholders and community organisations are involved in the consultation process:

1 : It appears that the current consultation and review process is designed on the assumption that each route can be reviewed in isolation and at whatever point in time the tender for that route comes up for review. This does present a series problem when potential problems and improvements are best addressed by a reconfiguration of multiple routes as is often the case. Occasionally TfL undertakes an area review. But this is expensive and some intermediate scale of network review would surely be helpful.

2 : It also appears that the review process is designed on the assumption that each route should be reviewed within a package of routes relating to a single borough. This does not appear to provide an adequate means of addressing routes which run along or terminate at points on borough boundaries as is the case with the 271, the problems with which are shared by Haringey and Camden residents.

3 : In general terms there is a belief among community organisations that the police, education and health services are more forthcoming in seeking user engagement and feedback than is the case with transport services. This view appears to be held by officers in London councils too. In Feb 2012 a pilot community engagement meeting was held in Highgate to give TfL an opportunity to hear public comments on route surrounding Highgate. We believe that this form of engagement should be repeated in other parts of London where many different borough boundaries meet.

4 : Whilst medics and social workers, for example, recognise the need to obtain appropriate external advice before taking decisions, this does not seem to be the case with TfL, or at least not as much as it should be. For example during the review process stakeholders have argued against the suitability of the historic core of Highgate Village as a location for the turn round of the 271 bus. We believe that in such a situation TfL might usefully have solicited the views of a heritage specialist as to whether these arguments should carry weight in the review process. TfL said that they did not involve external specialists in a review of this sort such decisions were based solely on operational costs and passenger numbers. Whilst operational costs and passenger numbers are clearly the primary considerations, it seems wrong that there are no mechanisms for inputting specialist opinion in such a situation."

5 : The cons of any route changes - especially the concept of broken links - is given far more weight than possible advantages. That is presumably because it's easy to plug into a model. But other factors can be important and the political/societal will ought to be allowed to play some part.

6 : TfL seems to be oddly reluctant to engage in modest changes of practice that, in our view, could save money or enhance a service.

## **Barnet Residents Association**

We have 3 issues we are seeking to resolve.

1. Improvements in services to Barnet Hospital as more services get transferred from Chase Farm.

2. Resolution of a problem with the 34 bus which terminates in a layby on Barnet High St causing all other northbound buses to load and unload on the carriageway, which causes traffic hassle as the stop is just before the major junction. The major issue with this one is that there are three steps up to the pavement from the carriageway so using the buses disabled access facility is not possible.

3. A large Council Estate, Dollis Valley, to the south of the town now has planning permission for a regeneration scheme which will increase the number of households from just over 400 to 636. At the moment only the 326 diverts into the estate to pick up. Clearly this is not yet a problem but we need to think of the increased numbers coming. Some of the new homes will be for private sale so we may well expect more commuters.

I wrote to TfL some while ago about problems number 1 and 2 suggesting that both problems might be alleviated by sending the 34 on to terminate at the Arkley Hotel. The hospital service has been improved by turning the 307 at the hospital instead of the Arkley, but a probably unintended consequence of this is that people are standing at the Arkley waiting for the less frequent 107. Our suggestion to send the 34 along there would have resolved that as well as the current problems with the 34. It would have further improved access to the hospital as the 34 would then pass the top of Wellhouse Lane. TfL, whilst not entirely unsympathetic to the issues, argue that to do so would cost another £250k per annum and this is not affordable even though there have been some savings on the 307 route.

We understand the financial difficulties but the problems are not resolved so we would like to ask for the issue to be reconsidered in the light of where else we might find savings to fund the extension of the 34 to Arkley. We have wondered whether there is any merit in curtailing the 107 route and terminating it on the Dollis Valley estate instead of New Barnet. There is space there, it could serve the soon to be increased numbers, and the remainder of the route to New Barnet could be picked up by the large number of buses which ply the routes between High Barnet and New Barnet. As we have only just discovered this investigation clearly we have not had time to watch the loading of the 107 on this section of its route so the suggestion might not be feasible. If not we would be very grateful if some thought could be given to where else we might find some savings to resolve these interlinked problems.

I hope you are able to look at these issues even though we are a few days late.

Regards

Helen Massey

BARNET RESIDENTS ASSOCIATION



### **Federation of Residents Associations in Barnet**

I am writing as Chair on behalf of the Federation of Residents Associations in Barnet with our views on bus services in Barnet. FORAB is an umbrella group representing 15 residents groups or Civic Societies with c 10,000 members

The population of the Borough of Barnet is growing steadily and rapidly. It has a current GLA target of 2250 new homes each year, mainly 3 and 4 family homes. It is likely to achieve this target. However we anticipate that this target will grow to circa 3,000 pa under the current housing needs review.

The Borough is served with North South public transport:- main line railways in the east and the west sides of the Borough. High Barnet and Edgware branches of the Northern line; the Piccadilly line in the east.

However these lines are already overcrowded and the current programme of upgrading is designed to meet the projected numbers more than ten years ago before the current housing targets were agreed. The current lines will be under overcrowding pressure again within a few years.

The major problem is the lack of good, or even reasonable, East West public transport. . main line trains and the underground are non existent. There are a number of East West bus routes but most journeys require one or more changes. A ten minute car trip can take an hour East West.

The NHS has undergone, and there is ongoing further, rationalisation of its services meaning that maternity and A & E services are based on Barnet General Hospital while elective surgery is based on Chase Farm in Enfield which is not served by any tubes or rail ways. Edgware and Finchley Memorial Hospitals have been demolished and completely rebuilt. They provide specialist clinics not only for Barnet residents but also patients from Harrow, Brent, Camden and Enfield most of whom will need East West public transport. All of the Boroughs have ageing populations who are lower mobility and are less likely to own or have access to a car and are thus more reliant on public transport

Having regard to the projected, and likely to increase, population and the current East West issues we strongly recommend that all East West bus Services in North London are reviewed and modified to reflect the changes and likely future needs.

One particular issue we consider could, and must, be implemented immediately relates to Finchley Memorial Hospital. This hospital desperately needs access to public transport.

The NHS had the foresight to provide sufficient car parking for those patients attending clinics etc and travelling by car. They also identified that the area was poorly served by public transport therefore they ensured that the access into the hospital grounds was designed enough with good radius turning angles to allow any of the TfL buses used on suburban routes to access and egress the grounds. They also incorporated a wide radius turning circle in front of the main entrance so that the bus could stop and drop off/pick up passengers.

It has been suggested that either route 263 or 382 would be most suitable for rerouting.

The latest argument is that “ the approach roads and those within grounds of the hospital are not suitable for buses and the disadvantage caused to existing passengers on route 382, in terms of increased journey times would be too great”.

Recently I did an experiment to simulate the rerouting of the 382 bus to take in a stop at Finchley Memorial Hospital. The same timings more or less would apply to the 263 service.

I drove my car at a slow speed along Summers Lane following the route of the 382 bus until I reached the High Road. Instead of turning left I waited for a full change of lights from green to red then went forward on the next green light , along Granville Road at less than 20mph , into the hospital grounds and then waited for three minutes outside the entrance to the hospital to simulate passengers getting on and off. I then drove slowly back up to Granville Road and waited to exit the site while four cars went by and then returned to the traffic lights with the High Road which turned to red as I approached them. On turning green I turned right into the High Road and rejoined the current route of the 382 bus.

Even though I had to wait the full time at two lots of red traffic lights and wait to exit the hospital roadway and waited for three minutes at the hospital I still completed the whole journey in five minutes 47 seconds timed on a stop watch.

Having regard to the meandering route the 382 takes I would not have thought many passengers would object to a further five minutes on the journey especially as few people will travel the whole route from Southgate station to Mill Hill East Station.

The argument that the approach roads and those within the grounds are not suitable for buses is obvious nonsense to anyone who has visited the area especially bearing in mind it already goes down Long Lane towards Finchley Central. Granville Road from the High Road to the hospital is wide enough for two buses or lorries to pass and the access turn into the hospital and the roads within the hospital have been designed for large commercial lorries to travel over them and pass by each other on the road way. If lorries can do it so can buses..

Please will you take another look at the possible rerouting of the 263 or 382 via Finchley Memorial Hospital as soon as possible without waiting the outcome of the review. Winter will soon be upon us and the many elderly patients who use the hospital will suffer badly if some positive changes are not made to the access arrangements to the hospital..

Thank you. Regards. david

David Howard  
Chair of FORAB

**Giles Barnabe**

As a resident of Valleyfield Road. SW16, I am writing to express my views on the route 249 which provides me with a vital link between Streatham High Road and the top of Streatham Common North. Although the service interval is “about every 12 minutes” it seems that often the wait is longer. During the peak hours and school travel times the buses are extremely crowded and one buggy, let alone two, can have real difficulties. An extra bus in both directions each hour would provide a better service interval, and I would ask you to consider this.

Also, I note the campaign to extend the 133 route between Streatham station and the bus garage at West Norwood, rather than have these buses run empty over the route. This would provide a new, and I’m sure popular, connection between the lower end of the High Road and West Norwood which is only otherwise served by a roundabout Hail & Ride service via the minor roads in the area. With the forthcoming opening of the shopping and sports facilities next to Streatham station local demand for bus transport will surely increase and the current service will be inadequate.

I should therefore also like to add my support to the extension of the 133 service, and for improvements to the 249 route.

## **Submission to London Assembly Transport Committee**

London is probably the United Kingdom's single most valuable asset. It is one of the world's greatest cities. It attracts tourists and visitors of all kinds from every country in the world. It is a centre of world business.

Although the United Kingdom's position in the world will inevitably continue to decline in importance, London still has the potential to retain its unique position. But it will only succeed in doing so if it maintains the high standard of services for which it has been rightly famous.

Because London led the world in the past, its services are now becoming out-dated in comparison with other cities that have followed in its wake. Dramatic action is now needed urgently to up-date and modernise the public transport system in particular, if London is not to slip back into being just an historic relic.

Unfortunately the recent Report of the West End Commission failed to grasp this point. It did not recognise that the value of the businesses and buildings of the Central Business District in London runs into many hundreds of billions of pounds. The public transport services need a great deal more than a few electric mini-buses to bring them up-to-date. Keeping the Tube open for a few extra hours a week will not suffice to bring London's transport system into the 21<sup>st</sup> century. Cheap solutions are not an option. Planning has to be on an ambitious world scale.

Practically every major city in the world except London has introduced extensive rail based surface transport in the form of trams and light rail. We believe that London needs to catch up by integrating its highly developed but out-of-date bus system with other forms of modern public transport, notably surface light rail. The attached Appendix 1 sets out a suggestion as to how this might be tackled.

In Appendix 2 we have outlined an example of the kind of transformation that could be achieved in Oxford Street through the introduction of pedestrianisation, combined with a clean and attractive rail-based public transport system. Such a scheme could form a vital part of a wider up-grading of the whole retailing area of the West End, now that standard modern shopping centres are springing up in other parts of London which make Oxford Street seem dirty, dangerous and inconvenient.

Unless radical action is taken to enable the West End to compete, there is a serious danger that it may become an out-dated slum, giving way to clone type shopping centres in the suburbs. Imaginative investment on a world scale is called for if the unique ambiance of shopping in the famous West End of London is to be preserved, but at the same time adapted to the 21<sup>st</sup> century.

James Skinner

Mike Rawson

May 2013

## Appendix 2 - Proposal for an Ultra Light Rail Service in Oxford Street

**Introduction** – Oxford Street in London has the potential to be the most popular and profitable shopping street in the world, but it is plagued with pollution and congestion through failure to introduce a modern transport system. Modern trams could create a tranquil and attractive shopping area there. No technological problems are involved – all the technology exists to make Oxford Street clean and pleasant to shop in. There is only a human problem of changing outdated systems and introducing appropriate technology.

**Ultra Light Rail (ULR)** – By adapting bus-type vehicles to run on rails as Ultra Light Rail it is possible to operate a light-weight electric tram system at no greater cost than a bus network. ULR can provide a popular, convenient, unobtrusive, zero-emission light tram service, capable of operating in pedestrianised and covered areas, as well as on-street, together with other traffic. ULR can provide the ideal opportunity for London to make a dramatic introduction of the latest development in modern public transport technology by demonstrating new biomethane powered trams at a commercial cost that is competitive with buses.

**The Proposal** – If only for health reasons Oxford Street needs to be declared a Zero-Emission Zone, closed to through traffic and prohibited to all but low or zero emission vehicles (cycles, electric buggies etc might be allowed access on separate pathways, segregated from pedestrians). A ULR tram service can then be installed, running in a continuous circuit on double track up and down Oxford Street between Centre Point and Marble Arch, looping round those landmarks. All the present-day through buses could terminate there too, dropping off any through traffic or Tube passengers at Tottenham Court Road and Marble Arch respectively for a free lift down Oxford Street or on to the Tube stations at Bond Street and Oxford Circus. The interchanges would be designed to provide easy, covered transfers. Some bus routes could be re-routed along parallel roads. Oxford Circus would remain as a crossroads so as to minimise disruption of bus services as new routes along parallel roads were established. The overall aim would be to create an extensive, clean and convenient area in Central London where people might shop and go about their business with pleasure and enjoyment, without damaging their health. The ULR system would provide a horizontal **free** service equivalent to that provided vertically by elevators in tall buildings, such as Canary Wharf or the Shard.

**The Vehicles** – The ULR trams could be metre-gauge vehicles designed for easy hopping on and off. They could be either double or single-deckers. Each module could be some 10-12 metres long, 2.5 metres wide and could be linked together in multiple units as required. They would have mainly standing/leaning room but with a few comfortable seats with good windows, providing excellent visibility for shoppers travelling the full length of the route. The capacity could be for 150+ passengers. The trams would run as frequently as required, at intervals of as little as one minute. With trams running at three-minute intervals this would allow up to 3,000+ passengers per hour to be carried in each direction, or up to 9,000 at one minute intervals.

**Access** – All boarding would be from a central platform in the middle of the road, serving vehicles in both directions. The exit would be on the outside, directly towards the shops on either side. This will enable people to board unimpeded by passengers walking off on the other side to go shopping. This is an essential feature for the smooth running of the service and to maximise capacity and flexibility as well as the comfort and safety of passengers. Floor height and platforms need only be 300 mm (about 12"). Easy entrance for wheel chairs and prams can be achieved by simply raising the level of the kerb and sloping it away on the outside of the track to the edge of the road for ease of movement of descending wheel-chairs, prams etc on a North-South axis. The central platform will slope at each end for easy same-level entry on an East-West axis. The whole stopping area and platforms should be covered with a light attractive glass structure, open at the sides but providing adequate shelter from the rain on both sides of the vehicles.

**Design** – The tram system would receive maximum publicity as a major tourist attraction in London and as an unique example of best practice in city-centre development world-wide. This means top-class international design work, inside and out, is a pre-requisite for the success of the project. It must create a new image for public transport – clean, smart, comfortable, convenient and modern. The trams would be designed to become a national symbol or London brand, comparable to the famous cable trams in San Francisco.

**Power** – The trams could be powered by standard hybrid drive trains with a biomethane powered generator, located on board the tram. The energy storage system can be provided by flywheels, batteries and/or supercapacitors. The trams will be all-electric and the gas fuel will ensure that there are no net carbon dioxide emissions, minimal toxic emissions and very low noise levels. There will be no need for obtrusive external



electrification systems either on the ground or overhead, as power will be generated on-board. The system can, if required, run on natural gas until the biomethane fuel is produced locally in London, through the recycling of organic waste. Approximately one year will be required for building, testing and demonstrating the performance of the new vehicle. This work can take place separately from the design and construction of the rail infrastructure which can be installed quickly, with minimal disturbance. There are over 13 million gas powered vehicles operating worldwide at present so the system is well tested and proven.

**Energy Efficiency** – To maximise energy efficiency still further the roof of the tram can be made of solar panels, which will provide a continuous flow of electricity into the electricity storage system. The braking will be regenerative, feeding power back into the electricity storage system. Running with steel wheels on steel rails will ensure that the vehicles will be up to three times more energy efficient than similar-sized vehicles running with rubber tyres on tarmac. Trams running smoothly on rails are normally amortised over 30 years (cf buses 8-10 years), thus further reducing the long-term operating cost of the system.

**Passenger Service and Cost** – The total round trip is around 5 kilometres and the average speed of the service will be 10 km per hour, including 20 stops (one every 250 metres). The whole circuit should take each tram around 30 minutes. To provide a service every 3 minutes will therefore require 10 trams to be in continuous service travelling round the circuit. The break-even cost of operating such a service from 0600 to 2200 every day, using double module trams with passenger capacity of 150, including the cost of leasing the trams (but excluding costs of maintaining/amortising the track and infrastructure) would therefore be around £5,000 per day, £150,000 per month.

**Other services** – From 2200 to 0600 a reduced passenger service could be operated, together with specially designed rail vehicles operating through the night to collect waste and deliver goods to the shops. If the main daytime cost is met by a levy on sales by the businesses benefiting from the increased custom, stimulated by the tram service, then both of these services could be provided at relatively low marginal cost, which could either be charged out directly to the users or met from the rates.

**Capital Cost** – The once-for-all capital cost of supplying and installing 5 kilometres of light rail will be in the region of £5 million. The additional cost of providing platforms and power supply for the 20 stops should not exceed £50,000 per stop or a total of £1 million. The cost of light, glazed, open canopies will depend on the design and specification decided upon, say another £500,000, making a capital cost of some £6.5 million, excluding vehicles, which will be paid for through a leasing charge included in the daily operating cost. An additional £1 million will be required for planning expenses, landscaping, technical services, contingencies etc, bringing total capital cost to £7.5 million. The rails will be light steel rails, set in concrete, which require only 15-25 cms substructure and no displacement or movement of services. Where the road has to be taken up for underground repair and maintenance work on services, temporary track can be laid alongside or on a detour through neighbouring streets. Temporary track can be laid at minimal cost, on top of the existing road, with shoulders to level off the surface for pedestrians and/or other traffic.

**Implementation and Financing** – The first step should be to commission a feasibility study from an independent transport consultant with knowledge of Ultra Light Rail. If the report confirms that the scheme is technically and financially feasible then designers can be appointed to finalise design of the tram. The installation of the track in Oxford Street will cause only minimal disruption for a short period because the light-weight rails and minimal substructure make it unnecessary to disturb the services under the road. Funding can be arranged through forming a financial consortium, representing all those businesses which will benefit from the greatly improved public transport system. The Oxford Street route could be implemented within two years from signature of contract, providing that the regulatory and bureaucratic requirements could be met within that period. The one essential prerequisite for the success of the scheme must however be the diversion of all other traffic from running along Oxford Street. This will put Oxford Street on the same level of attraction as the top shopping street in Europe, the Bahnhofstrasse in Zurich, where only trams and pedestrians are allowed. The Oxford Street tram service could also be integrated easily into the wider tram system proposed in Appendix 1.

# **APPENDIX 1**

## **BRINGING THE WEST END INTO THE 21<sup>st</sup> CENTURY**

**TRAMS TO REPLACE BUSES IN  
THE HEART OF THE CAPITAL**

**TRAFFIC FREE STREETS**

**IMPROVED TRAFFIC FLOW &  
AIR QUALITY**

**A NEW TRANSPORT HUB &  
VISITOR CENTRE**

*Author Mike Rawson*

*May 2013*

[mike.rawson@sky.com](mailto:mike.rawson@sky.com)

# THE CHALLENGE

*London has seen major changes during the last thirty years. The list is impressive and includes new shopping malls at Brent Cross, Shepherds Bush and Stratford, the huge Docklands Development and the DLR, the South Bank, The London Overground and The Olympic Park. The refurbishment of Kings Cross and St Pancras stations has added to the improvements.*

*Amazingly, the very heart of the capital is virtually unchanged and has been neglected to the point where pollution often exceeds World Health Organisation recommended safe levels and where endless lines of half empty buses make shopping an unpleasant experience. Continuous traffic flow through Piccadilly Circus detracts greatly from the enjoyment of those visiting this iconic location.*

*The challenge is to make the heart of London a clean, safe and pleasant environment to rival any world class city. For years there has been talk of introducing trams into the West End but that is what it has remained – talk!*

*It is hoped the following pages will lead to more than just talk as they contain fresh ideas to solve the many problems associated with a city with little better than a medieval road network. Constructing new roads is not an option – making much better use of the existing ones is. Introducing trams is perfectly feasible but such a huge infrastructure project need not be confined to transport improvements, however beneficial.*

*All tram systems require a hub and a depot for garaging and servicing the fleet but, where in the heart of the capital, does such a location exist? It is hoped to demonstrate how a tram network can be introduced into the West End to provide all surface transportation within a defined area, whilst improving traffic flow and creating a safe, pleasant environment, with greatly improved air quality, to benefit huge numbers of pedestrians. The plan also provides a unique opportunity to boost the capital's economy by improving the facilities for visitors from home and abroad. It is suggested that the growth in tourism will ultimately pay for the improvements.*

*A major part of the plan is to make London the most welcoming and visitor friendly city in the world whilst recognising China will soon become the world's biggest economy. The Chinese people will form the largest group of tourists, spending new found wealth on travel. London has a once in a lifetime opportunity to demonstrate its genuine and practical welcome to the Chinese speaking people, a welcome no other capitol can match. (Currently Paris attracts eight times as many Chinese visitors. London can become the number one destination for the Chinese but it will*

*take determination, ambition and co-operation between many people, politicians and businesses.)*

*The following three stage plan will not only deliver the tram system and its hub and maintenance depot, together with a new, purpose built visitor centre, but **improve** traffic flow and air quality in the centre of London.*

*However, each component of the plan must be implemented to ensure the success of the entire project as each is entirely dependent upon the other.*

\*\*\*\*\*

## The Marble Arch Plaza

***T**he heart of the project and, its ultimate success, lies in the redevelopment of the part of London known as **Marble Arch**. This is one of the most neglected areas of the heart of the capital.*

*The intention is to create the capital's newest transport hub, connecting the tram system to the bus network and to the London underground, together with a superb visitor centre to become known as **The Marble Arch Plaza**.*

*Stage 1 requires the removal of the **Marble Arch Monument** from its present position. (An example of how this can be achieved is the Temple Bar Monument, which was removed from Fleet Street, stored in Theobalds Park, Cheshunt, and re-erected next to St Paul's following improvements to the area surrounding the cathedral)*

*Next, the construction of a **sub- surface** traffic interchange facility to replace the present **Marble Arch** roundabout. This requires three underpasses for Park Lane, Bayswater Road & Edgware Road. Where the three underpasses meet directly beneath **Marble Arch** there are two options for the design of the junction. A traffic-signal controlled roundabout or a 'T' Junction. (The great benefit for traffic is the total absence of pedestrians.) Once traffic has been displaced below ground the area can be developed. The simple construction of a single deck, approximately six metres high, supported by Georgian pillars, to ensure the structure blends in with the surrounding architecture, forms the base for the huge visitor centre, with seating for several hundred people and single storey buildings to house a coffee shop, toilet*

*facilities, a small police office as well as a twin visitor centre, with one dedicated to Chinese speaking visitors to the capital.*

*The entire space below the deck, currently the elongated traffic roundabout, becomes the capital's newest transport hub with interchange facilities between tram, bus and tube services.*

***The Marble Arch Plaza** offers the visitor a place to meet and relax with facilities to purchase tickets for sightseeing tours, theatres and tourist attractions. Visitors can enjoy views of Hyde Park and Oxford Street which, on completion of Stage 2, will become the greatest shopping street in the world offering a clean-air, traffic-free, safe environment with greatly increased space to reduce pedestrian overcrowding at peak times.*

\*\*\*\*\*

## THE TRAM DEPOT

***I**t is proposed that the tram depot be constructed **beneath** Hyde Park, immediately west of the **Plaza**, between North Carriage Road and Bayswater Road. The depot, linked to the tram / bus station by a ramp, ensures the tram network is entirely self-contained in the West End.*

*NB. The underground car park, built several decades ago beneath Hyde Park, is accessed from Park Lane. It illustrates how it is possible to construct a tram maintenance depot 'below ground' with relative ease and without disruption or loss of land.*

*The Hyde Park Tram Depot, in such close proximity to **The Marble Arch Plaza**, ensures the delivery of a high quality efficient service, able to meet sudden changes in passenger numbers or the fast removal of a failed tram, with minimum disruption to the service and ease of fleet operation.*

*Note for the Mayor of London. By extending the underground premises in a westerly direction towards Victoria Gate it is possible to create a new Police briefing and feeding centre with considerable parking facilities to replace the use of New Scotland Yard and the Buckingham Gate feeding centre when The Met must police Central London demonstrations etc.*

*The project requires no land purchase and the underground facility provides maximum security.*

\*\*\*\*\*

## THE RETURN OF THE MONUMENT

*The final phase of **stage 1** sees the erection of the refurbished **Monument** on the east side of the Visitor Centre deck forming the link with Oxford Street. Visible from Oxford Circus, the **Monument** will become one of London's most visited landmarks.*

*The ground level transport interchange, the Visitor Centre and Oxford Street are connected by escalators, elevators and stairs, providing an easy-to-use environment for both able bodied and those with disabilities.*

*It is suggested **The Marble Arch Plaza** will soon join the iconic and instantly recognised London sights whilst providing an immensely important addition to the capital's transport and visitor needs.*

\*\*\*\*\*

## The Pedestrian Zones

*To enable the trams to operate efficiently it is suggested that the following streets and locations become 'traffic free' pedestrian zones: Oxford Street, Oxford Circus, Regent Street (Oxford Circus to Piccadilly Circus), Piccadilly Circus and Piccadilly (Piccadilly Circus to Old Bond Street)*

*Displacing traffic from these areas means providing alternatives for motorists. At first glance the reader may feel the proposed closure of such important streets is a recipe for chaos. Actually, the reverse is true as drivers will benefit from reduced journey*



*times in The West End as there will be a major reduction in vehicular / pedestrian conflict. Less queuing traffic means improved air quality in The West End.*

*The traffic in central London can be divided into two categories: ‘**Through Traffic**’, or those vehicles whose destination is not central London but which are passing through the capital, (partly due to the failure to build the Inner London Box Motorway in the 1970s resulting in no alternative but to drive through the centre of the capital), and ‘**Local Traffic**’, vehicles circulating within The West End whose destination is within central London.*

*‘Local traffic’ (in respect of the area with which we are concerned here) moves between the four areas of Mayfair, Marylebone, Soho and St James’s. The streets that it is proposed to close effectively separate these areas.*

***Stage 2** provides the solution for ‘Local Traffic’. The construction of eight underpasses, at the locations listed in Appendix 1, allows for the circulation of traffic between the four areas without using Oxford Street, Regent Street, Oxford Circus and Piccadilly Circus.*

*An example of this is Mayfair to Marylebone. Park Street crosses Oxford Street into Portman Street. Today, this junction is controlled by traffic signals with a pedestrian phase. Traffic queues from three directions, causing high levels of pollution and continuous conflict between traffic and pedestrians. Often it takes three or more phases of the signals for vehicles to cross Oxford Street. The underpass beneath Oxford Street removes all of the danger, delay and conflict and improves air quality as well as ensuring there are no delays to the trams. It follows that the time taken to pass from Mayfair into Marylebone is considerably reduced and, with less queuing traffic, air quality is improved.*

*Grade separation is essential at Park Lane & Upper Brook Street and Park Lane & Upper Grosvenor Street to avoid conflict between ‘through traffic’ in Park Lane and traffic entering and leaving Mayfair and delay to the trams. (In Appendix 2, outlining the case for the introduction of trams in The West End, it is suggested that trams could be routed along the eastern edge of Hyde Park, parallel with Park Lane. If this could be achieved it would provide an enormous cost saving as these two underpasses would not then be needed).*

*It is stressed that all underpasses would be strictly for vehicles but would also incorporate carefully designed cycle lanes, to ensure the separation of vehicles and cycles, to provide a safe environment for cyclists.*

*It is suggested that six underpasses are required for Oxford Street, two for Regent Street, two for Park Lane and one for Piccadilly.*

*The underpasses for 'local traffic' require only a single traffic lane and a protected cycle lane to ensure safety for cyclists. As the underpasses are just beneath the existing roads they do not impact on the existing deep tube lines (or the CROSSRAIL tunnels beneath Oxford Street).*

*The provision of sufficient underpasses for local traffic is essential to avoid creating congestion by placing too much pressure on two or three routes. Utilising all the available road space in the West End is essential to the success of the project.*

*The magnitude of the project is not underestimated but, if it is possible to build a new railway (CROSSRAIL), deep below the capital, the construction of several sub-surface underpasses should be seen as relatively straightforward by comparison.*

*Again it is emphasised the underpasses are for vehicles and cyclists only. They must be designed to prevent usage by pedestrians and have the standard bridge height clearance found on the motorways to allow use by HGV's and double decker buses.*

\*\*\*\*\*

## THE TRAM ROUTE

**W**hen the underpasses are complete and the new 'through' and 'local' traffic routes (see Appendix B) are in use, **Stage 3** can begin. The creation of traffic free streets (except buses, providing a service until tram operations begin) allows for the laying of tracks.

*It is suggested that, for ease of operation and simplicity, ALL trams operate to and from the **Marble Arch Plaza**. (Clockwise trams display: **Piccadilly Circus via Centre Point** and **Piccadilly Circus via Regent Street**). From Piccadilly Circus: **Marble Arch Plaza via Hyde Park Corner** or **Marble Arch Plaza via Leicester Square & Centre Point**).*

*Details of the suggested route are contained in Appendix C.*

*The small roads crossing the proposed tram route, not part of the new 'Local Traffic' routes, can be closed by means of rising bollards. The bollards allow many access points to the pedestrian areas for the emergency services, night time delivery vehicles and cleaning and refuse vehicles.*

*The proposed tram route has three locations which provide interchange facilities with numerous bus routes and, with the exception of the **Marble Arch Plaza** transport hub, require little work. The locations are Lower Regent Street and Centre Point.*

*The proposed tram route serves eight underground stations and six tube lines with an interchange facility at Centre Point (Tottenham Court Road) for access to CROSSRAIL services.*

*Currently, the northbound carriageway of Park Lane includes parking for tourist coaches and the envisaged plan makes provision for a considerable increase in capacity to complement the capital's new Visitor Centre.*

*The provision of new taxi ranks in some of the side streets close to the new pedestrian areas is essential as only trams will be permitted along most of the proposed route.*

*The plan provides for a huge increase in pedestrianised areas in the West End. Leicester Square, Coventry Street and Piccadilly Circus effectively become one large piazza shared by people and trams!*

*It should be noted that the plan proposes no changes to New Bond Street.*

## APPENDIX A

### Location of Traffic Underpasses

*Marble Arch (Park Lane, Bayswater Road & Edgware Road) for 'Through traffic' (not in the Congestion Charging Zone)*

*Park Street & Portman Street (northbound - beneath Oxford Street) \**

*Orchard Street & North Audley Street (southbound - beneath Oxford Street) \**

*Vere Street & New Bond Street (southbound - beneath Oxford Street) \**

<i>Harwood Place &amp; Holles Street (northbound - beneath Oxford Street)</i>	<i>*</i>
<i>Wells Street &amp; Berwick Street (southbound - beneath Oxford Street)</i>	<i>**</i>
<i>Wardour Street &amp; Berners Street (northbound - beneath Oxford Street)</i>	<i>**</i>
<i>Great Marlborough Street &amp; Maddox Street (westbound - beneath Regent Street)</i>	<i>***</i>
<i>Vigo Street &amp; Glasshouse Street (eastbound - beneath Regent Street)</i>	<i>***</i>
<i>St James's Street to Albemarle Street (northbound - beneath Piccadilly)</i>	<i>****</i>

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*\*      LINKING Mayfair & Marylebone*

*\*\*      LINKING Marylebone & Soho*

*\*\*\*      LINKING Soho & Mayfair*

*\*\*\*\*      LINKING St James's & Mayfair*

**Underpasses** are essential at Park Lane & Upper Brook Street and Park Lane & Upper Grosvenor Street to remove conflict between traffic (and trams) on the Park Lane section of the 'Through' route BUT if the Park Lane trams use Hyde Park – these two **underpasses** will not be required.

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## APPENDIX B

### NEW TRAFFIC ROUTES

The closure of Oxford Street between Orchard Street and Marble Arch, currently part of the heavily used 'through' traffic route from the north (A41) means a major change for through' traffic.

The **Marble Arch Plaza underpass** forms a major part of the new north to south 'through' route which, it is suggested, should be Marylebone Road, Old Marylebone Road, Edgware Road and Park Lane. (This will result in a decrease in traffic in Baker Street between Marylebone Road and Portman Square).

*The south to north route is not the exact reverse of the north to south route but it is suggested the **Marble Arch Plaza northbound underpass** has two exits – Edgware Road and Seymour Street (to avoid the right turn conflict with southbound traffic in Edgware Road). Seymour Street forms part of the new ‘Through Traffic’ route with northbound traffic joining the present route of Gloucester Place.*

*The creation of a traffic-free piazza at Piccadilly Circus means a major alteration for ‘through’ traffic. Recent changes to traffic flow (Pall Mall & St James’s Street to two way operation) make the following proposal easy to implement:*

*ALL ‘through’ eastbound Piccadilly traffic turns RIGHT into St James’s Street and uses The Mall, Cockspur Street and Trafalgar Square to reach Cambridge Circus, The Strand and The City.*

*Provision for traffic turning right (only) from Old Bond Street into Piccadilly must be made at the junction with St James’s Street. Almost half of the northbound St James’s Street traffic crosses Piccadilly into Albemarle Street making the provision of an **underpass** for this traffic essential if serious conflict and delays are to be avoided.*

*The closure of Piccadilly Circus to all traffic and, Shaftsbury Avenue to all but local traffic will mean a considerable increase in traffic using Trafalgar Square. The current traffic scheme at Trafalgar Square (which doesn’t cope well today) could not cope with the additional volume of traffic. (A plan to improve traffic flow through Trafalgar Square is available but not included here)*

*Lower Regent Street and Haymarket will cease to be part of the current ‘through’ route but will be used by taxis and turning buses. Both streets will be available for night time deliveries of course.*

*The creation of a pedestrian zone at Oxford Circus will result in the closure of a small length of the southern end of Upper Regent Street to ‘Through Traffic’. The option for southbound Upper Regent Street traffic bound for Mayfair and St James’s will be right into Margaret Street, continue Henrietta Place and Vere Street and, **via the Oxford Street underpass**, into New Bond Street. Soho bound traffic from Upper Regent Street will turn left into Margaret Street and right into Wells Street and, **via the Oxford Street underpass** into Berwick Street. Traffic from Mayfair to Marylebone has a second option (to that of Park Street and Portman Street) using the **Oxford Street underpass** – Harwood Place to Holles Street (for Cavendish Square).*

*The benefits of the proposals have already been outlined but, in respect of Oxford Street and Regent Street, the transformation is spectacular. The removal of pavements, street furniture, metal barriers and traffic signals dramatically increases space for pedestrians.*

*In respect of the bus routes currently serving the main shopping streets of Oxford Street and Regent Street the operators have a choice. Terminate at Piccadilly Circus, Centre Point, Upper Regent Street and **Marble Arch Plaza** or continue with a through service using the ‘through’ traffic routes described earlier.*

*One example is Route 23, Liverpool Street to Ladbroke Grove, via Oxford Street and Regent Street. To increase frequency of the service, buses on the western end of the route could terminate at **Marble Arch Plaza** and, the eastern end of the route, at Piccadilly Circus (Lower Regent Street) or continue to provide a through service via Piccadilly and Park Lane or a combination of the two options.*

*Finally, the creation of a pedestrian piazza at Piccadilly Circus will transform this iconic London location making it a safe, clean and comfortable area for tens of thousands of visitors to enjoy.*

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## APPENDIX C

### The Proposed Tram Route

***T**he proposed route of the trams is, effectively, a figure of eight, allowing for both clockwise and anti-clockwise operation to provide a continuous flow service in which ALL trams begin and end their journey at **Marble Arch Plaza** (London's new transport hub) and ALL trams serve Piccadilly Circus.*

*The clockwise service from **Marble Arch Plaza** serves Oxford Street to Oxford Circus where the route splits. Some continue along Oxford Street to Centre Point whilst others serve Regent Street to Piccadilly Circus. From Centre Point the route is Charing Cross Road, Cranbourn Street, Leicester Square and Coventry Street to Piccadilly Circus. The service continues from Piccadilly Circus via Piccadilly, Hyde Park Corner and Park Lane to **Marble Arch Plaza**.*

*The anti-clockwise route has one variation due to the lack of road space in the two way traffic section of Charing Cross Road – Cranbourn Street to Cambridge Circus. For this reason it is proposed anti –clockwise trams from Piccadilly Circus to Centre Point use Shaftsbury Avenue to reach Cambridge Circus.*

*Two way tram operation in Charing Cross Road, between Cambridge Circus and Centre Point, is possible as only one traffic lane is required. (Northbound traffic only)*



*Without question the major difficulty associated with introducing trams into the West End lies with Piccadilly (the section parallel with Green Park) as this narrow road, part of the 'through' traffic route, could not accept surface operation of trams. Piccadilly is almost always congested and highly unsuited to an efficient tram operation.*

*To overcome the physical problems of Piccadilly and, to some extent, Hyde Park Corner, it is suggested consideration be given to elevating the trams from a point opposite The Hilton Hotel in Park Lane to just east of the junction of Piccadilly and Old Bond Street. An elevated transit system operates in Chicago and makes best use of available space in a very busy and congested city. Elevating the trams as suggested saves expensive alterations to the Hyde Park Corner traffic scheme.*

*Consideration must, as with any major infrastructure project, be given to cost. A shortened version of the tram route is possible by excluding, at this time, the Piccadilly and Park Lane sections. Adding this section at a later date would be possible. This suggestion relates to the trams and not to the proposed Piccadilly traffic scheme which is essential if traffic is to be completely excluded from Piccadilly Circus.*

*It is hoped this report will generate interest and discussion and move forward the day the heart of the capital is given the attention it deserves bringing it into the 21<sup>st</sup> century with a cleaner environment, traffic free shopping served by a modern efficient surface mass transit system.*

*The author acknowledges the magnitude of the forgoing but the proposals benefit from the ability to complete the project in stages ensuring as little disruption as possible during the construction stages. The completion of each underpass would bring benefits to the West End as each one removes the ever present danger of conflict between pedestrians and vehicular traffic.*

*The question of ownership of the land forming the area known as Marble Arch has not been addressed. Whether compulsory purchase is an option is not known. What is known is that if London does not move into the 21<sup>st</sup> century it will suffer economically and it will continue to lose out to its European competitors.*

*Mike Rawson*

*May 2013*

Donald Smith CEng MIET (reports available on request)

Good Afternoon

**RE: Invitation to participate in London Assembly Transport Committee 6th June**

May I draw attention to the report published by Age UK (attached)

[http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Policy/bus\\_services\\_in\\_rural\\_areas\\_may2013.pdf?dtrk=true](http://www.ageuk.org.uk/Documents/EN-GB/For-professionals/Policy/bus_services_in_rural_areas_may2013.pdf?dtrk=true)

and the press story at

<http://www.ageuk.org.uk/latest-news/life-without-a-bus-would-be-worse-say-9-out-of-10/>

**Whilst the proposed enquiry by the London Assembly's Transport Committee is primarily concerned with bus services within the Greater London Area, particular attention is drawn to the situation in the outer suburbs of north london where the GLA boundary seriously bisects and cuts through the patient catchment of those impacted by the NHS BEH Clinical Strategy, in particular those working at or attending Barnet General Hospital, Chase Farm Hospital and the North Middlesex University Hospital. Effectively north of the M25 boundary bus services are provided by Herts CC (for Broxbourne and Hertsmere) on an unregulated commercial basis; south of the M25 bus services are provided on a contracted regulated basis.**

**The terms of reference for the enquiry by the GLA Transport Committee need to address (review) how "joined up" and effective the present arrangements are for TFL Officers are able to work with Stakeholders outside of the regulated area so that a "Berlin Wall Affect" can be avoided.**

**Kind Regards**

# **London Assembly Transport Committee: Investigation into bus services in London**

## **First submission of evidence by Hugh Small**

**31 May 2013**

The London Assembly is carrying out an investigation into bus services in London and would like to hear from organisations and individuals to inform this work. This submission relates to the first and third of the terms of reference of the study:

- 1. To identify the current and potential future usage of the bus network including crowding levels.*
- 3. To make recommendations ... to improve the provision of bus service to meet current and future demand.*

The Committee's call for submissions emphasises London-wide issues. This submission is made from the point of view of a resident of Marylebone living close to Oxford Street. The "micro" view is chosen not to prioritise Marylebone issues, or Marylebone residents over other stakeholders, but to identify local issues and possible solutions which could be relevant to other localities now or in the future. Learning from the experiences of different localities is one of the benefits of 'localism' – tailoring solutions to places instead of concentrating on 'one size fits all' issues and solutions.

There are two bus service opportunities which would increase the quality of life in the part of Marylebone adjacent to Oxford Street:

### **1. On traffic-free days, no diversion of buses onto side streets**

The West End Commission (WEC) report of April 2013 recommended an immediate increase to 15 traffic-free days each year on Oxford Street. It also recommended that on traffic-free days Oxford Street buses should not be diverted onto side streets but rather their routes should be restructured. The recommendation for extra days is evidently aimed at increasing retail trade and the avoidance of diversion is a recognition that the benefit to merchants should not be to the detriment of local residents.

I don't believe that residents have any objection to traffic-free days although they may not personally benefit as they have different shopping patterns from those of additional visitors attracted by the absence of traffic. It would, however, be unacceptable for additional days to be accompanied by the kind of emergency diversion of buses into the Marylebone heartland seen up until now. The fairly obvious solutions that have been proposed make it unlikely that the

residents will now be so tolerant of even a single old-style traffic-free day. The solutions (e.g. free transfers between buses or between bus and tube) have been shown to be a sensible part of the future operation of the bus network as a whole and therefore residents will not understand why they can't be tried out on Oxford Street on isolated days.

Traffic-free days provide an ideal environment for experimentation. A shuttle bus, as proposed by the Crown Estate for Regent Street and by the merchants (New West End Company) for Oxford Street is not the only possibility. Free travel between any two of the four Oxford Street tube stations would be easy to arrange on traffic-free days and would be unlikely to deprive TfL of any revenue; if it does the merchants will no doubt subsidise it. Turning back the buses onto their return routes at each end of the Oxford Street for a few well-publicised days should not cause much inconvenience, and free passes for continuing on the same route on that day only could be given to offloaded passengers. Better solutions than these off-the-cuff suggestions will be available from TfL experts.

## **2. Fewer buses on Oxford Street and partial or full pedestrianisation**

Most of the 50-100 buses crawling along Oxford Street at any one time are nearly empty because so few passengers want to go anywhere *via* Oxford Street. This is why the excellent TfL web-based journey planner at most times of day refuses to recommend a through trip even if the prospective passenger asks for an end-to-end journey with minimum changes. The impression is that Oxford Street is being used as a bus garage with pedestrians allowed to wander through it – or rather, two bus garages, judging by a statement from TfL that if it were closed to buses two additional bus garages would have to be built.

It is likely that if transferable bus tickets were issued – valid for an hour or so on any combination of routes, as in other cities – the trickle of bus passengers along Oxford Street would dry up entirely and the total number of buses required in London would decrease. This is because there are so many alternative quicker routes and passengers would no longer be choosing between them on price criteria but on speed – which equates to efficient use of buses. Passengers are intelligent packages and the bus network would become partially self-optimising. As smart phones proliferate, with apps that predict journey times based on current bus position and loading, passenger decision-making and TfL route planning data will continuously improve.

The partial or full pedestrianisation of Oxford Street would have an effect on Marylebone residents far different from that of traffic-free days, because Oxford Street would then become a different place – a venue of relaxation and socialisation and a jewel in London's and Marylebone's crown. Property values would increase along with stamp duty land tax revenue. This is what localism is about – making your neighbourhood more appealing. TfL will play an important part in this process.

## **Susan New**

There are various accessibility concerns I have re bus transport in London. I do belong to Ealing Council's Access Committee and the Ealing Branch of Transport for All. I am slightly fed up with TfL telling me that our bus system is the most accessible transport system in the world. It might be on paper but in actuality it is not-especially compared with somewhere like Brighton.

What TfL has not envisaged is the increase in the usage of buses by people with buggies and shopper trolleys. Basically current bus design and the new bus cannot accommodate wheelchair users, buggy people and shopper trolleys all at the same time. In Brighton they can.

### **Bus Design**

Frequently the lay out of the bus is wrong. In Brighton the flip up seat system allows room for everyone, the priority seating is clearly marked, the luggage rack can actually hold luggage or shopping and at many bus stops there is an RNIB box that can be activated by a blind person. There is no consistency in London bus design-some have more room for wheelchairs, some have a bar by the wheelchair space (this makes wheelchair and buggy manoeuvrability more difficult) some have a luggage rack, some have the seats at the correct height etc etc. The Scania Omni City is one of the better bus designs.

Bus stops. Frequently there is only a single shelter where in fact a double one is needed. There is also a silly rule that there is no Countdown on a route served by a single bus. And not everyone has a smart phone that will display bus arrivals. Every stop should have Countdown.

Bus routes. On a personal level-to go by bus to the Royal National Orthopaedic Hospital can take up to 3 hours-to Northwick Park -2 hours (the latter is now the nearest stroke unit hospital) and what will happen if A&E closes at Ealing Hospital.

The West London Orbital was cancelled in favour of the Overground but there is no direct bus link to either Acton Central or South Acton.

Re Crossrail. Neither W. Ealing or Hanwell stations are close to bus routes.

I travelled on a relatively new bus recently, the 211, and it seemed to have the same faults as on an older model of the same bus. The older model was probably more accessible.

Sorry, this is a bit of a rant but having been soaked yesterday at various bus stops waiting for buses (no Countdowns) I am feeling rather fed up. Using public transport can be a depressing experience.

I don't drive and don't have access to a car.

Tom Kearney (Tom Kearney submitted a number of responses, available on request to ross.jardine@london.gov.uk)

Ms. Val Shawcross CBE AM  
Chair of the Transport Committee  
GLA  
City Hall  
The Queen's Walk  
London SE1 2AA

29 May 2013

**A View from the Man under the Oxford Street Omnibus:  
A TfL Bus Collision Victim's Investigation into Bus Services in London**

**Evidence Submitted to the London Assembly Transport Committee Investigation into  
bus services in London (6 June 2013)**

Transport for London's bus network is celebrated far and wide for its efficiency, capacity, and the immense number of Londoners and visitors who use it every day.

TfL's headline bus statistics are very impressive:

- Each weekday, 7500 buses carry more than 6 million passengers on more than 700 routes in the capital
- Buses account for nearly twice as many trips as the Tube
- Almost half of all Londoners use buses at least two days a week, those on low incomes even more

Without a doubt, buses play a crucial role in London's transport network and, with a growing population and economy, demand for bus services will continue to grow. Because of the popularity and prevalence of buses on London's roads, TfL's surface transport network is justifiably recognised as a 'world class asset.'

The London Assembly Transport Committee's Investigation into bus services in London offers everyone the opportunity to take stock of TfL's 'success story' and, hopefully, to offer some constructive suggestions as to how TfL's buses can be improved for the enjoyment of all Londoners, especially those outside the 10-16 ton vehicles.

The evidence I am submitting to the GLA Transport Committee is the result of about two years of research (cf. APPENDIX 1 "Transport for London's Index of Shame") that I have conducted at personal expense to discover why I nearly died after a bendy bus collided with my head and upper chest while I was still on the kerb at the edge of an Oxford Street pedestrian crossing on a cold December evening in 2009. Because of the immensity of TfL's bus network, *my collision was neither unusual or particularly noteworthy*: In 2009, I was the twelfth pedestrian KSI (killed or seriously-injured) collision involving a TfL bus on Oxford Street and numbered among the over-500



pedestrians involved in collisions with TfL buses throughout London. More specifically, I was the 123rd pedestrian struck by a TfL bus operated by Arriva in 2009, and, as it happens, I was the second pedestrian *that day* involved in a collision with an Arriva bus operating under contract with TfL. Indeed, the fact that these bus-pedestrian collisions happen so often on Oxford Street and, moreover, throughout London, suggests that TfL's acclaimed and extensive bus network might be incurring costs that should be considered by the GLA in any investigation of London's bus services (cf. APPENDIX 2 "The Human Cost of TfL's Bus Collision Data"). London's requirement for more buses need not mean a complacent acceptance of more pedestrian deaths and serious injuries by the GLA, TfL, and the Mayor.

Turning to the questions for the investigation posed in the Report.

**1) What are the most crowded bus routes in London? What will be the most crowded bus routes in future?**

Here, it is important to differentiate between "bus capacity" and "*useful* bus capacity." For most of the day, much of TfL's bus capacity in Central London is *not useful*. While the buses that travel to and from Central London (Marble Arch, Bond Street, Oxford Street, Oxford Street, the Strand, Bishopsgate) are often very crowded *en route* during peak morning and afternoon hours, once the vehicles have reached specific central destinations (these are well known to any Londoner and tourist), the buses often continue on their routes *nearly-empty*. When TfL buses run nearly-empty (just take a look at Oxford Street, the Strand, or elsewhere in Central London where pedestrian footfall is highest) its buses are actually providing negative value-added in the form of collisions with pedestrians and cyclists and pollution (cf. APPENDIX 3 "The Unaccounted Costs of TfL's Bus Network"). With the advent of Crossrail in 2018, the added pedestrian flow coupled with the substantial enhancement of East-West transport options will substantially increase footfall and the demand for public space, thus making TfL's buses even more unwelcome and unnecessary. To accommodate TfL's unused capacity in Central London, there is a strong argument for modifying bus routes to accommodate a mainly-pedestrianised West End (cf. APPENDIX 4 "Lector, si momentum requiris, circumspice"). It is imperative that TfL come forward with a plan for all its Central London routes and buses based on fact rather than guesswork (Cf. APPENDIX 5 "I'm from TfL and I don't need facts to back me up").

**2. How does TfL plan, review, redesign and implement changes to bus services to meet changing demand? Are there any issues with its approach?**

Any GLA investigation of TfL bus services should focus why – despite huge demographic changes – many of the routes being followed by TfL buses still date from Victorian Times (Route 73 started in 1914 and still follows the same Oxford Street route today). The GLA may want to investigate why TfL has resisted ending its use of Oxford Street as a mobile bus depot for nearly 300 buses every hour despite well-founded reasons and

public demand (cf. APPENDIX 6 “No End in sight for Oxford Street’s bus gridlock by Adam Raphael” & APPENDIX 7 (“Sir Peter Hendy responds to Transport Times...and I respond to Sir Peter Hendy”).

**3. How are the Mayor and TfL meeting the growth in demand for bus travel without any expansion of the bus network?**

More buses and *more safe* buses are two different things. With a 37.5% increase in TfL bus-pedestrian collision fatalities in 2012 (cf. APPENDIX 1 “Transport for London’s Index of Shame,” it is important that GLA understand health & safety implications of concentrating buses along major pedestrian routes in Central London. In particular, Crossrail may substantially-reduce the requirement and feasibility (for health & safety reasons due to a massive increase the pedestrian flow) of the present amount of bus traffic in Central London. Instead of focusing on the *expansion* of the bus network, perhaps it would be advisable for the GLA to focus on the *transformation* of the existing bus network to accommodate changes in demand and the addition of redundant or competing transportation such as Crossrail to Central London’s transport mix.

**4. What, if any, other actions could the Mayor and TfL take to improve the planning and provision of bus services now and in the future to meet demand more effectively?**

**A. TfL and the Mayor need to get away from the current ‘Stalinist Five-Year-Plan’ approach to just piling additional buses on to existing bus routes.** By focusing on only the total bus fleet size, the billions of people moved, and the *kajillions* of miles the buses travel each year, they are ignoring the overwhelming costs of collisions, pollution, and KSIs associated with the existing bus fleet, especially in Central London. Even TfL’s primary safety measure (“deaths per million miles”) is defective. By this measure, for every new bus TfL puts on the road and runs, its death rate will automatically decrease. Does it make sense that, as long as TfL’s bus network is expanding, its core safety measure will automatically improve, regardless of whether there has been an increase in fatalities? Using that logic, Pol Pot would get credit for improving Cambodia’s *GDP per capita* during the Khmer Rouge’s Reign of Terror.

**B. More attention needs to be paid to the human cost of TfL’s bus operation.** One way it could do this would be to redraft TfL’s contracts to incorporate the principles of safe operation on London’s roads and then hold TfL management to account for the results (cf. APPENDIX 8 “Follow the Money: do TfL Contracts incentivise London buses to drive without duty of care for pedestrians and cyclists?”). TfL management should be held accountable for the collisions associated with its bus fleet: if fatalities from bus-pedestrian and cyclist collisions increase (like they did in 2012), bus contracts should be reviewed and the TfL managers responsible for overseeing these contracts should be at risk of losing their job.

**C. The Police and TfL need to give more attention to the investigation, reporting, and analysis of pedestrian and cyclist collisions with TfL buses.** With the number of collisions TfL buses have been involved in the past 5 years, there is a surprisingly low prosecution rate of TfL bus drivers (cf. APPENDIX 9 “Pedestrian fatalities and TfL buses: Who’s really ‘looking the other way’?”)

**D. The profitability and tax position of TfL’s subcontracting bus companies should be investigated.** For companies providing public services, It is concerning *that least six of the companies that are currently running bus services for TfL are not profitable* (cf. APPENDIX 10 “Why are Arriva’s Largest London Bus Subsidiaries not paying any Corporate Tax?”) The lack of profitability of these subcontracting companies may have a bearing on these companies’ ability to provide adequate levels of compensation and training which affects these companies’ ability to hire and retain a skilled workforce. Furthermore, TfL should assure the GLA that the private and state-owned bus companies that are providing bus services under contract are actually paying enough corporate tax. While companies like Arriva’s subsidiaries are not contributing to HM Treasury through corporate tax payments - with over 117 pedestrian collisions in 2011 and over 27,000 total collisions since April 2007 - they are certainly drawing upon London’s police and health services (cf. APPENDIX 11 “Who really pays while Arriva pays nothing”).

As a result of my collision with a TfL bus, I have a Traumatic Brain Injury that I will have to cope with for the rest of my life. As a professional in his late-forties who works with his brain, you must understand the profound affect that this event had - and will continue to have - on my and my family’s life. To put it in context, since the collision my family and I have endured a great deal of hardship, including loss of work and life savings. *But I see myself as one of the few lucky ones.* There are over 70 people who cannot present any evidence to your commission because they are dead. And there are multiples of that fatality figure who are coping daily with life-changing injuries. We must not forget that London’s real ‘world class asset’ are the people inside and outside its buses and not the machines themselves. And TfL’s first responsibility should be to London’s people and not to the thousands of buses under its control. In closing, I sent a letter about my collision to the Mayor of London on 30 March 2011. I have never received a response, but my message remains the same (cf. APPENDIX 12 “An Open Letter to Boris Johnson, Mayor of London.”)

Yours sincerely,

Tom Kearney  
London Resident  
[www.saferoxfordstreet.blogspot.co.uk](http://www.saferoxfordstreet.blogspot.co.uk)

cc: Ross Jardine

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Petition: <http://www.change.org/petitions/mayoroflondon-pedestrianise-oxford-street>

Twitter: @comadad

## APPENDIX 1<sup>1</sup>

### Transport for London's Index of Shame

- 1) Total Number of Bus Collisions involving TfL buses (1 April 2007-31 March 2013): 145,533
- 2) Total Number TfL Bus Collisions with pedestrians (1 April 2007-31 March 2013): 3591
- 3) Total Number of TfL Bus Collisions with cyclists (1 April 2007-31 March 2013): 1219
- 4) Number of pedestrian fatalities involving TfL buses (1 April 2006-31 December 2012): 76
- 5) Year-on-Year % increase in fatalities resulting from TfL bus-pedestrian collisions (2012): +37.5
- 6) Number of TfL bus-pedestrian fatality investigation reports conducted by bus companies seen by TfL: 0
- 7) Total Number of Dangerous Driving Prosecutions by CPS (October 2006-May 2012): 360
- 8) Number of TfL bus drivers prosecuted by CPS for dangerous driving (October 2006-May 2012): 9
- 9) Total TfL expenditure on Metropolitan Police (1 April 2006-31 March 2011): £431,240,000
- 10) % decrease in London's Road Safety budget since 2008: - 62
- 11) Year-on-Year percentage increase in pedestrian fatalities (2011): +33
- 12) Year-on-Year percentage increase in cyclist fatalities (2011): +60
- 13) Number of indicators relating to safe driving in TfL's 'Quality Performance' Contracts for buses: 0
- 14) % of elderly and children among TfL bus-pedestrian fatalities (October 2006-May 2012): 33.3
- 15) Total TfL expenditure since 2009: £17,100,000,000
- 16) Total compensation TfL has paid due to accident claims since 2009: £4,760,000
- 17) % of total TfL claim compensation as part of Total Expenditure since 2009: 0.03
- 18) Number of TfL staff who make over £100,000 per year (2011): 365
- 19) Annual Salary of Transport Commissioner Peter Hendy (2011): £333,203
- 20) London Councils that have adopted borough-wide 20 mph limit: Islington, Camden & Southwark
- 21) London Council that controls speed limit on Oxford Street: Westminster
- 22) Speed Limit (mph) on Oxford Street: 30
- 23) Number of TfL buses per hour on Oxford Street: (up to) 300
- 24) Number of 'desecrating garages' Sir Peter Hendy claims necessary to eliminate Oxford Street buses: 2
- 25) Number of studies/reports/analyses upon which Sir Peter Hendy's claim is based: 0
- 26) Annual number of Pedestrians on Oxford Street: 200,000,000
- 27) Frequency of Collisions on Oxford Street vs. London Average: 35 times
- 28) London Council with highest number of pedestrian and cyclist casualties: Westminster
- 29) Number of Killed-and-Seriously Injured from TfL bus/pedestrian collisions on Oxford Street (2006-Aug 2012): 59
- 30) Number of TfL Bus-Pedestrian Collisions on Oxford Street (2006-Aug 2012): 192
- 31) Lowest Council Tax in UK: Westminster
- 32) Local council that earns highest amount from parking charges in UK: Westminster
- 33) Amount Oxford Street Exceeds EU Norms for NOx Emissions: 4.5 times
- 34) Estimated number of hours it takes to clear lungs from Oxford Street Emissions: 7
- 35) Number of annual deaths in London attributed to Air Pollution: over 4000

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<sup>1</sup> Published 17 April 2013 <http://saferoxfordstreet.blogspot.co.uk/2013/04/transport-for-london-coma-dads-index.html>

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## APPENDIX 2<sup>2</sup>

### The Human Cost of TfL's Bus Collision Data

After an FOIA request I filed in February, TfL (with typical inexplicable delay) provided me with all the collision data (TfL Ref: 1931-1213) involving TfL-contracted/regulated buses dating from 1 April 2007 that it said it had on file. The 15MB file can be found on:

[https://www.whatdotheyknow.com/request/road\\_collisions\\_involving\\_tfl\\_bu#outgoing-262528](https://www.whatdotheyknow.com/request/road_collisions_involving_tfl_bu#outgoing-262528)

The message contained in the huge amount of collision data provided by TfL is staggering: since 1 April 2007, there have been over 145,533 collisions involving TfL buses, of which 3591 have involved pedestrians and another 1219 have involved bicycles. That means that, since 1 April 2007, there has been an average of 2 *bus-pedestrians collisions every day* and a *bus-cyclist collision every other day, an average of over 15 pedestrians or cyclists per week are involved in collisions with TfL buses*. What kind of industrial enterprise in the United Kingdom would be allowed to operate with this kind of safety record?

Based on the Mayor's response to GLA Member Jenny Jones's Question No: 374 / 2012 (found below for ease of reference), only 9 TfL bus drivers have been prosecuted by the Crown Prosecution Service (CPS) for dangerous driving from collisions which resulted in 69 fatalities during the period 1 April 2006 through 31 March 2011. If such a few number of TfL bus drivers were prosecuted by the CPS (a decision which depends on the recommendation of the Metropolitan Police) in collisions where pedestrians or cyclists *actually died*, I wonder what the prosecution rate is for the more than 3583 bus-pedestrian or bus-cyclist collisions which took place during the same period? (NB: since I only have the data for 4 of the 5 years covered by the Mayor's response to Jenny Jones's question, the number of collisions must be *more* than 3583).

TfL's letter responding to my FOIA request (from Jasmine Howard, FOI Case Officer) blithely states: "We actively encourage bus drivers and operators to record all incidents involving London buses and as a result of this, the vast majority of incidents provided would have been of a very minor nature." With Ms. Howard's statement in mind, I managed to find my own collision (*the second bus-pedestrian collision to occur that day in Westminster involving an Arriva bus*) listed starkly as "Arriva London North - 18-Dec-09- 19:56- WESTMINSTER-Collision with Pedestrian." This anodyne

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<sup>2</sup> Published 24 March 2013 <http://saferoxfordstreet.blogspot.co.uk/2013/03/a-report-from-front-line-of-londons-war.html>

description hides the fact that, as an immediate result of the bus striking my skull and torso while I was still on the kerb, my skull was fractured on two sides, both my lungs had exploded on impact, and I was lying 20 feet down the pavement on the road choking to death on the blood pouring out of my ears and mouth. The chilling phrase "Collision with Pedestrian" occurs another 3590 times in TfL's FOIA response. Because of the CPS's startlingly-low prosecution rate coupled with the number of times "Collision with Pedestrian" occurs throughout TfL's data, I can only assume that, like mine, all those bus-pedestrian collisions must have been of a 'very minor nature' and that very few (if any?) TfL bus drivers were charged for dangerous driving by the CPS at the recommendation of the Metropolitan Police. And, as it turns out, both TfL and the Metropolitan Police report directly to the Mayor.

**Pedestrians hit by buses – February 2012**

**Question No: 374 / 2012**

Jenny Jones

Data released by TfL under a Freedom of Information Act request (TfL ref FOI-1019-1112) shows that there were 64 pedestrian fatalities caused by TfL buses which took place at pedestrian crossings since October 2006. How many of these bus drivers have been prosecuted for dangerous driving and what sentences did they receive?

**Written response from the Mayor**

This is not correct. The information released by TfL stated that these were fatalities on all parts of the road, across the bus network, not on one specific point like a pedestrian crossing. Your statement is incorrect and the original requestor was clearly informed of this fact.

There were 69 pedestrian fatalities from April 2006 to March 2011 following collisions with TfL buses. These incidents are fully investigated by the bus operators involved and Metropolitan Police. In the vast majority of cases, the bus driver was not deemed to be blameworthy. Nine accidents or 13 per cent of cases have led to drivers being prosecuted.

## APPENDIX 3<sup>3</sup>

### The Unaccounted Costs of TfL's Bus Network

There has been a fair amount of reporting about the potential effect of the Treasury's Comprehensive Spending Review (CSR) on Transport for London's (TfL) proposed spending plans (cf. inter alia, "BBC News London, Transport for London faces £80m cuts," 21 May 2013 - <http://www.bbc.co.uk/news/uk-england-london-21889580>.) Given that the CSR is supposed to be completed next month (June 2013), the pressure on the Mayor and TfL to scale back their funding plans is immense. Accordingly, the press has focused on both the obvious threats to ("Boris Johnson's cycle vision for London and bus subsidies face cuts" Evening Standard - 14 May 2013 - <http://www.standard.co.uk/news/mayor/boris-johnsons-cycle-vision-for-london-and-bus-subsidies-face-cuts-8615463.html>) and fat ("Cost of 'gold-plated' transport pensions soars to £1.6 billion" ES 22 May 2013 - <http://www.standard.co.uk/news/transport/cost-of-goldplated-transport-pensions-soars-to-16-billion-8626828.html>) present in TfL's spending plans. With the government's austerity budget, it is inevitable that TfL's budget (<http://www.tfl.gov.uk/assets/downloads/corporate/Part-1-Item05-TfL-Budget.pdf>) will be pared down by the Treasury. A quick review of the costs incurred from TfL's bus fleet operations suggests that substantial cost savings could be achieved if TfL were held to account for the true costs of collisions involving the buses under its control.

#### ***TfL bus collisions involving pedestrians and cyclists***

Based on an FOIA request I filed in February 2013 ([https://www.whatdotheyknow.com/request/road\\_collisions\\_involving\\_tfl\\_bu#outgoing-275514](https://www.whatdotheyknow.com/request/road_collisions_involving_tfl_bu#outgoing-275514)), TfL informed me that, since 1 April 2007 to 19 March 2013, it has recorded 145,533 collisions involving its buses. Based on TfL's FOIA response, of these 145,533 collisions, 3591 involved pedestrians and 1219 involved cyclists (ie., 4738 collisions involved vulnerable road users).

In its response to my FOIA request, TfL made some bold assertions about the collision data it had provided:

- The tables supplied provide a broad overview of collisions *but it should be noted that the figures are based on initial assessments* of the nature and cause of incidents, and *are not the outcomes of operator accident investigations*.
- *Accident investigations provide the best means of understanding the*

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<sup>3</sup> Published 26 May 2013 <http://saferoxfordstreet.blogspot.co.uk/2013/05/a-note-for-hm-treasurys-csr-team-why.html>

*circumstances behind incidents and considering how best to minimise them in future.*

- We actively encourage bus drivers and operators to record all incidents involving London buses and as a result of this, *the vast majority of incidents provided would have been of a very minor nature.*

Based on TfL's response, one would think that the organization placed a high premium on the outcome of the operator accident investigations. However, for all these reports' supposed importance to TfL, based on a response (24 May 2012) to GLA Member Jenny Jones, ***it appears that TfL does not even receive copies of any collision reports from its subcontractors:***

**Q (from Jenny Jones, GLA).** In MQT No: 374/2012 the Mayor responded that "These incidents are fully investigated by the bus operators involved." Does TfL retain copies of these investigations? If so, would it be possible to provide me with copies of the 69 [fatality] investigations which have been prepared by the bus operators involved since October 2006?

**A (from TfL).** After any collision, our contractors, as responsible and independent companies, and in accordance with the Health and Safety Executive and their own duty of care, must conduct their own investigation into the incident. TfL contracts bus operators to operate routes on our behalf, and the operator would consequently assume all liability for operating the route. This includes any liability or losses incurred through accidents and collisions. TfL does however play an assurance role, and when we audit our bus operating companies, we ensure that they have a process in place for investigating collisions through the contractual agreement. *TfL is made aware of accidents and collisions through a reporting process, but we are not given copies of investigation reports. TfL does not carry out its own investigation, as this is already done by the Metropolitan Police and the operating companies themselves.*

So, if TfL does not even receive copies of its own subcontractors' collision investigation reports, can its assertion that *most of the collisions would have been of a very minor nature* be based on fact?

### **Estimated costs of TfL Bus-Pedestrian Collisions**

Putting aside the 140,795 collisions involving TfL buses which occurred between 1 April 2007 and 16 March 2013 that didn't involve vulnerable road users **and** the 1219 collisions which involved cyclists, let's take a look at the 3519 collisions which involved the most vulnerable road user, pedestrians.

*Pedestrian Collisions – Distilling KSI data*

Based on analysis of incomplete Oxford Street bus & cyclist-collision data released by TfL through an FOIA([https://www.whatdotheyknow.com/request/pedestrian\\_bus\\_collisions\\_on\\_oxf#incoming-365798](https://www.whatdotheyknow.com/request/pedestrian_bus_collisions_on_oxf#incoming-365798)), about one-third of all bus-pedestrian collisions result in the pedestrian being either killed or seriously-injured. Applying that same ratio across all 3591 TfL bus-pedestrian collisions since 1 April 2007, the total number of killed or seriously-injured pedestrians from collisions with TfL buses is estimated to be 1113 (out of 3591 total). Based on FOIA data released by TfL

([https://www.whatdotheyknow.com/request/fatalities\\_from\\_tfl\\_contracted\\_bu#incoming-253556](https://www.whatdotheyknow.com/request/fatalities_from_tfl_contracted_bu#incoming-253556))

and Mayor's Question Time Responses (Mayor's Question Time 374/2012), we already know that there have been 69 pedestrian fatalities involving TfL buses (between 1 April 2007 and 16 September 2011). So, we are looking at 3591 total bus-pedestrian collisions, of which resulted in 1044 (estimated) serious injuries, 69 fatalities, and 2478 (estimated) would be classified as 'minor.' What are the estimated costs of these pedestrian injuries resulting from collisions with TfL buses?

*Pedestrian Collisions with TfL buses: Estimated Cost of Collisions*

In a report released in 2010 (<http://assets.dft.gov.uk/statistics/releases/road-accidents-and-safety-annual-report-2010/rrcgb2010-02.pdf>) and referred to by the BBC (<http://www.bbc.co.uk/news/uk-15975564>), the UK Department for Transport estimated the 2010 cost of road injuries as follows:

- Cost of a Fatality: £1,790,200
- Cost of a Serious Injury: £205,060.00
- Cost of a Minor Injury: £21,730.00

Based on these DfT estimates, the total cost TfL bus collisions with pedestrians can be estimated as follows:

For 69 fatalities (which occurred between 1 April 2007 – 16 September 2011 - there have been more since that date) = £123,523,800.00

For the 1044 (estimated) serious injuries (which occurred between 1 April 2007 – 16 March 2013) = £214,125,702.60

For the 2478 (estimated) minor injuries (which occurred between 1 April 2007 – 16 March 2013) = £53,842,376.70

Total cost (1 April 2007 – 16 March 2013) **for pedestrians only** = £391,491,879.30.



This £391 million estimate *only refers to TfL bus collisions with pedestrians* between 1 April 2007 and 16 March 2013 **and does not include the costs of:**

- 1) Any pedestrian fatalities which may have occurred since 16 September 2011
- 2) 1219 TfL bus collisions with cyclists
- 3) 122,602 TfL bus-collisions with other vehicles
- 4) 15208 TfL bus collisions with street furniture/building/tree
- 5) 1766 TfL bus collisions with other objects

Finally, this estimate is based on information that is *actually reported* by the subcontracting bus companies to TfL.

During the Comprehensive Spending Review, HM Treasury will be reviewing the Mayor's and TfL's submission for funding for upcoming years. Based on the number and cost of collisions taking place within London involving TfL buses, it seems that significant cost savings could be achieved by compelling TfL to reduce the number and cost of collisions involving its buses. One way HM Treasury could achieve this cost reduction would be to make any future budgetary contribution from HM Treasury contingent upon TfL sharply reducing the number of collisions involving its buses. And - by compelling TfL to end its current complacency about the costs and casualties which result *from the bus operations under TfL's direct control* - HM Treasury also might just save a few taxpayers' lives and livelihoods in the process.

## APPENDIX 4<sup>4</sup>

### Lector, si monumentum requiris, circumspice

Mayor Boris Johnson's recent announcement of his game-changing £913 million "Crossrail for Cycling" Plan should be applauded. Its successful implementation will make London a better place and will be a positive legacy for London's "Cycling Mayor." The scale of the project is a testament to the cycling lobby's successful campaigning. Well done.

The theme of the Mayor's Cycling Plan -*what cycling can do for everyone* - certainly sounds very inclusive. But, in taking his bold leap forward, the Mayor forgot about the most vulnerable group of road users whose fatality rate increased by 33 percent in 2011 and whose actual fatality figures - at last count - outnumbered cyclists by about five-to-one: *they're called pedestrians*.

Why are London's most vulnerable road-users ignored by the Mayor? Because *Pedestrians are Everyman*. In Westminster since October 2009, 52 percent of the pedestrian KSIs were adult men and women, and 20 percent were elderly men and women. Throw in the remaining 28% of KSIs which cover young men, women and children, then it becomes clear: *absolutely anyone can become a pedestrian KSI*. According to statements written by Mayor's recently-appointed 'Cycling Tsar' Andrew Gilligan, cyclists are drawn from a narrower population sample:

Cycling gets a lot of media attention, but that's because so many media folk cycle. Bikes are the transport of a small, [disproportionately wealthy and privileged](#) minority.

And if Andrew Gilligan's controversial appraisal is accurate, that media-savvy privileged minority just got about one billion pounds *from the same minority*. Nonetheless, taking the "for everyone" aspect of the Mayor's cycling theme at face value, London's clearly a better place for his decision and I'm pleased both Boris Johnson and the cyclist community can now point to a real accomplishment. The plan is a good thing: future lives will be saved and improved when it is implemented.

*But what about pedestrians?* Isn't there any low-hanging fruit that could be tossed Everyman's way by the Mayor? There certainly is: *it's called the West End*.

On 14 March 2013, the Westminster Environment Policy and Scrutiny (P&S) Committee will review "Accidents and Road Safety Measures in the Borough." I am grateful for the

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<sup>4</sup> Published 12 March 2013 <http://saferoxfordstreet.blogspot.co.uk/2013/03/lector-si-monumentum-requiris.html>

positive response of the Council to my 7 December 2012 request (supported by the road safety charity, Brake) for a review of the high number of collisions between pedestrians and road vehicles in Westminster Borough, especially those involving TfL buses on Oxford and Regent Streets.

My request for this meeting stemmed from a discussion I had with Westminster Executive Director Mike More and City Commissioner of Transportation Martin Low on 8 October 2012 on the intersection of Oxford Street and Harewood Place. This was the precise corner - heaving with pedestrian Christmas shoppers - where a bendy bus (No. 73, operated for TfL by Arriva) going at least 20 mph collided with my head and chest on 18 December 2009 while I was still on the kerb. The impact from the 16 ton bus threw me approximately 20 feet down the pavement and road, fractured my skull on both sides, burst both of my lungs, and sent me into a near-death coma (I was in a Glasgow Scale Coma of 3 [2 being dead] when the ambulance arrived a half-hour later). At my invitation, that 'on-the-street meeting' was also attended by Ms. Tamara Barnett, Senior Researcher for Policing and Crime for Statutory Deputy Mayor Victoria Borwick (cf. "Streets Ahead, Streets ahead: Relieving congestion on Oxford Street, Regent Street and Bond Street" GLA 2010).

I have studied the upcoming meeting's report "Accidents and Road Safety Measures in Westminster"

[http://transact.westminster.gov.uk/committee/index.cfm?c\\_docs=Policy\\_and\\_Scrutiny\\_Committees/Current\\_P\\_and\\_S\\_Committees/Environment/2013/14%20March%202013](http://transact.westminster.gov.uk/committee/index.cfm?c_docs=Policy_and_Scrutiny_Committees/Current_P_and_S_Committees/Environment/2013/14%20March%202013)) authored by Mr. Low with a great deal of interest. I was particularly intrigued that the location of my collision (diagonally-across from John Lewis) is one of several of the West End's 'pedestrian collision hotspots' shaded in red on the report's map. I was frustrated that the report failed to highlight the glaringly-obvious reason why Westminster leads London's pedestrian KSI tables: *there are too many people* who are not given enough safe walking space *and too many vehicles* (especially TfL buses) which are allowed to move at *too high speeds* through the West End. TfL's transportation planning practices and Westminster's tolerance of so many vehicles moving at speed through so many pedestrians creates an intersecting road and foot traffic pattern that lacks any margin for error, especially on the streets with the highest footfall. I come from the mining industry: a British industrial enterprise with the kind of casualty figures which result from the West End's traffic environment would be shut down and its managers be held to account by the Health & Safety Executive and the full force of the law. Why are TfL and Westminster Council exempt from this kind of oversight?

For the hundreds of millions of people who visit the West End every year, *Westminster is London*. You do not need me to tell you that Westminster's globally-marketed attractions (e.g., shops, theatres, night clubs, and historical sites) make it the reason why so many people flock to the West End: it's to shop, work, visit friends or just enjoy a relaxing time in one of the world's premier shopping and tourist attractions. Visitors to the West End can be forgiven if they're blissfully unaware that - because of

considered and long-standing TfL transport policies accepted by Westminster - they are at an increased risk of having their brains and bodies crushed by rushing tons of steel. Frankly speaking, it is preposterous that any visitor to (using TfL Commissioner Peter Hendy's published words to describe Oxford Street) 'one of the world's premier shopping attractions' should be subjected to this kind of risk at all. But they are, and the pedestrian KSI statistics in Mr Low's report make for ghastly reading - especially to someone who's *just one* of 443 KSI casualties (out of 3459 total casualties) on Westminster City Council-managed roads since 2009.

Until Westminster takes comprehensive action to accommodate pedestrians by *reducing the number* of vehicles (especially TfL buses, which, by their physical mass alone, have a potential killing-power many times that of a car) *and the speed* at which they are permitted to travel, then the West End will continue to have both London's highest quantity (by a factor about two) of pedestrian casualties as well as its highest visitor numbers. The sixteen ton bendy bus travelling at 20 miles per hour which struck my head and chest had the force of a car travelling at about 165 miles per hour. You won't ever find that kind of risk lurking within Westfield or Brent Cross.

I regret that I will be unable to attend the Westminster meeting because I will be speaking at a Brain Injury Awareness Event at Harvard Medical School's Massachusetts General Hospital in Boston USA. Please rest assured that the audience there will be informed about the causes of my traumatic brain injury and the hopeful signs shown by the Westminster Council to seriously review the reasons for the ghastly statistics so evident in Mr. Low's report. I am very pleased that my friend and fellow pedestrian-campaigning colleague, Ms. Caroline Russell of Living Streets, will be speaking at my request and with the Council's kind permission.

When I met with Deputy Mayor for Transport Isabel Dedring on 13 July 2012 to speak with her at a meeting (kindly organised by Deputy Mayor Victoria Borwick's office) about reducing the speed (from 30mph to 15mph) of TfL buses on Oxford Street during the Olympics, Ms. Dedring summarily dismissed my request with a terse statement: "TfL can't do that - speed limits on Oxford Street are a 'Westminster Council issue.'" *End of conversation.* Instead of just 'passing the buck' like TfL (and Ms. Dedring), it is my sincere hope that the Westminster Environment P&S Committee will show some real courage and will put forward a time-tabled plan to address the West End's manifestly-unsafe situation for pedestrians. And, just as he's done for the cyclists, support for (and leadership of?) such a plan by the Mayor might help to firm up Boris Johnson's *yet unsecured* legacy with Everyman.

## APPENDIX 5<sup>5</sup>

### **I'm from TfL and I don't need facts to back me up**

After the New West End Company (NWECC) recently announced its 5-year-plan to improve the pedestrian experience in the West End by dramatically criticising Transport for London (TfL)'s indifferent policy of routing nearly 300 buses per hour through Oxford Street, it didn't take long for TfL and its unwavering supporters in the Mayor of London's Office (read: Mayor Boris Johnson and Deputy Mayor Kit Malthouse) to come out with a number of press statements echoing London's Commissioner of Transport Peter Hendy's immediate and damning criticism of NWECC's plan.

London newspapers paid close attention to Peter Hendy's (£333,000 annual remuneration in 2001/12) quick condemnation of NWECC's plans to push for the substantial reduction of TfL buses on Oxford Street. For example, *The Evening Standard* reported ("Request to stop Oxford Street's double-deckers gets a red card") on 23 October:

London's public transport chief has dismissed calls to rid Oxford Street of its "wall of red double-deckers" saying it would require two "unacceptable and desecrating" bus stations to be built in the heart of the West End.

The *Evening Standard* article went on to state:

London's public transport chief has dismissed calls to rid Oxford Street of its "wall of red double-deckers" saying it would require two "unacceptable and desecrating" bus stations to be built in the heart of the West End.

And *The Evening Standard* was only one of several news outlets (BBC1 among them) which publicised Peter Hendy's "two giant bus stations at each end of Oxford Street" reason for quashing NWECC's initiative. Since TfL's response was so quick and well-thought-out, I wanted to get the source of the information Peter Hendy and his colleagues were quoting because I would have thought NWECC would have been aware of this obstacle before it launched its high profile "People not Traffic" Campaign. Below you'll see my FOIA request and TfL's response.

Not to spoil your read below, suffice it to say that Peter Hendy and his colleagues from TfL had no studies or analysis to back up their statements to the press. From my

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<sup>5</sup> Published 21 November 2012 <http://saferoxfordstreet.blogspot.co.uk/2012/11/im-from-tfl-and-i-dont-need-facts-to.html>; also appeared as evidence in the West End Commission Final Report, April 2013  
<http://www.westendcommission.com/Evidence.html>

interpretation of TfL's response, *Peter Hendy and TfL just made the whole thing up*. According to TfL statistics, at least 77 pedestrians or cyclists have been killed within the past 5 years after colliding with a bus on Oxford Street. You'd think that the press would hold the person responsible for the buses causing those horrific casualty statistics (over one a month!) to a higher level of scrutiny than letting TfL get away with such BS.

Happy National Road Safety Week!

#### **FOIA Request**

**Oxford Street: Sources and Vintage of Information TfL used to support Peter Hendy's Recent Statements to the West End Commission of Westminster Council**

**From: Tom Kearney 25 October 2012**

Dear Transport for London, In a recent meeting with Westminster Council, in response to growing demands from West End businesses to scale back the volume of buses Oxford Street, the Mayor's Transport Commissioner Peter Hendy is quoted as saying that: A) "unacceptable and desecrating" bus stations would have to be built in the heart of the West End to accommodate any reduction of bus services. B) "having the huge bus station you would need at Marble Arch would completely desecrate a very important place to people in Britain". C) "If you built a bus station at the Tottenham Court Road end it would take up a significant amount of space and would be prohibitively expensive. A Hammersmith bus station is the sort of size you would need and I don't think that's acceptable." Kindly tell me: 1) Upon the basis of which specific reports, engineering studies, and transport analyses is Mr. Hendy making these statements? 2) The name and qualifications of the individual or firm which issued these specific reports, engineering studies and transport analyses? 3) The date on which these specific reports, engineering studies and transport analyses were issued. Yours faithfully, Tom Kearney

#### **RESPONSE**

**From: FOI Transport for London 21 November 2012**

Dear Mr Kearney TfL Ref: FOI-1228-1213 Thank you for your email received by Transport for London (TfL) on 26 October 2012 asking for information about comments made by the Commissioner of Transport for London on the use of Oxford Street by buses. Your request has been considered in accordance with the requirements of the Freedom of Information Act and TfL's information access policy. You asked: 1) Upon the basis of which specific reports, engineering studies, and transport analyses is Mr. Hendy making these statements? 2) The name and qualifications of the individual or firm which issued these specific reports, engineering studies and transport analyses? 3) The date on which these specific reports, engineering studies and transport analyses were issued. ***There are no specific reports and TfL therefore does not***



***hold the information you require. Peter Hendy's comments were made based on his extensive knowledge and 40 years professional experience in the transport industry.*** If this is not the information you are looking for, or if you are unable to access it for some reason, please do not hesitate to contact me. Please see the attached information sheet for details of your right to appeal as well as information on copyright and what to do if you would like to re-use any of the information we have disclosed.

Yours sincerely  
Lee Hill  
FOI Case Officer  
FOI Case Management Team  
General Counsel  
Transport for London

## APPENDIX 6<sup>6</sup>

### **No End in sight for Oxford Street's bus gridlock (reprint from *Transport Times* Jan/Feb 2013)**

**By Adam Raphael\*, associate editor of *Transport Times* (posted with the author's express permission)**

Removing 300 buses an hour from the West End's most important shopping street is not rocket science. So why, after five years, has Boris Johnson made no progress?

When Boris Johnson was first elected as mayor, he talked of freeing Oxford Street in London from the endless phalanx of clogged, jammed buses which has turned it into the most polluted and dangerous shopping street in Western Europe. So what has happened in the past five years? To borrow the mayor's idiosyncratic journalese; 'Nada, zilch, rien.' Not only has nothing happened, but there is not even a glimmer of a policy that holds out any hope for the future.

The decision to do nothing has allowed TfL to continue its strategy of running 300 buses down Oxford Street every hour. This has resulted in London's busiest and most important shopping street having levels of air pollution, five times above EU limits, and a pedestrian-vehicle casualty rate 35 times the city average. In the past six years, there have been more than 300 bus-pedestrian accidents on the street, in which nearly 100 people have been killed or seriously injured.

The case for civilising Oxford Street is overwhelming. It is a change that would be welcomed not just by 200 million visitors each year but also by its many shops, ranging from major chains to independent retailers. The managing director of John Lewis, Andy Street, said recently in a significant intervention that the future of the West End would be at risk if decisive action was not taken to reduce the number of buses. Quite rightly, he called for "purpose and resolve" in tackling the problem.

So why has nothing happened? The problem is not the problems of traffic management, but a lack of political will. The mayor's transport commissioner, Sir Peter Hendy, claims that the only way to get rid of the buses would be to build a terminus on each end of Oxford Street, and introduced a tram to ferry passengers along it. This could be done. But there are other less drastic solutions, ranging from rerouting existing buses to deploying small electric shuttle buses which would pick up and set down passengers all along the street. People might have to use the tube, or even walk a bit further. None of this is rocket science. But it does require imagination,

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<sup>6</sup> Reprinted 8 May 2013 <http://www.saferoxfordstreet.blogspot.co.uk/2013/05/no-end-in-sight-for-oxford-streets-bus.html>; Original published in Jan/Feb 2013 edition of *Transport Times*

determination and resolve.

If the mayor has no solution, let me offer a suggestion. Why not have an international competition with architects, planners, transport specialists and members of the public invited to submit their ideas? Other countries have shown that pedestrianisation works. The area around Times Square in New York, which the city's mayor, Michael Bloomberg, has made pedestrian-friendly with open air cafés and gardens, is a big success.

Copenhagen has done so well in attracting walkers that the city has expanded its pedestrian-only central area six-fold over the past half-century. It now covers not just Strøget, the world's longest pedestrian shopping street, but also a network of five adjoining streets. The city and its retailers enjoy buoyant revenues.

Other European cities, from Berlin and Vienna to Lisbon and Dublin, have been quick to learn from Copenhagen's pioneering example. So have cities across the world from Buenos Aires to Bogota. They all have found that one of the surest ways to increase retail business is to improve the shopping environment. Less traffic boosts sales and increases retail values. Shop rents in pedestrianised areas are often 50% higher than in comparable sites with heavy traffic. The pre-Christmas day each year in which all traffic is banned from Oxford Street results in more than £30 million additional trading, an increase of roughly 15%.

The political editor of the Financial Times once asked: "What is the point of Boris Johnson?" My answer is this. He is a clever man, he cracks some good jokes, he adds to the gaiety of life and he is a popular ambassador for the capital. He is also ambitious in that he obviously has an eye on his political future at Westminster. But he appears to have no long-term vision for London, least of all a policy for dealing with congestion. His decision to scrap the pedestrianisation of Parliament Square, claiming absurdly in a typical Boris phrase that it would turn 'a green glade of heroes into a vast, blasted, chewing-gummed piazza' was taken on the basis that it would increase congestion. But the key issue is not traffic flow but how a small, historic area, visited by millions of foreign and domestic tourists each year, can be civilised. Similarly, his decision to scrap the Western Extension congestion charging zone has aggravated congestion in one of the most heavily trafficked and polluted areas of the capital. The simple truth which the mayor refuses to admit is that you cannot civilise London without restraining traffic.

Adam Raphael, the associate editor of *Transport Times*, has graciously allowed me to post this article that originally appeared in the Jan/Feb 2013 edition of *Transport Times* ([www.transporttimes.co.uk](http://www.transporttimes.co.uk)). *Transport Times* is the UK's leading magazine for the transport professional and is available online and via post for £95.00 per year (<http://www.transporttimes.co.uk/subscribe.php>).

## APPENDIX 7<sup>7</sup>

### **Sir Peter Hendy responds to Transport Times...and I respond to Sir Peter Hendy.**

*Oxford Street is as safe as buses\**

Oxford Street is one of the world's greatest shopping destinations and more than 1.4 million people choose to travel there by bus every week ('No end in sight for Oxford Street's bus gridlock', TT, Jan/Feb 2013).

Buses are extremely efficient. On Oxford Street they represent 38% percent of the traffic but carry 87% of people. So any change would have to involve cars, taxis and delivery vehicles not just on Oxford Street itself but in the surrounding streets. The impact on Tube capacity needs also to be taken into account.

However, we are committed to balancing the needs of everyone who uses the area. That is why we have reduced the number of buses on the busiest section of Oxford Street by 20% (from 362 to 270 buses per hour). The delivery of Tube upgrades and Crossrail in the coming years will result in the reduction of buses still further.

We are introducing more green hybrid buses on routes serving Oxford Street and will retrofit 200 older buses to reduce NOx emissions by up to 88%.

Contrary to Adam Raphael's claims, between 2006 to 2011 the number of collisions between a bus and pedestrian reduced by more than 50%. Police figures put the number of people killed or seriously injured during this period at 50, rather than the 100 claimed. There has not been a single fatality on Oxford Street in the last three years.

We continue to work with all partners, through the Mayor's West End Commission, to support the development and improve the environment of Oxford Street and the whole West End.

Sir Peter Hendy, CBE  
London's Transport Commissioner

\* First appeared in Transport Times, Letters (pg. 19) March 2013

*Oxford Street need not have "shopping to die for"\*\*\**

The London Transport Commissioner's rather perfunctory response (Letter, TT, March 2013) to Adam Raphael's thoughtful and well-documented analysis (TT Jan/Feb 2013) provides yet more evidence of TfL's clear responsibility for the harmful pedestrian and air quality situation on Oxford Street.

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<sup>7</sup> Published 11 May 2013 <http://saferoxfordstreet.blogspot.co.uk/2013/05/sir-peter-responds-to-adam-raphaeland-i.html>

From my experience spent in a near-death coma at Royal London Hospital's ICU over Christmas and New Year 2009-10, I know firsthand that the vast number of TfL buses on Oxford Street aren't nearly as beneficial as the Commissioner reports.

Regarding Sir Peter Hendy's response:

"Buses are extremely efficient." Yes, *but only if they are filled with people*. By telling us that TfL's buses "represent 38% of the traffic but carry 87% of people", Sir Peter is just not being straightforward: *the buses on Oxford Street run nearly empty much of the time*.

How would any British enterprise be viewed if its managing director defended it by using Sir Peter's "*only 50 people killed or seriously injured over the past 5 years*"? *It is not unreasonable* for Londoners to demand "zero casualties from TfL buses" at one of the 'world's premier shopping locations'.

A recent study by King's College reports that it takes *over seven hours* for a person's lungs to recover from the air pollution on Oxford Street. A comparison of the sharply-increasing footfall at Westfield's sites with the flattish numbers coming from Oxford Street speaks for itself: TfL's "red wall of buses" is threatening the wellbeing of both the shoppers and the shops there.

It is high time for TfL to be held accountable for its harmful Oxford Street bus routing policy and for Mayor Boris Johnson to show some real leadership and tackle this solvable problem.

Tom Kearney is the author of the Safer Oxford Street blog ([saferoxfordstreet.blogspot.co.uk](http://saferoxfordstreet.blogspot.co.uk)) and the initiator of a petition to pedestrianise Oxford Street on [www.change.org](http://www.change.org)

\*\* First appeared in *Transport Times*, Letters (pg. 30) May 2013. Italics mine.

## APPENDIX 8<sup>8</sup>

### **Follow the Money: do TfL Contracts incentivise London buses to drive without duty of care for pedestrians and cyclists?**

Based on my casual observation of London bus drivers' reckless behaviour over the past 15 years and after reading up a bit about TfL's bus tendering and contracting provisions (which can be found at <http://www.tfl.gov.uk/tfl/businessandpartners/buses/tenderresults/lbsl-tendering-and-contracting-feb-09.pdf>), I am convinced that the performance and penalty regime which underpins the Quality Incentive Contracts (QIC) actually incentivises bus drivers to drive without duty of care for other road users (namely, pedestrians and cyclists). I am sure that TfL would deny that this is the case, but if you look closely at the terms of the QICs, buses are paid bonuses for being on-time and are penalised for being late on a transportation route over which TfL, the bus driver, and the bus company has no control or priority. The bus is one presence on a multi-user network populated with different vehicles and modes of transport (which may include those on two wheels and two legs).

While such an incentive contract structure might be suitable for a single-user monopoly operating on a closed system (read: a train on a train track), it is entirely unsuitable for an independent vehicle operating simultaneously and in-competition-with other vehicles and other modes of transport (i.e, cyclists and pedestrians). The high frequency of pedestrian and cyclist deaths on roads where there is a tendency for traffic to back up and be delayed (e.g. Oxford Street) would suggest that many of these accidents are caused by buses driving too fast and evidencing a 'failure to yield' when obstructed by a competing mode of transport which will impede the bus's ability to earn its bonus or avoid a penalty under its contract with TfL. I think it is very interesting in TfL's own tendering and contract documentation found on its website, only a half-paragraph refers to safety. Moreover, pedestrian or cyclist KSIs from bus operations are not even considered a performance target worth measuring in TfL's contracts.

The fact that TfL bus drivers drive too quickly and aggressively will come as no surprise to anyone who lives in or has visited London. What does come as a surprise is that it appears that the contracts TfL has with the bus companies may actually incentivise such reckless behaviour at the cost of other road users' welfare.

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<sup>8</sup> Published 7 November 2012 <http://saferoxfordstreet.blogspot.co.uk/2012/11/follow-money-do-tfl-contracts.html>



## APPENDIX 9<sup>9</sup>

### **Pedestrian fatalities and TfL buses: Who's really 'looking the other way'?**

Since October 2006, there have been over 70 pedestrian fatalities (an average of more-than-one per month) resulting from collisions with TfL buses. TfL doesn't regularly publish these horrific fatality statistics, but will eventually cough them up after being prodded by a Freedom of Information Act (FOIA) Request or a GLA member using "Mayor's Question Time (MQT)."

An analysis of answers given by TfL and the Mayor over the past year reveals some unsettling information about these pedestrian fatalities:

- Over 30 percent of the pedestrians who died in collisions involving TfL buses were classified as elderly (note: *people become elderly because they are not risk-takers*); the number increases to about 35 percent if children are included in the overall fatality figure.
- Since January 2010, 44 percent of pedestrian fatalities involving TfL buses have involved elderly (the majority of that statistic) or child pedestrians, an increase of 9 percent.
- Over 20 percent of the pedestrian fatalities (over 35 percent of whom were elderly) involving TfL buses have taken place in the Borough of Westminster.
- TfL claims that it does not receive (or even ask for?) copies of the fatal accident reports carried out by the Met or by TfL's private bus company subcontractors. TfL also claims that it does not carry out its own investigation of any accident or collision involving one of its buses.
- TfL states that it does not hold records that show the number of fatal or non-fatal collisions that occurred on pedestrian crossings (if, over 30 percent of pedestrian fatalities are elderly, that seems like pretty strange statistic not to have).
- Based on data derived from a Crown Prosecution Service (CPS) response to an FOIA request, if a road vehicle is involved in a collision involving a fatality in London, there is about a 1-in-3 chance (about 35 percent) that the driver of that vehicle will be prosecuted by the CPS.
- However, based on information provided by the Mayor to Jenny Jones through an MQT response (374/2012), if a TfL bus is involved in a fatal collision, there is about a 1-in-8 chance (13 percent) that the TfL bus driver will be prosecuted by the Crown Prosecution Service.

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<sup>9</sup> Published 28 January 2013

<http://saferoxfordstreet.blogspot.co.uk/2013/01/pedestrian-fatalities-and-tfl-buses.html>

In November 2012, GLA member Jenny Jones asked Mayor Boris Johnson to respond to the following question:

Q. Will you ask the Metropolitan Police Service to work with Transport for London and the bus operators to carry out pattern analysis on collisions between buses and pedestrians to see if there are any common factors which additional training, or other actions, could deal with?

The Mayor's Office recently answered Jenny Jones in writing as follows:

A. Strong links already exist between TfL and the Road Traffic Collision Investigation Unit of the MET police. They regularly liaise with each other to discuss issues of concern and share best practice where opportunities arise.

Against a backdrop of the previous statistics and the most recently-available annual data (in 2011, pedestrian fatalities *increased by 33 percent* in London and fatalities involving pedestrian collisions with TfL buses *increased by 15 percent*), the Mayor's recent answer to Jenny Jones seems, erm, a tad indifferent. In fact, a cynical person might be able to draw the conclusion that, when it comes to finding out the reasons for pedestrian fatalities involving TfL buses, TfL, the Met and the Mayor might just be 'looking the other way'.

## APPENDIX 10<sup>10</sup>

### Why are Arriva's Largest London Bus Subsidiaries not paying any Corporate Tax?

According to TfL's response (TfL Ref: FOI-1433-1112) to an FOIA request [https://www.whatdotheyknow.com/request/fatalities\\_from\\_tfl\\_contracted\\_bu#incoming-253556](https://www.whatdotheyknow.com/request/fatalities_from_tfl_contracted_bu#incoming-253556)), since 1 April 2007, TfL buses have been involved in 81 collisions which have resulted in fatalities:

Road Traffic Collisions between 1 <sup>st</sup> April 2007 to 16th Sep 2011	
Road traffic Incidents Resulting in Fatalities	
Operator Name	Total
Abellio	3
Arriva	20
CT Plus	1
First London	7
Go Ahead	20
London United	7
Metrobus	3
Metroline	13
Stagecoach	7

Nearly 40% percent of the fatalities (30 out of 81) have involved buses where the parent company is owned by a state-owned company from either the Netherlands (Abellio –Nederlandse Spoorwegen), Germany, (Arriva – Deutsche Bahn), or France (London United– RATP).

A quick review of the FY 2011 accounts filed with Companies House reveals some further facts about TfL's subcontracting bus companies. Of the 18 TfL subcontracting bus companies (all of which are subsidiaries of the eight listed above), six (the two subsidiaries of Abellio which account for 100 percent of TfL spend on Abellio, the two London subsidiaries of Arriva which account for about 90 percent of TfL spend on Arriva, and a subsidiary each of Stagecoach and First Group which received substantial payments from TfL) did not pay *any* corporate tax. Since they actually made substantial gross operating profits, Arriva's two non-paying subsidiaries' accounts (Arriva London North Limited and Arriva London South Limited) stand out for some further scrutiny.

<sup>10</sup> Published 23 April 2013, <http://www.saferoxfordstreet.blogspot.co.uk/2013/04/why-are-arrivas-largest-london-bus.html>

Together, these Arriva subsidiaries made a combined gross operating profit of £31.7 million on a total sales to TfL of £329 million and total costs of £288 million. In most cases, these operating profits would be subject to UK corporate tax, but, after Arriva deducted combined administrative expenses of £37.6 million, both companies were loss-making and thus paid no corporate tax in 2011.

Neither set of company accounts discloses whether or not these administrative expenses were paid to other companies owned by the parent (remember, it's Germany's state-owned rail operator, Deutsche Bahn) in or outside the UK (this is allowed), but the consolidated accounts of Deutsche Bahn revealed that the parent made a net profit of €1.32 billion in 2011. So, if Deutsche Bahn made a profit and the Arriva subsidiaries in question made a profit, where did the potentially-taxable UK profits from Arriva's subsidiaries go? Fresh from her grilling of Google's Eric Schmidt, perhaps Margaret Hodge should call Arriva's Chief Executive David Martin before the Public Accounts Committee. In 2011, Google paid about £7 million more in corporate tax to the UK than the profitable Arriva subsidiaries that receive 90 percent of TfL's payments to that company. In a recent interview with Transport Times (April 2013), Mr. Martin proudly boasted "You could say we were a victim of our success." With Arriva's two profitable London subsidiaries paying no corporate taxes in 2011, over 4000 collisions (see TfL Ref: 1931-1213, [https://www.whatdotheyknow.com/request/road\\_collisions\\_involving\\_tfl\\_bu#incoming-372626](https://www.whatdotheyknow.com/request/road_collisions_involving_tfl_bu#incoming-372626), some of which involved pedestrians and cyclists) for the same period, and 20 fatalities since 2007 already on its books, Mr. Martin may want to refrain from using the word 'victim' when bragging about Arriva to the press.

## APPENDIX 11<sup>11</sup>

### Who really pays while Arriva pays nothing

Yesterday, I blogged about the fact that two profitable Arriva bus subsidiaries (Arriva North London Buses and Arriva South London Buses) did not pay any corporate tax in 2011. Here's some background as to why this fact is acutely painful to me.

On 18 December 2009, I was struck in the head by a bendy bus (No. 73, operated by Arriva North London Buses) going at least 20mph while I was on still on the kerb of an Oxford Street pedestrian crossing. I was on my way back to my office in Cavendish Square after a series of professional meetings in the West End and, given the traffic, crowds, and weather (it was bitter cold and threatening to snow), I decided that it was quicker to walk than grab a cab or take the Tube. The impact of the collision fractured my skull on both sides, punctured both of my lungs and then threw me 20 feet into the adjacent street, where I sank into a deep coma choking on my own blood and tissue (cf. <http://www.standard.co.uk/comment/the-shaming-death-toll-of-oxford-streets-buses-8220521.html>). I remained in a deep, near-death coma (GCS 3) for ten days and spent the next eight weeks in hospital recovering from a traumatic brain injury, which, inter alia, involved me learning how to eat and drink through my mouth again. At the time of the collision, I was a resident of the UK for 12 years, the CEO of an international company's African commodity-trading subsidiary, a devoted husband (now 17 years) and father of two British-born boys (now 14 and 10). Owing to the time required for my recovery from a traumatic brain injury (whose symptoms include severe fatigue and sharply-diminished executive functions), I resigned from my job at the end of 2010 after being off work for months on extended medical leave. Leaving my job was the most difficult decision I'd ever made: I don't think I need to tell you about the job prospects for a middle-aged white collar professional who's recovering from a serious injury to his brain (i.e., the only asset I've got). While walking back to my office on Cavendish Square along an Oxford Street heaving with Christmas shoppers on the frigid early evening of 18 December 2009, I remember musing about my upcoming family Christmas trip to Cape Town: I'd have never thought that, within seconds, I'd be in a deep coma choking to death on my own blood and tissue...and within a year, I'd be unemployed, recovering from a serious brain trauma with a young and still-traumatised family to support: but that's exactly where Arriva's bendy bus put me.

You are inevitably asking, but the poor guy must have claimed against and received something from Arriva? Short answer: No and No. Because of a (in my opinion) seriously-flawed investigation by the Met (my IPCC complaint is still being investigated two years after being accepted) and the manifest hostility of the UK legal system to

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<sup>11</sup> Published 24 April 2013 <http://saferoxfordstreet.blogspot.co.uk/2013/04/who-really-pays-while-arriva-pays.html>

personal injury claims (most European countries have strict liability for drivers who are involved in collisions that cause fatalities or serious injuries, the UK does not), I was soon convinced to focus my time and resources on my recovery rather than on a morale-and-finance-draining extended legal action. As a direct result of Arriva's bus, my family and I were put through incredible hardship: in two years, I went from being a high-rate taxpayer to a nil-rate taxpayer. If you add the loss of my tax revenue to the Treasury on top of the costs incurred by the taxpayer (six weeks at the NHS's Royal London Hospital, two of which were in the ICU, plus the emergency services and police work [including the extended IPCC investigation]) the total costs to the state must be somewhere in the millions. And Arriva didn't pay a penny.

After a year out of employment while recovering (we ended up consuming the bulk of our life savings), in January 2012 I decided to start my own company so I could begin to earn enough income to support my family. When I started earning income from this business, I began to take a salary and now I'm proud to be contributing back to the Treasury, both from my company and through PAYE (so I'm paying National Insurance contributions twice). While preparing my company tax return with my accountant, I became curious about the issues Margaret Hodge MP raised in the Commons Public Accounts Committee about how profitable companies like Google and Starbucks are avoiding UK corporate tax. Accordingly, I thought I'd see how much Arriva – the company that inflicted such a high cost on me, my family, and the public purse – was contributing to the Treasury. Needless to say, I was horrified to learn that its London bus subsidiaries paid less in 2011 than I will be paying after my first year as a self-employed businessman. *And I don't earn £329 million per year.* Moreover, seeing that these same Arriva subsidiaries have been involved 27,132 collisions since 2007 ([https://www.whatdotheyknow.com/request/road\\_collisions\\_involving\\_tfl\\_bu#incoming-372626](https://www.whatdotheyknow.com/request/road_collisions_involving_tfl_bu#incoming-372626)) and, over the same period Arriva buses have been involved in collisions which resulted in 20 deaths ([https://www.whatdotheyknow.com/request/fatalities\\_from\\_tfl\\_contracted\\_bu#incoming-253556](https://www.whatdotheyknow.com/request/fatalities_from_tfl_contracted_bu#incoming-253556)), I am very curious to know how Arriva subsidiaries that had gross profits and were receiving all of their income via subsidised contracts from Transport for London could be paying less corporate tax than a guy whose life was nearly ended (and certainly harmed) by one of their buses about three years ago.

Was I just unlucky? Given Sir Peter Hendy's and other TfL officials' casual dismissal of pedestrian and cyclist fatality/serious injury statistics involving TfL buses on Oxford Street and throughout London (cf. "Oxford Street is as safe as buses" Sir Peter Hendy's letter to Transport Times, March 2013), that's what Transport for London would certainly like you to believe. But collisions from TfL's buses have a cost that is being paid again and again by the people on the receiving end of the bus. I was the 123<sup>rd</sup> pedestrian collision *just involving those non-tax-paying Arriva subsidiaries* in 2009. So, to understand the costs imposed by those two Arriva subsidiaries for 2009, multiply what my family endured and the related costs to the state by 123. It gets worse: in the year the Arriva subsidiaries didn't pay corporation tax (2011), they had already been



involved with 117 collisions with pedestrians for only 9 months of the year (TfL did not provide the remaining data for 2011 in its answer to my FOIA request). *And pedestrian fatalities involving collisions with all TfL buses increased by 37.5 percent in 2012.*

I would very much like the Public Accounts Committee to investigate Arriva's non-payment of corporate tax and Transport for London's seeming lack of oversight of the costs – *especially human costs* - of collisions from companies buses operated Arriva and TfL's other contractors. Based on a FOIA response, TfL admits that its buses have been involved in over 145,533 collisions since April 2007 (<http://www.saferoxfordstreet.blogspot.co.uk/2013/04/transport-for-london-coma-dads-index.html>), 4810 (at last count) of which have involved pedestrians and cyclists. Given my own experience, I suspect that it's tax-paying citizens like me - and not the companies receiving TfL funds involved in collisions - who are paying for it. I find it ironic that the Government is imposing cutbacks on precisely the services (NHS, the Police) that companies like Arriva and other TFL bus companies must be frequently utilizing when they are involved in collisions with pedestrians and cyclists while operating bus services under contract with TfL. The fact these two profitable Arriva subsidiaries are owned by the German state-owned railway company (Deutsche Bahn – 1.322€ billion 2011 profit) beggars belief. The fact that the Mayor and Transport for London appear to tolerate this kind of tax avoidance from companies they are supposed to be overseeing is even more incredible.

Arriva's subsidiaries' non-payment of corporate tax is an issue worth investigating and I do hope Margaret Hodge MP and the Public Accounts Committee will give it some priority: as bad as their tax avoidance behaviour appears to everyone in the UK, neither Google nor Starbucks have any fatality statistics you can point to.

## APPENDIX 12<sup>12</sup>

### **An Open Letter to Boris Johnson, Mayor of London**

by [Tom Kearney](#) (posted on Face Book on Thursday, 31 March 2011 at 06:57)

Dear Mr. Mayor,

My MP Glenda Jackson kindly forwarded me the letter you wrote to her about my accident which you sent to her on 16 March 2011. I assume the timing was not coincidental: the Evening Standard published a story that very day and since Glenda Jackson's letter had been sitting on your desk since 14 December 2010, I can only assume that someone from Transport for London (TfL) alerted you about the negative coverage and you responded at their behest. Since publication of a news story prompted you to act, please note that I have also put this letter up on my Face Book page in the hopes that you will act in defence of human beings and not bureaucracies or private enterprises.

My first observation about your letter is that I have certainly read it all before: two times before, in fact. Your letter is, nearly word-for-word, a copy of a letter that Cllr Victoria Borwick received from David Brown (Managing Director, Surface Transport, TfL) on 24 January 2011 and of another letter that Glenda Jackson received from Beverly Hall (Head of Surface Transportation Communication and Engagement, TfL) on 27 January 2011. I can only assume that TfL prepared the same response for your automatic signature on or about the same date, because the letter you sent Glenda Jackson on 16 March 2011 shows precisely the same statements and statistics that these letters contained. I would also like to point out that your letter also states that since I "have filed a claim against the operator Arriva, it would not be appropriate for me to comment further on this particular matter." Kindly note that the exact same statement appeared in both Mr. Lynn's and Ms. Jackson's letters, and I have already responded that such a statement was entirely false and that I have not filed a claim. Accordingly, it is entirely appropriate for you to comment further and I wish you would do so. As far as the TfL-generated statistics you quote in your letter, I can only refer you to an Andrew Lang quote: "he uses statistics as a drunken man uses lamp-posts...for support rather than illumination. "

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<sup>12</sup> Letter posted on 30 March 2011. No response acknowledgement or response ever received; re-posted 5 November 2012  
<http://saferoxfordstreet.blogspot.co.uk/2012/11/my-unanswered-letter-to-mayor-boris.html>

But since you are the mayor, there are some statistics that you should be familiar with: those contained in The London Assembly's report prepared by Cllr Victoria Borwick entitled "Streets Ahead: Relieving congestion on Oxford Street, Regent Street and Bond Street." According to the Executive Summary of the report:

- Accident rates on Oxford Street are **35** times the average of all other London streets and on Regent Street **18** times this average.
- It has been calculated that there is a collision involving a bus in the area every **3.4** days.
- According to Figure 1 on page 13 of the Report, for the period 2000-2008 between **25-40** people per year have been killed or seriously injured by buses on Oxford Street: **that means over 200 people have been killed or seriously injured by buses on Oxford Street since 2000.**

On 18 December 2009, I became one of those statistics.

To put some "meat" on my particular statistic, at the time I was struck by a 16 tonne bendy bus travelling (according to the driver) at 15-20 miles per hour (about 30 feet per second), I was waiting at the side of a very crowded pedestrian crossing (it was the last Friday before Christmas). I was planning to head back to my office on Cavendish Square and get home to watch a movie (a Friday night treat) with my wife and two young sons. We were all excited about the upcoming Christmas holiday in South Africa we were to depart for on the following Monday. Instead, I was struck by the speeding bus on the right side of my chest, the impact of which burst my left lung and broke all the ribs on my right side thus bursting my right lung too and projected me about 20 ft in the air where I landed on the left side of my head, an impact which knocked me into a coma measuring 3 on the Glasgow Coma Scale (2 being dead). The Bus Driver claims he did not see me. There appears to be no video evidence from the Westminster CCTV camera which overlooked the scene (according to the police it was recording at the time but did not pick up any footage until after the ambulance arrived - some 40 minutes later) or from the 8-16 CCTV cameras mounted on the brand new Mercedes Citaro Bendi Bus – or from any of the nearby buses either. I think that the fact that there is no CCTV evidence is unbelievable. The Met Police do not. They are satisfied with whatever unlikely story they have generated about the incident: so much so, in fact, that they have not even bothered to speak with me about it. I think that is unbelievable too. The Met Police apparently do not think so, because they informed the Evening Standard that they had rejected my IPCC complaint before they had even written to me. (Yes, I read about the Met's rejection of my IPCC complaint in the Evening Standard first).

I remained in a deep coma for 10 days, during which I contracted pneumonia and nearly died. I owe my life to the professionalism and good judgement of Dr. Ian Sabin and the entire team at the Royal London Hospital, the best trauma hospital in the world in my view. I realise, of course, that I am very lucky. After two and half

months, I was able to leave hospital and try to get back to a life that I had with my wife and children. But most Oxford Street victims are not so lucky: many wives, children, fathers and mothers have had their loved ones taken from them in an instant and with no explanation forthcoming from the Bus operator, TfL, the Met Police or the Mayor. We have lost mothers, fathers, grandmothers, teenagers, and plenty of tourists from bus-pedestrian accidents. There were three such victims in the ICU when I was in my coma. Like so many Londoners, when they went to Oxford Street, their intention was to shop, work, visit friends or just enjoy some time in the greatest city on earth – it was not to die helplessly on a city street, their brains and bodies crushed by rushing tonnes of steel.

Over 200 killed or seriously injured human beings on Europe's busiest shopping street since 2000 is not just a statistic. It is a horrific indicator of indifference and incompetence that is directly within your power to do something about and do it now. If, for example, London were to institute a regulation that any bus driver who kills or seriously injures a pedestrian within the metropolitan area would be immediately arrested and lose his/her license for life and the owner of the bus company will be fined £5 million, I can assure you that the rate of pedestrian deaths from buses on Oxford Street and within London generally would plummet. And yes, Oxford Street should be pedestrianised – the hundreds of thousands of Londoners who turn up for "Bus Free Oxford Street Day" every year in December shows you that people vote with their feet. These are the type of actions you can take, Mr. Mayor. I'd like to turn your attention to a statement by Elie Wiesel I once saw on "Poems on the Underground" (a TfL initiative I applaud):

**"The opposite of love is not hate, it's indifference.  
The opposite of art is not ugliness, it's indifference.  
The opposite of faith is not heresy, it's indifference.  
And the opposite of life is not death, it's indifference."**

Real people are dying from the "Red Wall of Metal" (I'm using your own words to describe Oxford Street Mr. Mayor ) that TfL insists should gird Europe's largest shopping street and your indifference is allowing this to happen. It is indeed a "Red Wall" and some of that is from blood, which, because of your inaction about pedestrian safety on Oxford Street, is now on your hands. And this is coming from a guy who survived and who actually voted for you. Since 2000, there are over 200 victims who cannot speak. Like their families, I can only imagine what they'd have to say to you or how they'd vote now.

Yours sincerely,

Tom Kearney  
London Resident

Ian Johnston

I would have been VERY interested in attending but unfortunately too short notice. I am away at the time - is there any way of knowing what particular aspect of London Bus Operations is most valuable to your research?

Points I would comment on include Abellio London's propensity to having buses and drivers sat at Waterloo Station in the height of the evening rush hour not going anywhere - utilisation?

Difficulty of accessing timetables unless one uses unofficial Sties (most reliable but every other big City in Western Europe has some means of passengers accessing official timetable information and even (horror of horrors)\_ having PRINTED timetable information!

Lack of digital next bus displays at some critical stops (a work in progress, I know)

Unrealistic fare system whereby if you are lucky enough to have a 'through' route (e.g.

Waterloo to Tottenham (seven Sisters/Town Hall area) THREE routes 24/7 whereas some other purneys which passengers must make frequently (of shorter length in most cases

otherwise there is a reliability issue) involve paying twice (unless 'capped' on Oystercard).

Uncertainty as to how long the tear off Saver tickets will be valid (I still keep a couple for emergencies).

Unfortunately I have to continue packing to go abroad so this is written in very great haste but I hope is of some use.

Sally O'Connor

As a wheelchair user I find the following problems

- 1) too often the wheelchair space is filled by baby buggies, I had to let 3 buses go yesterday as they were so filled, a 15min journey took me an hour.
- 2) the ramp is either broken or won't work. On Tues 4th June, 50% of the ramps on buses in central London didn't work, they looked old, shabby and I don't believe that they were tested before leaving the garage. They looked as if they hadn't been tested for a year.
- 3) bus design is such that it can be very difficult to position an electric wheelchair in the space with your back to the driver, there are too many poles in the way. If the downstairs was designed with more tip-up seats and more space for chairs and buggies and big shopping trolleys, it would be an advance



## **John Walden**

I am a disable person and my biggest bugbear on buses is the so-called "Priority Seat" that is nothing of the sort as it is unenforceable. Second worst thing is people who insist that their shopping bags are so tired or infirm that they must have a seat of their own. Less common but just as annoying is adults who plonk their kids on seats when children could sit on parent's lap.

I could talk for ever about the appalling attitudes of mothers with buggies who point blank refuse to make way for a wheel-chair. Thankfully this is not that common but can be devastating for a disabled person.

I am a 6ft tall male and legroom in seats is a problem.

So called "personal" music is a well-known ASB issue on buses. (and schoolkids ringing the bell all the time)

Drivers who wait until an elderly or disabled person has reached the doors of a bus and then close the doors and drive off are extremely annoying.

The "system" (there actually is one) for revising routes and timings seems to be designed to deliberately fail.

**Toni Davey**

Hello John! My continuing issue is with provision for wheelchair users on London buses. The space is very limited for wheelchairs and is often taken up by pushchairs. Many times I have tried to get on a bus with my disabled husband but have been unable to do so as the space is being used by pushchairs. There is a sign stating quite clearly that wheelchairs have the priority, but bus drivers are unwilling to enforce this rule, and we have on occasion had to wait for another bus. I am sure we are not the only people that have encountered this problem and I wonder if this is something that has been addressed x

I waited today for 15 minutes for a 265 at South Thames College, two 265 buses came one was full the other was only going to Barnes Common. I took the 72 which was also full to Barnes Station and walked to Putney Common where there were 3 empty 22 buses waiting at around 09.10 am. They could easily have been on the extended route to Roehampton Lane etc. The bus situation is chronic with gross overcrowding. The impact of an extra 1,000 people living at Queen Mary's Place has not been addressed by TFL along with the 9,000 student from RU and the next new development being built on Roehampton Lane. Please can TFL be made to do something. I support your campaign.

I feel it is important that Roehampton has direct transport links into central London. Currently Roehampton is grossly underserved in this respect and with the growing number of residents as a result of the new developments on Roehampton Lane it would be a valuable service.

The problem with buses must be sorted out. This is a fantastic solution. It is not uncommon to wait for nearly an hour for a bus; given that this is really the only way for people in Roehampton to travel on public transport something needs to happen. The published timetables are not a reflection of reality. Given that there is a hospital and a University on Roehampton lane, capacity on the buses is not enough. The residential development only adds to the need for more capacity on buses.

The existing 265 and 72 bus services have been insufficient over the 2 years I have lived at Queen Mary's Place. At 0830, I often have to wait for 2 buses before I can get on, and similarly, coming back from Hammersmith in the evenings it can take a long time. There are to be over 1,000 people newly housed in the QMP development. Provisions need to be made to address this increase in demand. This may go some way towards this.

I am totally in agreement with the petition to extend the no. 22 bus route. I am wanting to use public transport rather than my car, however whenever I do there are frequent problems as outlined in the petition, which, at 70, only encourages me to carry on using my car!

I take 265, the only bus from Roehampton lane/Thames college, that takes you to putney bridge only. No buses take us to east putney. Good bus links and more frequent busses would really help develop the area. Especially with more new homes being built.

I have a slight walking problem and am permanently on a crutch. Taking bus 72 to Hammersmith to catch Piccadilly line to Green Park is not easy - it is already full by the time it comes to South Thames College, there are plenty of stairs to negotiate at Hammersmith, and manners of fellow passengers are not always what they used to be - end up standing a lot all the way. With a double decker bus going straight from home to work would be a heaven's sent! Also, with the new development opposite Roehampton University main entrance, the problems on the buses going up to Hammersmith will get worse, so a bus alternative would be fantastic. 14 Bus might be an alternative?

Buses are crowded at peak times. Buses are irregular as well and are not connected well to the centre of putney for all major lines of transport into central london.
There are new developments being added along Roehampton lane, the buses we have at present cannot even cope with current demand. Please add more buses. Also having a new link into central London would be amazing, we are currently not well connected to west end, kings road and Knightsbridge
I do not have a car so rely on walking, cycling and public transport. There are several buses along Roehampton Lane but they do not lead to central destinations: they merely get the user to a rail or tube station. (A partial exception is the 170 bus, which takes a considerable time to get to/from Victoria.) It would be helpful to have a bus that takes people the whole way between the major residential area of Roehampton and popular working/shopping destinations in the West End.
Several times it has been very difficult to get home from central London, even from Kings Road. It has been the case that the bus has stopped at the Spencer Arms and I have to wait a very long time alone for the 265. More of a concern is I believe the night bus continues up Rocks Lane towards Hammersmith? I have got off the bus and had to wait for the 72. Twice at 2am the 72 flashed his headlights and kept on going!!!! to have collected one lone passenger at 2am could not have tipped the scales on the bus, I weight 8st 4lbs!
I eventually found a taxi cab who could not believe I was standing there alone trying to get home, said how dangerous it was also. I had been on a 3 hour long journey to get home via night buses, twice it happened. I no longer get night buses home and they're too unreliable and don't stop. The cab that night from the football stadium on just before Barnes station to South Thames college cost me £12! and I have paid for a zone 1-3 travelcard.
This is totally unacceptable.
This is a fabulous idea! The residents of Roehampton desperately need additional transportation options to central London. This will become even worse when the new houses currently being built are completed near the University and will I imagine also be worse during the Olympics. If TFL do not agree to extend the 22 route I would like to know what other alternatives there will be provided by TFL.
72 is often a dreadful service!
Waited 15 minutes for 265 2 came 1 full I going only as far as Barnes. Walked from Barnes Stn to Lower Richmond Rd where there were 3 22 buses waiting! We need the 22 to go past Barnes Stn and up Roehampton Lane to go on to Putney Heath via the A3. There are more people going to need more buses in the future on Roehampton Lane and 9,000 students at RU.

Existing buses to and from Roehampton along Roehampton Lane (eg 72,265) are often unreliable and/or full up at peak periods. Bus service does not match demand in an area which depends solely on buses for public transport and has a higher than average dependency eg. students at roehampton university, new housing developments, wandsworth local authority tenants

I am for the bus route being extended, if it actually serves the full length of the journey as this is not my experience of the route in the past year or so of regular use.

I take the 22 every day around 8am to Piccadilly. The bus frequently terminates early with very little warning. When the destination changes to Green Park it is often announced just the stop before. Those who do not regularly take the bus are frequently confused. The drivers change the destination on the display during the journey without audibly warning passengers already on the bus. It is disgraceful and incredibly inconvenient. Passengers board the bus and pay their fare expecting it to go to Piccadilly, terminating early adds time to every single person's journey and the way it is done is very disrespectful.

I have also experienced early termination in the other direction, with drivers forcing passengers off at Putney Bridge instead of the Common. This is a substantial distance to walk but only a couple of stops further for the bus. Passengers receive no explanation from the drivers whatsoever. I do not understand why so many journeys are terminated early. This has happened to me both during the day and late at night and is not an acceptable way to treat paying passengers.

I THINK THAT IT WOULD BE A VERY VERY GOOD IDEA BECAUSE WHEN ME AND MY FRIEND IS WAITING FOR A 72 OR A 265 BUS AT ROEHAMPTON UNIVERSITY BUS STOP TO GO DOWN TO BARNES STATION THE 72 BUS IS ALL WAYS PACKED AND MY FRIEND CANT STAND BECAUSE HE HAS PROMES WITH HIS LEGS AND NO ONE WILL GET UP AND GIVE HIM A SIT THERE ARE TIMES WHEN HE HAS TO STAND ALL THE WAY TO BARNES STATION SO I THANK THAT IT WOULD BE A VERY VERY GOOD IDEA TO HELP OUT THE 72 AND THE 265 BUSES.

On a separate issue, I live on Putney Hill, and use the buses on a daily basis. I'm regularly irritated by the practice of changing drivers at Putney Station, rather than at the terminus at Putney Heath, which leads to a frustrating delay of 5 mins or more (depending on how much chat takes place at the changeover).

I know that the the station is a short walk from the bus garage, but there's nothing to stop the drivers allowing a little more time and getting a lift to the top of the hill to begin their service. This is a clear case of putting the operators' convenience before that of the customer. In other countries where I've lived, Switzerland, France and Holland, this sort of practice would not be allowed.

Even more irritating is the regular habit of stopping the bus (no 14 in particular) or driving at minimal speed while en route, often during the day when the roads are clear. When I complain I'm told that this is to allow the buses to keep to a schedule. Clearly there are not enough buses provided if this is the case, or the routes are too extended. What incentive is there to leave the car at home when the bus service runs to the convenience of the operator rather than the customer?

<p>We want TfL to continue the 22 bus from Putney Common along Mill Hill Road, Rocks Lane, up Roehampton Lane to Putney Heath and back to Piccadilly Circus.</p> <p>Sometimes I need to wait about 25-30, especial in the Winter Weather, when 4pm is dark and very cold, for the 265! ! 2 times the Drive dint see me and dint stop, one of was a Sunday... When the next bus take twice the time for arrive, is ridiculous!</p>
<p>Often when I take the 72 in the morning it is full and I have to wait for the next bus.</p> <p>When taking the 265 home from Putney Bridge station in the evening (around 6pm) I frequently have to wait up to 20 minutes for a bus - on one occasion I had to wait 45 minutes for a bus!</p>
<p>Is this the same as the 'Up the Hill' campaign?</p>
<p>Anything to improve this service would be welcome.</p> <p>I commute daily from Putney Common to Piccadilly Circus. MOST journeys require 2 to 3 buses. This week it took me very nearly 2 hours to complete the journey. Bus drivers are 9 times out of 10 unhelpful at providing a continuation ticket.</p> <p>I would also welcome the buses NOT terminating at Putney Common. They are too big for the cul-de-sac so tear up the road and terrorise local cars and pedestrians, emit huge quantites of noise and air pollution when they roar up and down the road and rev their engines. They spoil a local beauty spot and conservation area.</p>
<p>Please can we also have bus lanes on Roehampton Lane?</p> <p>Extending the 22 route via Roehampton Lane to Putney Heath is an excellent idea to increase capacity and improve many users journeys to and from central London.</p>
<p>N22 route needs to add these locations in to existing route</p>
<p>This extension would be a very welcome addition to the current bus services.</p>
<p>The Putney Common terminal point is an old horse bus terminus from the 19th century. Extending the route up Roehampton Lane even only as far as the village would ease the pressure on other routes. There has been a huge increase in traffic in recent years - new housing, new hospital, new university - and more housing is on its way with the development of the Arton Wilson site. The 72 and 265 are often full when they reach my stop (Rosslyn Park)and 20-minute waits before boarding are common. We desperately need more buses, and a route along Kings Road would be very useful.</p>
<p>We need more capacity on buses serving roehampton lane and better bus links to barnes station.</p>
<p>There are many families who use the 22 who live further than putney common</p> <p>Great route - always liked it!</p>



This extension would open a new 'sector' for travel, and help reach the large numbers of passengers on the proposed extension.

At the moment, the 22 on its last leg is very empty. So it could create more custom for the route too.

This idea sounds brilliant and well done to whoever proposed it - lets hope they go for it

Please leave this bus lane alone - it works!

Perhaps campaign for a new bus to/from Roehampton instead?

Please find below correspondence from TFL:

Dear Mr Major

Re: Route 72

Thank you for your recent email concerning the above service. I would very much like to apologise for any inconvenience that you and fellow customers have been caused.

We work hard to ensure that services operate according to scheduled times. However, buses as a mode of transport, if more susceptible to variables that do not afflict other modes, or affect them to a lesser extent. In particular, delays can arise in service as a result of increased road congestion, road works, emergency works, bus incidents and adverse weather, just as a few examples. Were continued problems are found we do our utmost to address them.

I have been in contact with London United, the operator of this particular route and have asked them to address the service issues and cleanliness standards that you have mentioned. They will remind their drivers of the importance of adhering to the scheduled time operation of this route, were possible. In terms of the cleanliness issue, they will be taking this matter up with their cleaning contractors.

At present you will be experiencing delays due to works that are taking place along Du Cane Road at the junction with Wood Lane. We anticipate that some delay will be caused and are looking at ways, alongside the operator to minimise the disruption.

Thank you once again for contacting London Buses. If I can be of any further assistance, please do not hesitate to contact me.

Yours sincerely  
Benjamin Lyon  
Customer Service Advisor

I have friends on Roehampton Lane and it can sometimes be a long wait for the 265

Can the 22 bus go into Putney Bridge Station as it used to please? I understand this may have been changed because of congestion but if this is the case, does the 414 need to go in there? This causes confusion as people often think that all the buses go over the bridge and the 414 goes in the opposite direction.
It would be a great idea to extend the route 22 bus to Roehampton as the routes 265 and 72 that cover the Roehampton area are constantly full in the peak hours. It is difficult get to/from work on time and get the kids to the school on time in the mornings.
The ideas about the 22 Bus are interesting and rather well timed with the planned Primary School on the Putney Hospital site more or less at the present terminus. One of the problems identified is that although East/West public Transport is good (485,265 & 22) only the 265 goes to the South and then veers towards Tollworth. If the 22 terminated at the Heath then transport for the School would be very much better and the number of parents dropping off children by car would decrease (we hope).
no
no
As Roehampton University's Environmental Manager I would like to support this campaign. In keeping with our Staff Travel Plan, an Extension to the 22 Bus would help to encourage the use of a more sustainable transport mode and to reduce the number of single occupancy car journeys. We have nearly 10,000 staff and students, many of whom would benefit from an extension to the 22.
It is especially difficult later at night - the gap between tubes stopping going South (eg from Euston), there being fewer day buses, and the night buses not starting 'till 1-2am. Aargh! Having to change (to go just North-East of the river) in Hammersmith is annoying and the congestion at the moment is infuriating!
Yes please to have the route extended to Roehampton University.
An excellent service and would like it extended from Piccadilly to Roehampton University
We need this now; we'll need it even more in the future!
Many times must wait in the cold or the rain because consecutive buses passes full to the brim!!!!
A very infrequent service that needs to be improved
Only last week there was a No.265 so full at 9.00 am that the driver would not let anyone board at Fairacres.

Just think that for so many reasons this would be a massive improvement. All the residential development on Roehampton Lane being just one. For myself personally it's getting to work at the university, for many students too it would be very very welcome
This is a super idea. The 72, 265 and 493 all get rammed, meaning that, whichever route I take, my journey is a nightmare! This would definitely ease some of the pressure and is an excellent idea.
I think it is an excellent idea to extend the 22 bus route. The current 265 bus service is very slow and irregular in comparison to other buses. The extension of bus route 22 is a much needed addition to the buses serving the Barnes and Roehampton area.
We both support the extension of route 22 but feel that it might be better to go to the Green Man via Putney Heath rather than Kingston Road/Tibbet's Ride
I work at Roehampton University and I usually cycle to work from Brixton. However my bike was stolen recently which has made me realise how poor the transport options are to the university – there is no direct route from the south-east of town. I support the campaign to extend the 22 bus, even though this wouldn't help me, but I'd like to add a suggestion that the 37 bus route also be extended to Roehampton Lane from Putney Heath. It wouldn't be much of an extension – perhaps it could loop around and back to the bus terminal via Dover House Road – but would provide a direct route rather than the current 2 buses or train + bus or tube + train (all of which require a lot of walking too!). Thanks.
Desperately needed.
22 bus drivers find it more convenient to change shifts at the Embankment bus-stop rather than at the end station (Putney Common). This is done on a regular basis and disrupts the journey for up to 10 minutes (even longer if the replacement driver is late). This infuriates passengers because the change can easily be done three stops down the line at Putney Common.
The 72 is one of the most frustrating services I've ever used. Too many times I've wasted 40 minutes for a bus at Hammersmith, or been thrown off at Barnes Common while the bus then does a loop up Roehampton Lane, right past the stop I wanted to get off at.
I don't see the sense of running the No. 22 to the Green Man, which already has the No.14 and 170 services in central London. It would make more sense to terminate the No. 22 in Danebury Ave along with the 430 & 170 services, or with the No. 72s.
I would visit my friend more often in Chelsea if there was a direct bus
I can often wait 20 minutes - sometimes up to 40 minutes - for a bus, only to find that one, and occasionally two, buses are full.

**Paul Corfield**

**London Assembly Submission**

I live in North East London so my experience of the bus network is focused on this part of London although I do use buses across Greater London.

**What are the most crowded bus routes in London? What will be the most crowded bus routes in future?**

TfL use a system of "weights" (based on annual patronage) for their contractual performance regime and ranking of bus routes within that regime. The Committee should request a copy of the weights (and ideally publish it) so people can see where their bus service sits in the wider scheme of things.

From my own observations there are many routes which are crowded but this clearly varies by time of day and day of the week. There are crucial trunk bus services which are busy all of the time - examples would be the 25, 38, 73, 149, 207, 29, and 148. The next tier of services are similar in nature but see more of a split between peak time crowding and more space off peak e.g. the 6, 13, 98, 23, 15, 137, 52, 14 and 22.

You then get other routes which perform important feeder services to and from rail hubs which can be chronically overloaded at peak times - in Waltham Forest / Newham there are the 58, 69, 257, 97, 86, 262 or, at North Greenwich where nearly every bus is overloaded in the peak such are the commuting flows to / from the tube. There are similar issues at Brixton where the scale of usage due to bus / tube interchange is huge. I am not familiar with all parts of London at peak times so I'm sure large interchange flows occur elsewhere.

There are then other issues where school travel patterns make it is impossible to board buses at certain times and which cause reliability problems. I cannot board my local route - the 123 - at school times as buses are jammed full. There is also "bunching" of buses at the same time every day because some buses get so bogged down with school crowds that subsequent buses catch them up. This experience is repeated across London. This creates a sort of "no go" zone if you need to travel at times that coincide with school peak flows.

Another example of inadequate provision resulting in crowding is the continued use of single deck buses by TfL where double deck buses can safely traverse a route. Examples include routes 80, 163, 164, 112, 232, 235 and the X26. These routes should use double deck buses cascaded away from routes where the NB4L will be introduced. This will avoid buses leaving London where they could instead provide valuable extra capacity. The alternative is having these buses being sent away to benefit bus users elsewhere in the UK. Double deckers do use more fuel than single decks so there is a cost impact arising from conversion but if overcrowding is relieved and people travel in more comfortable conditions and can board the first bus then passenger benefits should outweigh costs.

Sunday frequencies are now beginning to prove inadequate as demand for travel for shopping and leisure activities causes strain on the lower frequencies operated on this day. My local service, the 123, loads heavily throughout the day and along the route on Sundays. Standing loads are not unusual nor is the inability for mums with buggies to board buses. You can see plenty of overcrowded buses if you venture to any main shopping area such as Tottenham High Road,

Holloway, Islington or Wood Green. I believe TfL should institute a review of service frequencies at weekends to see whether savings can be made from scaling back some provision on Saturdays to free money to allow for Sunday improvements. Saturday is a less important shopping day than it used to be so there is some justification for undertaking a review. TfL have scaled back a few Saturday services (e.g. W15, W13, and the 350 where a reduction is imminent) but it is impossible to know where the money saved has gone.

The final examples of overcrowding are on those routes which are newer (10-25 years old) and which started with smaller vehicles and where demand has grown consistently over many years. To be fair TfL have tried to expand capacity by using larger sized smaller buses, where these fit down the roads used, but overcrowding is present on many such routes. Examples include the 192, C10, 384, W15 and my other local service the W11. At commuting and shopping times it can be difficult for people to board the W11 as it picks up considerable loads through Priory Court Estate in Walthamstow. The only way to improve capacity on these routes is increased frequency or additional routes to relieve the more congested sections. These are potentially the most difficult routes to “fix” as extra vehicles and drivers are expensive. Given the financial constraints forced on to TfL for a variety of reasons I believe that people on these apparently “second tier” services will become the most dissatisfied of bus users as there is little scope for improvement unless there is real change in bus policy.

Future levels of crowding are difficult to predict as there is little certainty about the economic prospects for London, on future transport budget levels & fares or the impact of the tube upgrades and major rail schemes on bus patronage. The lack of clarity about London’s health services also poses uncertainty about some aspects of the bus network. It is reasonable to predict that Central London will remain a very significant destination in the bus network and should continue to see patronage growth. The arrival of Crossrail and Thameslink services may cause short term reductions in certain corridors but the lesson of history is that such reductions are rarely long lasting. I should say that I am not convinced by the ongoing campaign to remove buses from Oxford Street. I believe this would be a mistake and could cause significant damage to the bus network and reduce its attractiveness to Londoners who value direct links to this part of the City.

Continued development of retail centres such as Westfield, Stratford City and Brent Cross will lead to continued demand growth as these centres already generate very significant bus usage. I would expect those areas already earmarked for development or which will gain from new Crossrail links will also see rising demand. I’d therefore identify Central London, the Lea Valley, Stratford, Royal Docks / North Woolwich and Woolwich / Thamesmead as areas likely to see significant growth in demand for bus services.

**How do you feel TfL plans, reviews, redesigns and implements changes to bus services to meet changing demand? Are there any issues with its approach?**

My main observation is that too much of the process is conducted behind closed doors. The public, i.e. those people who use the services and pay for them, are not told what routes are being reviewed nor when. It is not possible to see what stakeholders have said or what TfL have said in response to stakeholder suggestions. There is no transparency as to what options for changes, cuts

or enhancements have been developed by TfL or what value they have placed on the “business case” for these. I am aware of the stakeholder engagement process and have seen some correspondence around this process in the past. Cutbacks at London Travelwatch, imposed by the London Assembly, have reduced the visibility of bus related issues and Travelwatch’s engagement with TfL as a stakeholder. This is something the Assembly members should, in my view, take pause about. I recognise the Assembly had to deal with funding issues that sit behind the reduced scale of London Travelwatch’s work.

I will acknowledge that TfL have increased the scope of their consultation process and that is to be welcomed. However it is often impossible to know what has happened, when a change has “stalled”, because TfL do not regularly update the consultation hub website. I recently tried to discover what happened to the proposal to extend route E10. TfL consulted on this route, along with the 27 and 440, as part of improving access to Chiswick Business Park. TfL have not given any update on the E10 extension proposal. I managed to find some info in Ealing and Hounslow Councils’ websites but not TfL. Similar lack of clarity surrounds what is happening to the proposed extension of route 255 to Balham. I have formally commented on proposals for changes to buses affected by the Tottenham Gyrotory and the Olympic Park but have no idea as to what is happening or whether my comments have been well received or consigned to the rubbish bin. I don’t believe this lack of up to date information and feedback is a satisfactory situation.

The other aspect of the consultation process is that changes are only consulted upon very late in the overall planning process and are seemingly a “fait accompli” rather than the presentation of genuine options. Consultees are only given a “yes” or “no” choice which is not particularly sensible although it makes assessment of responses by TfL simple. I think it is arguable as to whether a genuine consultation is being undertaken given the lack of options and background information.

TfL does not disclose to the public as to whether there are funds available for improving services in a local area or on a specific route. As I understand the planning process there are two key opportunities, tied to the tendering process, as to when services can be changed. The first is when a route is fully retendered after 5 or 7 years. The second is when a possible 2 year extension is being negotiated. From my observations of the contract extension process I think TfL try to secure some commercial “upside” from the incumbent operator in return for the extension. This can result in improvements being made to services in some circumstances. However this does not happen consistently. It would be useful to understand the approach TfL takes and also how the public can be informed about the opportunities for improvements. If I look at my local service, route 123, which suffers from crowding on Sundays it would be sensible to contemplate a modest frequency increase to 5 buses per hour from 4 during shopping hours. I recognise this will cost extra money. Despite having gone through a Quality Incentive Contract 2 year extension \*and\* route retendering an improved Sunday service has not been introduced. Why have TfL chosen not to use suitable opportunities to use their negotiating position to give an improved service where it is required?

I have in the past given feedback to TfL on service performance and offered suggestions for route improvements. I cannot recall a single instance where I received a positive and engaged first response from TfL rather than a “standard letter” form of reply. It took persistence and repeat correspondence to get a meaningful response which dealt with the points I had raised. I fully recognise that some correspondence that TfL get will not be especially helpful but I do feel that TfL



has much to learn before it can be considered fully customer focused where \*all\* feedback is considered in an objective manner and properly reviewed with feedback given to those people who use their own time to share their thoughts with TfL. Although I'm not a huge fan of bus deregulation I suspect there is "best practice" used by deregulated operators outside of London which TfL should harness so that it is more in tune with its passengers. If you look at the practices used by Stagecoach, Go North East, Brighton and Hove, Metrobus, Norfolk Green and Trent Barton you will see bus companies with a clear focus on good customer service and being willing to listen. Go North East regularly hold open consultations and "web chats" to garner customer feedback. They also use Facebook and Twitter (to varying extents) to talk with their customers. TfL have much to learn about harnessing these channels although I recognise they have started to use these forms of new media.

I will give one further example where I have a concern about the planning process and whether, as a passenger, I will be involved. Two of my local routes, the W11 and W15 are subject to diversions as a result of a weak bridge on Palmerston Road in Walthamstow. The diversions actually create new, convenient links to tube stations and allow "same stop" interchange with several other bus services. I benefit from the diverted W11 which gets me to the shops and station with great ease. Many other people are using the diverted section of route although I accept people on or near Palmerston Road are inconvenienced through losing their service. My concern about the planning process is whether, once the bridge repairs are complete in 2014, there will be any engagement by TfL with passengers on the diverted routes. In other words will they have a say as to whether the diversions should remain in place or will routes just be returned to their old routeing? I would be very disappointed to lose what is a convenient link even though it was created out of an emergency situation. There has been a similar issue with bridge repairs in Chislehurst where routes were diverted and TfL wished to revert to previous routeings. A public outcry ensued. Some proactive engagement with users would have prevented the need for an outcry and then a "retreat" by TfL who opted to keep one route on the diversion as it created beneficial local links.

TfL must now be in possession of a vast quantity of Oyster card journey data. While there is no exit validation on buses TfL should be able to impute certain journeys from the times of subsequent bus or rail journeys. They can determine if people are using buses to connect to rail or if people are using two or more buses for one overall journey. This would show where there might be benefit in providing a through service rather than forcing people to change. In a similar vein I am interested to understand what role I-Bus now plays in assisting TfL to identify problematic services where performance requires improvement. I understand I-Bus data is now used for contractual purposes to determine adherence to scheduled (contract) requirements. If the data throws up problems that affect passengers how are passengers involved in any process of change? TfL regularly change timetables on services, sometimes temporarily for road works, but there is little or no publicity. Posters are no longer placed on buses or at stops or at bus stations. There is a bus service change list on the TfL website but it is hidden away within the "real time" information part of the website. Why?

Many years ago I undertook some limited bus route planning although not in London. One of key things I was told was to get out of the office and use the services I was reviewing. I was also encouraged to talk to passengers and drivers to garner feedback and insight. I wonder about the extent to which TfL's planners actively engage with passengers, drivers, operating officials or just simply use and observe routes under review. I believe TfL employ "Account Managers" who liaise

with each bus company about the performance of services. How do TfL harness feedback from this process? Do TfL proactively talk to operator staff so they get the best possible feedback on what is right or wrong with a route? If they don't do this why not?

One other aspect of network planning that TfL does not put much emphasis on is ensuring sensible timetabling and connections where routes share common sections or meet each other and people change. TfL does not actively plan for passengers to have convenient interchanges or even offer advice to bus companies so that drivers "act sensibly". Similarly timetables are rarely co-ordinated to offer even headways on shared sections when frequencies are lower (e.g. evenings or Sundays). Please note I am not suggesting co-ordination is needed where there are many routes and high frequencies as wait times are typically low. I offer two examples below.

At the Thorpe Coombe Hospital stop in Walthamstow route 123 meets routes 212 and 275 which provide a link to / from Walthamstow Central. Passengers frequently change between routes at this point. It is often the case that a 212 or 275 will pull off from the stop just as a 123 stops thereby depriving people of convenient, instantaneous interchange. Some simple advice to bus drivers to pause if they see buses on a connecting route arrive would be hugely beneficial. I recognise there would be concerns if buses were to be unduly delayed but I am talking about waiting for seconds rather than minutes. Another example is co-ordinating headways on shared sections of route. North of Walthamstow Central there are several routes (97, 215, and 357) which run together as far as Chingford Mount. During the day there are frequent services but during the evening and Sundays there are bunched departures and then long gaps. A few years the routes were run by the same company and timetables were co-ordinated to give a shared 7-8 minute headway in both directions on the common section. The routes are now run by 2 different companies and the old co-ordinated timetable has gone meaning buses bunch and then people are left with a long wait. This strikes me as a bit daft given that TfL approve the schedules that operators run their services to.

I am sure there are many other parts of the bus network, especially in outer areas, where a bit more effort by TfL and operators would give better co-ordinated services thus making journeys easier even with low frequency services. I-Bus data and in-cab information on the driver's I-Bus module could be used by controllers and drivers to make this happen. If we face constrained finances then smarter services are what will be needed to keep people using buses and thus avoiding the risk of more marginal routes being cut. This sort of approach is standard practice in Europe, why not London?

**Do you think that the Mayor and TfL can meet the growth in demand for bus travel without expanding the bus network?**

In short, no. The current network is very good but a policy of "fiddling round the edges" within a declining budget will not work. There are already too many pressure points across the network and too many missing links and gaps in provision. These need attention today to address the inadequacies of capacity and to give people more convenient services that meet their travel needs.

There is a limit to the extent to which some services can be cut in order to free resource to bolster others. There appears to be a rather odd bias in recent changes. Inner London has seen several

service reductions in recent months (e.g. routes 19, 38, 106, 242, W15, Night 236) with resources seemingly diverted to outer area services. While I do not decry the outer areas receiving better services I would question whether upgrading route 498, which runs into Essex from Romford, is the most pressing improvement requirement in Greater London. I struggle to see the justification for conversion to double deck, a daily frequency enhancement and an extension to Queens Hospital on this route when demands to relieve route 5 (Romford to Canning Town) have been turned down and plans for route improvements on the 238 cancelled (as just one example).

It is clear, if you are an observer of detail, that TfL have shelved many proposals for service enhancements and extension since 2008. This must be the result of Mayoral demands for “efficiencies”. I cannot recall any of this detail being shared with the public nor as to when voters were told about this “secret policy” which affects them. Some examples are the proposals to extend route 323 to Portelet Road, route 330 to Canary Wharf, the U10 frequency enhancement and extension to Uxbridge Industrial Estate, the E10 to Chiswick Business Park and the W16 to Stratford City (this might proceed in a different form as part of Olympic Park changes).

I believe TfL and the Mayor must reverse its policy of no funding for bus service expansion. It is clear that the upward trend in patronage is continuing although it is possibly slowing compared to previous years. It is pointless trying to manage with an artificially capped budget and scale of service provision. There are a number of serious issues such as overcrowding, inadequate school transport and the need to maintain efficient transport access to support employment and development which means more resources are needed. TfL and the Mayor need to have an honest and open dialogue with Londoners about the future of the bus network. I appreciate the Mayor would say he has an electoral mandate to spend £222m (excluding development costs) on the New Bus for London but I despair at the scale of this budget when I consider what that sort of spend could deliver in terms of new routes and service enhancements.

The related issue is whether it is sensible for TfL to be targeting a subsidy level of £335m by 2015/16 (based on evidence from Sir Peter Hendy to the Transport Select Committee). While there is a valid debate as to whether a subsidy of £563m (2008/9) was ever sustainable, especially as operators had lax performance targets and generous contract terms, I do not believe it is desirable to aim for a reduction of nearly £250m when it means that services are at risk, network development is negligible and disbenefits from overcrowding and delays will increase. I would go further and say that TfL are at risk of contradicting their core objectives which is to balance cost against benefits in the provision of public transport for London. There now seems to be a lack of balance with financial constraints overriding the delivery of benefits or relieve of disbenefits.

**What, if any, other actions do you feel the Mayor and TfL could take to improve the planning and provision of bus services to meet demand more effectively**

I think TfL should engage with passengers more proactively and openly than it currently does. It should welcome feedback from passengers and it should openly request it. TfL should consider working actively with London Travelwatch and use their programme of “surgeries” to engage with the public and to provide updates on bus service development (or lack thereof). Bad news needs to be communicated too! There is also scope for TfL to use its infrastructure of bus enquiry offices at

bus stations for feedback and customer contact. I recognise bus station controllers have a wide range of duties but TfL could advertise contact sessions at particular times and also use staff from the service planning and consultation teams as well as from the operators to run these sessions.

TfL should update and then regularly update all information on the consultation hub website. This will ensure that timely information, on changes and whether they have been implemented or are subject to review or cancellation together with the reasons why, is available.

The tendering and route review process should be publicised and people asked to put forward comments on the routes they use which are being reviewed. All stakeholder communication on route review ideas and responses should be published.

TfL should consider using new media channels as ways of garnering feedback from passengers as well as giving people important information to the public. The TfL Bus Alerts Twitter channel is a good innovation but more can be done.

TfL should also consider taking a more partnership approach with operators. The current relationship is very much based on TfL as client and bus operators as contractors. The operators could bring more to the network than they currently do – they are supposed to be the experts as to how to run attractive and profitable services. I would like to see more freedom for operators to “take risk” around a share of the fare revenue but in return for delivering high levels of service performance or perhaps experimenting with express services or high specification vehicles. At present we have a “one size fits all” approach. It is quite evident that some parts of the country have innovative and attractive bus services which meet customer needs. They are well marketed whereas TfL undertakes negligible marketing of London’s bus network. TfL’s approach is very centrally directed, the NB4L represents a new extreme of this ethos, and focused on inputs and a narrow set of outputs. There is plenty of evidence to suggest this does not always work – buses being curtailed needlessly, persistent route management problems, a resistance to change and being caught in a contractual regime that seems to cause changes to be contemplated only on a 5 yearly cycle. The real world now moves far faster than that and this poses a risk that the bus network could become ossified and irrelevant. Please note that I am not advocating the introduction of deregulation in London. I believe the Quality Incentive Contract regime could be tweaked / flexed to allow more innovation and flexibility. Given the palpable lack of new orbital bus services in the suburbs perhaps there is scope for TfL engaging with operators to see what a more flexible partnership arrangement could deliver for passengers in creating new services delivered to a new quality standard? Passengers outside London get branded routes with high quality vehicles with smart seating, flooring and air conditioning. Why do Londoners not have this opportunity?

At some point there will come pressure for a more open, less centralised regime in delivering London’s bus network. I think TfL needs to show openness now to some different ideas. After all it is not the case that Messrs Hendy and Daniels both worked in private sector operation and should be able to give appropriate insight as to what the private sector could do to improve London’s bus services? I rather suspect a certain Mr B Souter of Stagecoach and a Mr D Brown of Go Ahead Group might have some good examples of deregulated practice and engagement to draw upon.

I would also like to see TfL develop a strategy for both the management and development of the Bus Network. For example what is TfL going to do to provide the 5% of Londoners, without a bus within

400 metres of their home, with a viable and attractive bus service? The TfL Business Plan says next to nothing (4 paragraphs in total, ignoring the info about the NB4L) about what is planned or even what general direction TfL will follow for the bus network. Glossy photos of the NB4L and hybrid buses do not a strategy make and will be meaningless for passengers trying to crush on to overloaded single deck buses in the suburbs. I also think the Mayor needs to have a more proactive policy about the bus network but I recognise that is outside the scope of the Assembly's investigation.

I hope the above comments and thoughts are useful to the London Assembly Transport Committee.

Paul Corfield

June 2013

## **Harvey Sharpe**

There are still many problems regarding bus services in London and surrounding boroughs. I have been to several meetings and aired my views to bus companies spokesman but problems are still arising.

Two that come to mind is first Buggies in wheelchair places and not enough support from drivers who do not seem to care. Second is when buses come to a bus stop and there are buses already parked the bus which is 4 bus lengths away will not pull up to stop but go driving past on the outside. Elderly people in fact all passengers wait for the bus thinking it will pull up but no. A good example of it you will see opposite Cineworld in Ilford outside Town Hall car park.



## **Daniel Dunican**

Hello there. I have improvement ideas that need to be looked in.

- First of all the N213 night bus needs to be reinstated back to Croydon at night to fill the 10 mile gap between 2 town centers Sutton and Croydon of a once very busy night bus as i remember it. It also would meet increasing demands of people committing outside normal working hours (Shift workers, Transport Workers, Night/Bar clubbers). The bus would run through big build up areas such as Carshalton and Wallington. If the N213 was not to be reinstated the 154 route that has less than a 4 hour gap between the first and last buses could be considered being converted to a 24 hour service which would fill the gap also linking Croydon and Sutton to Morden in the early hours.
- The 154 Sunday frequency needs to be looked at as i find at shopping hours the the buses can be crowded at a every 20 min service, it should be extended to every 15 mins during shopping hours on sundays.
- The 407 service should be doubled decked as i find every time i use that route its standing room only, for the most direct route running between Sutton and Croydon its really silly running single Decker buses.

**Donald Mason**

Dear Val

From deep in the past.

I can't remember if I told you, but I plagued TfL customer services with questions about bendy buses and they were extremely helpful. I rather got the impression that, as you say, they didn't agree with the Mayor's policy. The information they provided made it clear that none of the Mayor's objections was supported by the evidence. It was certainly true that the rate of fare evasion on BBs was much greater than on double deckers, but BBs were still cheaper overall to run (although my information here may, I confess, have been incomplete). I put together an elegant piece, but in the end decided that it was water under the bridge.

I am prompted to contact you now following your invitation in the Southwark News. As regards the bus service since the replacement of BBs, my impression is that it is slightly worse on the affected routes here (12 and 436), but I'd not swear to it. One point however stands out. The provision for pushchairs and indeed shopping trolleys is quite inadequate on the double deckers. Frequently I see women with pushchairs being unable to get on a bus because there are already two there, or bad feeling created on the bus with pushchairs trying to be navigated to the available space. I'm surprised in a way that the issue hasn't been taken up by women's groups; but perhaps the kind of women who go on buses with pushchairs don't generally have the sense of entitlement that would lead them to make fuss. Admittedly some pushchairs are unreasonably wide, but that is a peripheral issue.

I am an occasional pushchair pusher as a grandfather, and a frequent shopping trolley user, so I have regular and annoying experience of the problems.

Obviously this is a question of bus design (or of going back to BBs) but not, I'd have thought, a very difficult one to deal with if the political will was there. Do you know what consideration there has been by TfL? i.e is the bad deal for pushchairs a matter of policy or inadvertence?

Kind regards

Donald Mason

**Julian Heather**

Dear Caroline,

I would be grateful if you could consider including the following email correspondence in both:

- 1) Your TfL Transport Committee investigation into bus services, and
- 2) Your investigation into the TfL Customer Services and the TfL Call Centre.

The latest TfL response, received today (**18th June**), highlights the appallingly bad service on the 249 bus route from Annerley to Clapham Common, via Streatham. Half an hour waits between buses are common, and when buses do come they often come in "bunches", ie two or even three buses running together, or within a few minutes of each other. For most of the day, this service is supposed to be every 12 minutes ! This TfL reply simply confirms and highlights the problems with reliability on the 249 bus route - and the seeming inability of TfL Buses and the Bus Operator to sort out the problems, over many, many, years.

Please also note the original reply I received from TfL ENQUIRE, dated **June 1st**, which was simply not acceptable, for reasons that come obvious when you read the reply, and which was the subject of a further complaint from me, **also 1st June**, copied at the very end of this email trail.

Ps Have you ever tried to cut and paste TfL ENQUIRE responses ? It's a nightmare, due to the formatting they use when emailing their replies !

With best wishes,

Julian

Julian Heather  
Vice Chair, Streatham Liberal Democrats,

----- Forwarded message -----  
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From: <[ENQUIRE@tfl.gov.uk](mailto:ENQUIRE@tfl.gov.uk)>  
Date: Tue, Jun 18, 2013 at 11:04 AM  
Subject: RE: Performance Concerns – Route 249  
To: j  
Our Ref: 1012370397  
Date: 18.06.2013

Mr J Heather

Dear Mr Heather,

**RE: Performance Concerns – Route 249**

Thank you for all your prior feedback regarding buses operating on route 249. This email is a response to a complaint made on 10 May 2013 over the phone and responded to by my colleague David Greaves via email (ref: 1012324722), a complaint made on 20 May 2013 over the phone and responded to by myself via email (ref: 1012370397) and a complaint made on 31 May 2013 over the phone and responded to by my colleague Johnny Bahout via email (ref:

1012426372). Please consider this reply a response to all the follow up communications you have returned to each of those correspondences.

I'm sorry that you have found our previous correspondence unsatisfying. We take the reliability and punctuality of our services very seriously.

When awarding and renewing tenders we take into account the performance of the bus operating companies bidding on that tender. We ascertain an impression of the operating company and an overall impression of the bus route with regular performance checks that take into account the data supplied by our GPS, the same system used by the bus controllers to manage the routes and used by the countdown system to estimate arrival times, as well as data provided by an independent party that supplies our routes with mystery shoppers. We organise this data into performance reports, which we publish on our website. You can find them by following this link:

<http://www.tfl.gov.uk/tfl/businessandpartners/buses/boroughreports/>

I'm sure that you are aware that we utilise public highways to provide our service. This means that our bus routes are often subject to elements beyond our control which can affect the service. This can be anything, from the signalling works on Streatham High Road, now completed, to road maintenance, traffic accidents, demonstrations, leaking water mains, high volumes of traffic. We do everything possible to minimise the effects that these events might have on the frequency and reliability of a given route; however, it is sometimes the case, that delays cannot be helped.

Route 249 is a high frequency route, which means that at peak times we run five or more buses an hour. This is indicated on the time table for the route by the denotation that buses run "about every 12 minutes". The reason we denote it this way and not with a set of times specified to the minute is because that, by the law of averages, the more buses you run, the more likely it is for one of those buses to experience delays. While we take every measure to minimise these delays and the impact that they have on the service, we must acknowledge that they do sometimes happen. Recognition of this fact is precisely why we have performance reports, so that we can monitor a route and make sure that they are not consistently missing our targets. At this time the performance report for route 249 indicates that it is meeting those targets.

I can inform you that, in addition to the issues with signalling works already communicated to you, on the occasion of 10 May 2013 there were up to 18 minute delays on route 249 due to traffic conditions in the areas of Streatham and Crystal Palace which caused rolling delays to the services in the direction of Clapham Common. On 20 May 2013 there were delays up to 32 minutes due to especially high volumes of traffic in the same area. On 31 May 2013 again there were congested traffic conditions in that same area causing delays, this time to services in the direction of Anerley. However, as I'm sure you're aware, a delay in one direction can affect buses coming into the garage and which will cause rolling delays and so affecting services in the other direction.

When a service is delayed, and there is a build up of passengers waiting at stops along the route, the delayed service can be slowed by the large volume of passengers boarding and alighting. As I'm sure you can appreciate, with a high frequency route such as this, it is common that the service running in front serving a larger number of passengers will be delayed to the point where the service running behind, which has fewer passengers, will appear to have caught up.

I assure you that the notes given to me regarding your call on the 20 May 2013, by my colleague Steve Alleyne, did give me the full and specific details of your complaint. I'm sorry that, in my response to you, I did not make it clearer to which complaint I was responding. If you do want to have a copy of these notes then you will have to fill out a Subject Access Request so that we can verify your identity and confirm that you are the complainant who placed the call on 20 May 2013. You can find the form located on our website by following the link below:

<http://www.tfl.gov.uk/termsandconditions/11465.aspx>

Thank you again for your continued correspondence. If you do have any more questions or queries then please don't hesitate to get in touch by replying to this email or by calling our low cost customer service number; 0343 222 1234.

Yours sincerely

Michael Dennis  
Customer Service Advisor

DO NOT DELETE.....  
{ticketno:[3559903]}  
DO NOT DELETE.....

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[ENQUIRY.TUBE@tfl.gov.uk](mailto:ENQUIRY.TUBE@tfl.gov.uk) Ref: 1012426372 Date 01.06.2013 Dear Mr Heather Thank you for your email. I a...

Jun  
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Ref: 1012426372 Date 01.06.2013 Dear Mr Heather Thank you for your email. I a...

[ENQUIRY.TUBE@tfl.gov.uk](mailto:ENQUIRY.TUBE@tfl.gov.uk) Jun 1

to me

**Ref:** 1012426372

Date 01.06.2013

Dear Mr Heather

Thank you for your email. I apologise for any inconvenience this caused you. We make every effort to ensure our bus services meet the demands of our passengers. The punctuality, consistency and reliability of our services are very important to us. We aim to provide efficient and reliable services, and we continually monitor the network to ensure they meet performance targets.

Our bus routes are vulnerable to delays and disruption due to circumstances beyond our control, or that of our operators. Road traffic accidents, broken down vehicles, congestion caused by traffic signalling problems, road works and other factors can all cause delays to bus services.

As a result, while we aim to notify passengers, the sudden, short-term nature of the disruption often does not allow this. In many cases, the problem is resolved before we would have a chance to post information about it at bus stops or on the website.

I will make sure my colleagues are aware of the specific details of your complaint so they can look into it further. If necessary, we will carry out surveys on the route to assess whether additional capacity may be required, and we will take appropriate action based on the information received and data collected.

Thank you for taking the time to contact us. Please contact us again if you need any further assistance or if you would prefer to call us about this matter, please use our low cost number 0343 222 1234.

Yours Sincerely

Johnny Bahout  
Customer Service Adviser  
**Transport for London Customer Services**

DO NOT DELETE.....  
{ticketno:[3585334]}  
DO NOT DELETE.....

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Julian Heather

Jun 1

to **Caroline**, ENQUIRY.TUBE, bcc: Ashleylumsden01, bcc: Alex

Sorry, but this reply from TfL Customer Services is totally unacceptable, and unfortunately simply reflects the extremely poor level of responses that are provided by TfL to customer complaints.

I have no idea as to which of my various complaints it refers to - presumably re the appalling 249 bus service - as I have currently have several complaints pending, via phone calls to the Customer Services Call Centre. The response fails to provide any detail, and seems to be a "cut and paste" job. For example, it fails to address:

On what date did I contact you to complain regarding this particular complaint ?

What date did the incident about which I am complaining take place ?

What was the subject of my complaint ?

What is being specifically done to follow up on my complaint ?

The response itself is bland to the point of meaningless jargon.

I would be grateful if TfL could provide a new and detailed response to my complaint - ref 1012426372

I am copying in Caroline Pidgeon to this email as a Member of the London Assembly, as I think there is a general issue about the quality of TfL's customer complaint handling, which I think this response merely highlights.



**Paul Clark**

Dear Sir,

I thought you would be interested to hear my view on service X26 between West Croydon and Heathrow Central Bus Station. It operates every 30 minutes and is very much over subscribed with passengers standing most of the way (though the standing passengers do change).

When I caught this route on Friday 14 June 2013 at 4.35pm from West Croydon it was very busy and had standing passengers from East Croydon to Kingston. I noticed buses travelling in the opposite direction also had standing passengers. It really requires a double-decker at the present frequency.

Alternatively you could increase the frequency to every 15 minutes or introduce an X24 or X27 between Sutton or North Cheam and Heathrow Terminals 4 and 5, also calling at Heathrow Central Bus Station. This would give a 15 minute headway between Sutton or North Cheam and Heathrow with a 30 minutes headway between Croydon and Sutton or North Cheam and between Heathrow Central Bus Station and Terminals 4 and 5.

Just a thought.

Best wishes,  
Paul Clark,

**Alison Clayburn**

I am writing in response to Val Shawcross's letter in Southwark News.

I live in Rotherhithe (near station) and use C10 to get to Morley College or Tate Gallery or sometimes Victoria where service ends. It is a unique route (i.e. reaches places other routes can't) and so is heavily used at peak hours, when it is ALWAYS overcrowded.

I am fortunate in not having to use it daily - and not always at peak hours - but for those that do the journey is always uncomfortable. The stretch between Elephant and Castle (probably before this) and Bermondsey station is particularly crowded on weekday afternoons.

I have written to Simon Hughes re this and received info that TFL survey does not find overcrowding. But there is obviously a problem with C10 being a single decker and/or frequency of service at peak hours.

So please incorporate in your own survey.

## David

I am emailing in reply to Valerie Shawcross' letter published in the News Shopper dated Friday June 7th.

As a regular user of buses in London, I often find that they are overcrowded and this includes off peak times of the day. The routes I use tend to be the 199/180 to Lewisham from Greenwich and the 53 to Woolwich from Greenwich. The 53 is nearly always full and I wrote to TfL about providing more buses on this route but my suggestion was rejected.

I think that the population has increased in this area so much that the buses are far busier than I can ever remember them and you have to leave fairly early in the day to do shopping as the later you leave it, the less likely you are to have a comfortable ride.

On the subject of buses can anything be done about mothers with prams who tend to take over the wheelchair area and then park their prams in the alleyway undermining the health and safety of other passengers. The drivers should stick to the rules of only 2 prams at one time in this area, any other prams should be folded or the parent and child should wait for the next bus. There needs to be uniform rules across all buses for prams and for this area wheel chairs must clearly take priority in all cases.

I would also like to comment on my frequent negative experience of other passengers on buses, particularly but not only, young people. I often hear abusive and offensive language, witness people putting their feet on seats, treating the seats as their own living room sofa and restaurant and loud mobile phone conversations. When I have in the past spoken to the driver about these issues, he/she claims not to have heard or seen it and say there is nothing they can do. On one occasion I even called the police after a woman was particularly abusive to two elderly ladies who remonstrated with her for swearing loudly on a mobile. Challenging these people often leads to insults or even violent threats.

Can I suggest that you bring back bus conductors on all London buses as the problem seems to have got worse since buses became driver only. With bus conductors on board, the conductor was able to take control of the situation and anti social behaviour was minimised and much less of an issue than it is nowadays.

I am sure that there is a budget for this and re-introducing bus conductors would also create more employment opportunities for people who are out of work so how about it.

There are still issues on accessible buses. Only Friday I got on a bus ok but then the ramp would not go back in, and everyone had to get off, the driver had to help to get the wheelchair off. TfL say all ramps on buses have to be checked before leaving the depot. Then you get drivers that won't let you on because there are 2 buggies in the space, even though wheelchairs suppose to have priority, yet if there is a wheelchair on the driver still leaves buggies on the bus to block the gangway which they should not do this makes me angry. I think there's still a lot to sort out.

please see below the email i sent to TFL in response to an email sent by a mobility impaired friend who was left at a bus stop three times in one day by bus drivers not allowing him to board, on one occasion a buggy got off to let him on and the driver left them both on the pavement and drove off!

in response to your reply to Mr Kember dated 27.06.2013 you stated '*since the beginning of 2006, our entire fleet has been made up of low floor, accessible buses. We're proud to be the first, and only, bus network of its size in the world to have achieved this.*' Unfortunately this statement is untrue. your busses are not all fully accessible (the ones with fixed seats in the disabled bay for example) and drivers of those which are do not allow me to enter or use the service independently. Due to the layout of my home i do not qualify for an electric wheelchair and am physically unable to mobilise a manual chair outdoors myself so i have no choice but use a medium size mobility scooter which does fit on the 111 bus with space for a buggy holding a child to fit safely behind me in the disabled space yet i still am not permitted to access the bus. (i was until the new guidelines came in after the Olympics) not only am i not allowed to access the bus but when i do pay a carer to take me out often i am left waiting because the space is being used by buggies or suitcase or the ramp does not work . this means it costs me an extra £5 in carer fees for each bus that leaves me waiting at a bus stop. The last thing which makes the whole bus experience even worse is that as my scooter is not allowed on the bus and i need a stable one due to the nature of my disability and i have no choice but scooter everywhere i have the smallest medium sized one available, this gives me a range of 15 miles a day and as it has a maximum speed of 6MPH it is classed and taxed as a class 3 vehicle, yet at least once a day i get a bus come right up behind me and hoot the horn shouting at me to get on the pavement, the pavements littered with tree roots, driveway crossings and dead ends with no drop that is without the litter and dog mess! so not only am i not allowed on your busses but your drivers also harrass me for being on the road causing my heart rate to increase rapidly and causing a good deal of additional stress which is detrimental to my health. if i were allowed on the bus i would not be on the road! so next time it is pouring with rain and you have to go out spare a thought for me out there in the rain getting soaked being hooted at by your drivers for simply trying to go shopping or to a medical appointment. I do not use the scooter or drive it on the road for the fun of it, it is my legs and my lifeline!

the ability of a person who previously cycled and drove 100k miles a year for twenty years is most likely going to be superior to that of a 90 year old who never drove in their life, therefore it is wrong to ban all medium sized scooters from boarding the bus, a better / fairer system would allow individuals to visit a bus depot and show their ability in some sort of 'test' this could be as simple as entering, safely parking and exiting a double decker and single decker then a colour coded card could be issued, e.g a green if both were successfully safely achieved, yellow if only the double decker was accomplished or a green if only the single decker was, that way entry would be on individual ability rather than blanket banning because some people are unable to manouver their scooter well enough to park without blocking the gang way.

Until all busses are fully accessible to all mobility aids including all size scooters, then TFL should not be stating their busses are accessible because they are not accessible to people who have no choice but use these aids.

Take care  
Amanda x

Navin Bedia

Dear Ross,

Please find the letter i have written on Talk London's site that is open to the whole public to read and comment! As i have made this complaint to TFL complaints team and the person i spoke there was Alison and the reference number i was given was 3663432 and the date i made this complaint was on Friday the 5th of July.....

I hope that you might find this interesting as it needs looking into further to help and aid disabled people like myself for now and for the future!

Regards,

Navin

Hello Wendy,

This bus route 169 in question is always an ongoing problems with me getting on board and to be able to use the services which are provided for people like us.

I have spoken to Alison a member of Transport For London Customer Complaints Team on the 5th when i tried to flag down one bus and he did not agree to let me on board due to that there was a small baby in a very small pushchair in the disability area where the driver refused to tell the lady that this disabled person needs to get on board and she should fold up her small pushchair and hold the baby while she is on board. Even though i told this particular driver that i have priority to board the bus as i have whats called The Mobility Aid Card and he still refused and just closed his doors and drove off. This bus registration number LX11BHV (19795) who drove away without me.

Also this first bus who drove away was breaking your "insurance policy" because he was driving his bus with the baby left un-attended by the babies mum and was just left in the disability area where firstly the bus driver should have been saying to all mums or dads who board on the buses to make sure that have to baby out of the pushchairs and safely fold and put away the folded pushchair away in the designated area. But he still drove off regardless, him breaking the insurance of health and safety with pushchairs on board any buses all over UK.

Now because of this first driver i waited again further for another bus to come along and i showed my mobility aid card and he just started to shout like a wild animal to me as if i have done something wrong to this driver and waving his hands violently and nodding his head and he also started to drive away and at this time i checked and looked at the disable area of his bus and it was totally EMPTY as there was no one in there using it? So why did he refuse me boarding this second bus? This buses registration number LX11BJK (19805) never stopped and even though all empty just drove off without me again. And this second driver has been rude and very violent to me in the past 2 times before about the similar things!

Both of this incidents happened on ILFORD LANE, ILFORD, ESSEX.

I really hope that all the people concerned look at the CCTV footage of both of these buses for the day Friday 5th of July on the route of 169 in Ilford Lane.

You talk about drivers and all members of bus staff are trained to see and recognise disabled people? Into what to swear and be rude to us????



I have tried to complaint to the buses complaints team, and after or nearly 10 working days all we get is this stupid letter from Mr David Jones who is sitting in his fully air conditioned office getting paid very handsomely just writing us a simple letter about what they have found in their investigations, which is usually in favour of the bus drivers usually.

What good is it for severely disabled person like myself to be able to use a simple bus route to aid me to reach my destination and this does not happen! Mr Jones really needs to come out of his very "nice and cosy office" and actually come down to meet people like us so that we can tell him and show him what we are going through as using a bus service!!!!

I really hope that there are other people out there who will back me to what i have said and experienced almost all the times with buses. If there are people out there who suffer the same as i have, then please i beg you all to take few moments of your time to make a comment here openly where the whole world can see how we suffer day to day.

## **Lesley Gibson**

Hi - Please see below my attempts to highlight the problems with bus drivers regarding ambulant disabled people and other issues on the buses. I am an occupational therapist so notice the difficulties caused to disabled people as I travel around London, have been told by disabled people that these issues cause them problems when I have been working with them, but also speak from personal experience as I have had surgery in the past affecting my mobility temporarily. The first is a contribution this week to a local councillor on a website, the second my contribution to the recent select committee. I have trawled a bit of the proceedings on-line but saw no reference to these particular problems.

Please give any information you have about how I can take this further in a more powerful way, and whether it has been noted by your campaigns and are being taking forward by you.

Southwark Liberal Democrats - Contribution to request from Cllr Graham Neale on SE1 website for thoughts on transport

1. Lack of effective training for bus drivers in relation to ambulant disabled people ie those not in wheelchairs but with mobility problems. Drivers constantly park away from the kerb making it dangerous and more difficult for people to get into the bus, but even more so to disembark safely. This would also help people with prams and suitcases.

This occurs routinely on the buses I travel on regardless of how much space there is to park. An example was last Friday morning, when a passenger with a suitcase took longer to get off the C10 due to the way the driver had parked. The driver presumably thought he had allowed enough time and shut me between the two doors as I waited to disembark after her. I think the drivers do this so they can pull away more quickly from stops without considering the impact on their customers.

More evidence is provided by a large number of elderly frail/disabled people who I have assessed for taxi cards and Blue Badges who give the reason for needing one as not being able to get off buses because the drivers park too far away from the kerb. I did send a contribution to a recent Government Select Committee and watched the proceedings afterwards on-line but could see nothing that addressed this issue.

2. I would like to see more prompts, audio and signage, reminding people who are able bodied that the seats at the front of the bottom deck are for people who are not so able bodied and they should be offered to people who need them. I am amazed at the number of younger people who either use these seats and ignore people who look frail, and/or stand right in the access points so people can't move along inside the buses, rather than use their legs and go upstairs.

3. With the increase in building of new apartments I have seen no sign of additional bus services/increased frequency to help cope with the increasing numbers of people living along routes in the borough. Surely this is crucial? It is becoming more and more stressful trying to get anywhere even out of peak times, which anyway seem to last all day on public transport these days. I have seen signs asking people with prams to make way for wheelchair users, which I find disingenuous as neither would be able to access some buses due to crowding, and both groups need to travel surely.

Email sent to Select Committee and included in contribution list before the Committee took place

Hi - I am sorry this is late, but if at all possible could it be included. I am an occupational therapist and have recently been carrying out assessments for blue badges and taxi cards. One of the common reasons that people give for needing these benefits is that bus drivers park away from the kerb and it is too difficult for them to disembark, and alight. It requires them to step down into the road from holding onto a rail, which is a steeper drop, then to negotiate up onto the pavement, instead of a straightforward shallow step down or up from kerb to/from bus.

I know from personal experience that this is true as I use public transport myself and most drivers park away from the kerb even if there is an empty stretch of road before and in front of the bus. Whether they are not given enough instruction in parking or just can't be bothered I don't know. When I have pointed this out to drivers, lets say I have not met with a positive response.

I also have had two lots of surgery in the past two years and know just how difficult this simple thing makes it, even though I am not elderly.

One impact of this is financial as the TFL pay towards the blue badges, which may concern you more. My main concern is that this is causing unnecessary health and safety risks and inconvenience to a lot of people and needs to be rectified.

I would be happy to discuss this further and provide photographic evidence.

Thank you and I look forward to hearing from you

L Gibson, Occupational Therapist

London SE16

Nebiyu Tessema

To whom it may concern, that we who are living in Streatham Common North with 5 family members are among those who have been affected by the unreliability of bus 249. The bus sometimes come one after the other being tailed. In the other occasion it goes out of the scheduled time. When we try to track the timing, it goes back and make us late or out of schedule in most of the time. In a bad wether condition, late at nights and when the children fall asleep on the way back to home, we always suffer from changing bus from any direction to get this unreliable bus 249 and suffer a lot with waiting time and left without any alternative means.

When we see in other way, there are a lot of bus 133 pass up and down empty through Streatham Common North towards Norwood Bus Garage and vice verse to Streatham Station.

Me and my family and other neighbours should have to wait for bus 249 to go down to Streatham High Road to change for any bus to go to either Croydon or Brixton or via Brixton. We usually go to Streatham Station to catch 133 after a long waiting of 249 so often.

In general, we put our plead to the concerning authority Tfl for the extension of bus 133 from its current terminus at Streatham Station to Norwood Bus Garage considerably and to help us to ease our problem and suffering.

Thanking you in advance;  
Nebiyu Tessema & Family's

Alison Clayburn

I am writing in response to Val Shawcross's letter in Southwark News.

I live in Rotherhithe (near station) and use C10 to get to Morley College or Tate Gallery or sometimes Victoria where service ends. It is a unique route (i.e. reaches places other routes can't) and so is heavily used at peak hours, when it is ALWAYS overcrowded.

I am fortunate in not having to use it daily - and not always at peak hours - but for those that do the journey is always uncomfortable. The stretch between Elephant and Castle (probably before this) and Bermondsey station is particularly crowded on weekday afternoons.

I have written to Simon Hughes re this and received info that TFL survey does not find overcrowding. But there is obviously a problem with C10 being a single decker and/or frequency of service at peak hours.

So please incorporate in your own survey.

## **Buses**

Sadly my experience of London's buses has been getting steadily worse over the last few years.

I'm 53 and have arthritis which affects my back and knees. I also have cysts on the sole of one foot. My mobility is limited, standing is painful and my balance is poor. I use a walking stick. I struggle with the many steps in the tube so the bus is my main mode of transport.

I used to have no problems travelling by bus outside peak hours but now buses seem to be busy at all times of the day. I frequently have to stand which is difficult and painful. I've had several really nasty falls on buses over the last year. Standing is always hard for me but it is much harder when the bus is really busy as you can't get a spot where you can brace yourself and it can be difficult to find something you can comfortably hang on to.

The signs ask people to give up seats to people who have trouble standing but I'm afraid they frequently don't. In fact I'd say someone offers me a seat about 40% of the time. My worst fall was just a month after a knee replacement, despite being on two crutches I was standing when the bus driver had to break suddenly. I fell backwards, landing on the ground. Even after the fall no-one offered me a seat.

I no longer ask people to remove bags from seats so I can sit down. People have refused saying their bags are heavy and the last time I asked I was shouted and sworn at. Remarks about disabled people thinking they are special were made.

I try to schedule all appointments to avoid the school run. When I had to travel between 8 and 9am to attend an early morning physiotherapy class I found it almost impossible to get on a bus. They were so full of school children many didn't stop and when a bus did stop there would be a rush of teenagers who

shoved everyone else out of their way. In the end I had to leave at 7.30 and spend 30 to 40 minutes in the waiting room at the hospital.

Overcrowding on the 29 is so constant and so severe that I have simply stopped going to the places I need to use it to get to.

The new bus designs have also made life more difficult. I welcome the fact that buses are now wheelchair accessible but the new designs mean the majority of seats are now up a high step so I can't use them. Often only the disabled seats are at a low level so if I can't get one of these I have to stand. Not even all the disabled seats are accessible as many of them have extremely limited leg room. For people with arthritis in their knees it's at best painful and at worst impossible to bend the knees up that tightly. I regularly use the C11 but it has only 4 seats at ground level of which only one doesn't have restricted leg room so basically there is only one seat I can use making my chances of getting a seat remote.

Regards,

Kirstine McDowall



**Nick Biskinis**

I note on your Twitter and websites you have called for improvements to a number of bus routes for Southwark and Roehampton. I agree: I used to commute to Roehampton University on the 170 and long felt that this single decker route had capacity problems with elderly passengers who lived in housing estates or who were patients at the hospital having to contend with the mass of schoolchildren. I have long felt that the 170 should be re-directed and served by double decker buses as it used to.

However I am e-mailing to ask that you direct some of your effort to securing improvements to buses in your constituency - namely Clapham. Clapham has a deep need for more accessible routes and better direct bus links particularly to St Thomas' and Guy's Hospitals alongside a direct City bus route. The urgency for this is tied to the severe congestion for the Northern Line and the sharp increase in residential developments in Clapham, underlined with an expansion of schools in the area adding to the critical and generational mass of commuters.

For some years TfL had proposed extending the 155 to Moorgate to ensure Clapham and Stockwell had a direct City bus link, but this was annulled in order to fund bus extensions elsewhere. I believe this is a gap in provision that must be resolved: Clapham lost a key City link when the 45 was pulled away from Clapham.

Lambeth Council has become rather lethargic at lobbying for public transport - which is why I would like as my elected representative at City Hall to raise the issue of better Zone 1 bus provision for Clapham.

I look forward to your response soon.

Regards

I've received the attached newsletter since I'm a member of the Bromley Older Persons' Forum and am particularly interested in Bus service provision, with an emphasis on that provided in the London Borough of Bromley.

I write for two reasons:

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1) Is the consultation mentioned in the Bromley Mobility Forum newsletter open to all residents and users, or is it specifically reserved for (?registered?) disabled users?

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2) When I was at the Intergenerational Event run by TfL at the Covent Garden Museum a month, or so, ago, I mentioned two matters (as a) and b), below) to Stephen Golden:

a) My astonishment at the so-called Bromley North Village 'Improvement' Plans - which have just started implementation: particularly in terms of the drastic, permanent loss of bus stop and bus route amenities.

These, clearly, would not be occurring if the Consultation process had included bus users (as the Petition that Assembly Member Murad Qureshi received from me on Monday 29th July shows:

-- in brief, in two hours on Saturday morning, 27th July, at the East Street, Bromley bus-stop, 68 bus users signed a Labour Party approved petition (which I attach) to have the bus stops to be removed, retained:  
hardly any-one declined to sign.

I cc in Murad Qureshi, AM.

This petition evidence clearly indicates that bus users - \*\*who were not in any sense part of the consultation\*\* - have been ignored by the consultation process and by the 'improvement' plan overall.

At an earlier Bromley Mobility Forum meeting the outrage felt by meeting participants (a mixture of disabled people, elderly people and concerned Bromley citizens, generally, was made clear to Chris Cole, responsible staff member for the London Borough of Bromley, and Mario Constantinou, representing TfL (I can share an e-mail sent to them - [chris.cole@bromley.gov.uk](mailto:chris.cole@bromley.gov.uk) and [mario.constantinou@tfl.gov.uk](mailto:mario.constantinou@tfl.gov.uk) - after that meeting, if that would be helpful).

I'd be please to meet with you over this.

b) The general point, as I raised with Stephen Golden - in a very helpful conversation at the TfL Intergenerational event - is that separate 'Bus and Tram' and 'Rail and Tube' user open fora - \*in each London Borough\*, \*run by TfL\* - would be helpful.

Perhaps such a pair of User fora could be set up on a trial basis in the London Borough of Bromley?

(I note from the attached newsletter of the idea of:

"TfL Sub Regional Transport Forum:  
Transport for London are piloting a new style Forum for access and mobility groups within South London to discuss issues with TfL services."

While this may be helpful, Borough-based fora as I suggest have a number of advantages over, say, multi-Borough provisions.)

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Again, I'd be happy to meet with you to discuss these matters.

## ***Alternative Proposals for Bromley North Village and Town Centre Bus Stops and Service***

*John Courtneidge*

*11 April 2013*

- 1) Enhance East Street to Buses, taxis and Emergency Vehicles only, widen pavements, remove on-street car parking, allocate Disabled parking bays and Taxi Ranks in North Street and South Street, provide two warden-monitored loading bays in East Street.
- 2) Make West Street two way from Tweedy Road to Sainsbury's most southerly car park (Walters Yard) entrance, with no vehicular access to East Street. This will enable all north-bound buses to pick up and set down at the two bus stops beside Sainsbury's and thus allow removal of the alighting-only stop, GA, beside the County Court.
- 3) Retain all present bus stops in Market Street and East Street and make Market Square 'Buses, taxis and Emergency Vehicles only', widen pavements, switch Market Square loading bay with Taxi rank outside the Partridge pub.
- 4) Widen pavements on High Street North, consolidate north-bound bus stops (somewhat more north than at present) and, likewise, move south-bound bus stop nearer Cinema and Magistrates' Court.
- 5) Move Old Town Hall bus stop to be opposite the present Glades'/Boots' bus-stops and so make access to Glades' north Car Park smoother for cars – extend the East Street/Market Square 'buses, taxis and Emergency Vehicles only' zone to include Fyfe Way.

### ***Four other aspects mentioned in the meeting, 11 April 2013:***

- 1) The transport plan should, ideally, follow after the land-use plan: one possible redevelopment of the Bromley North area could be a 'Spitalfields in south-east London' idea, with artist and artisanal courtyards, a redeveloped 'anchor' of the Old Town Hall as an indoor collection of bistros, galleries, public gallery, dance space, media centre. This reinvigorated area could well include a 'repatriation' of a Ravensbourne College of Art, Design, Furniture, Media, Fine Art campus, including a Bromley Adult Education campus.
- 2) A tram extension from Beckenham Junction via Bromley North to Grove Park and Lewisham (or DLR to Grove Park, and tram thereon through Bromley North).
- 3) Prioritise Hybrid buses for the East Street bus routes – eventually allowing the 402, 61 and 261 to, perhaps be added – so that the stops at Widmore Road, The Glades form a comprehensive east/west and north/south interchange – particularly valuable for the elderly, those with mobility disadvantages and those wishing to help improve Bromley Borough's air-quality and 'green action' efforts.
- 4) Consider a local bus service along Church Road to Station Road, Shortlands with a 'Buses, taxis and Emergency Vehicles only' segment to Glassmill Lane.

#### ***Contact:***

John Courtneidge  
10 Coleridge House  
79 Bromley Road

Beckenham, Kent BR3 5PA

[john@courtneidgeassociates.com](mailto:john@courtneidgeassociates.com)

0795 099 6418





# Bromley Mobility Forum

## Newsletter July 2013

This is the third edition of the Bromley Mobility Forum (BMF) newsletter and covers both local and regional information which we hope you will find useful.

If you would like an article or information included in any future editions please contact Joanna Frizelle as detailed below.

We would like this to be a two way communication, so if you have issues which you believe the Forum would be able to help with, please contact Joanna Frizelle at [Joanna@tdmweb.com](mailto:Joanna@tdmweb.com) or 0844 330 4578 or via Community House, South Street, Bromley, BR1 1RH.



**Deirdre Brockhouse, Chair, Bromley Mobility Forum**

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## Contents

### News from the Forum

- **Outcome of Bromley Council's Partnership Review**

Bromley Council have been reviewing the way they consult with residents and particularly with voluntary organisations like ourselves who they fund to do consultation work for them.

As a result they are introducing some new groups and stopping funding to others. Unfortunately we



understand our funding will cease in March 2014, so we are unsure of our future beyond this point. However, there is much to do before then and, as you will see from this newsletter, we intend to keep working for disabled and older people to improve access for as long as we can.

- **Bromley South Station**

We hope many of you are enjoying the improved access at Bromley South Railway Station, particularly the new lifts to every platform. We understand that procedures are in place should the lifts break down!



The Ladies, Gents and Disabled toilets are on platforms 3 and 4 and, despite drainage problems, are now open.

You need a RADAR key to open the disabled loo: you can borrow one from station staff if you don't have one.

**Note:** If you would like to buy a RADAR key, they are available from Experts By Experience at Lewis House, Beckenham, Tel 020 8650 2102, for £3.50 each.



We have also noticed that trains are now stopping a long way down the platform resulting in a considerable walk from the stairs/lifts to the shorter trains. Also, once you get past the first section of the platform there is no timetable board, so you have to make sure you read it when you first step onto the platform. We shall be taking these issues up with the train operator, Southeastern Trains.



- **Crystal Palace Station**

Three new lifts with connecting glass walkways were opened at London Overground's Crystal Palace Station on 25<sup>th</sup> March. Other works include improved CCTV, customer information screens, a PA system, and new signage. Previously passengers had to negotiate between 63 and 118 steps from the ticket hall to the platforms.





Lift 1 (serving platform 1) and lift 2 (serving platforms 2, 3 and 4) hold a maximum of 16 passengers, while lift 3 (serving platforms 5 and 6) holds a maximum of 8 passengers.

- **Changes to Bus Routes Serving Nugent Centre**

During the rebuilding of Chislehurst Bridge, some bus routes were diverted along Poverest Road and Cray Avenue. When the bridge reopened last November, it was assumed the buses would return to their original routes, but now Transport for London (TFL) has said it is going to review routes 61 and 273 and might make the diversions permanent. They are planning to carry out a consultation as there are views for and against, so we will keep you posted on this issue!



- **Bromley North Village**

- Works to improve the street environment are starting on 29th July 2013 and will take 18 months. East Street, High Street and Market Square will benefit from new paving, lighting, pedestrian crossings and street furniture, CCTV, seating, trees, and tactile pavements for blind people. Naval Walk will also be improved and Church Road will have a pedestrian crossing put in to make a safe crossing point. Unfortunately, during the works there will be road closures and disruption to bus routes although the work will be done in phases.

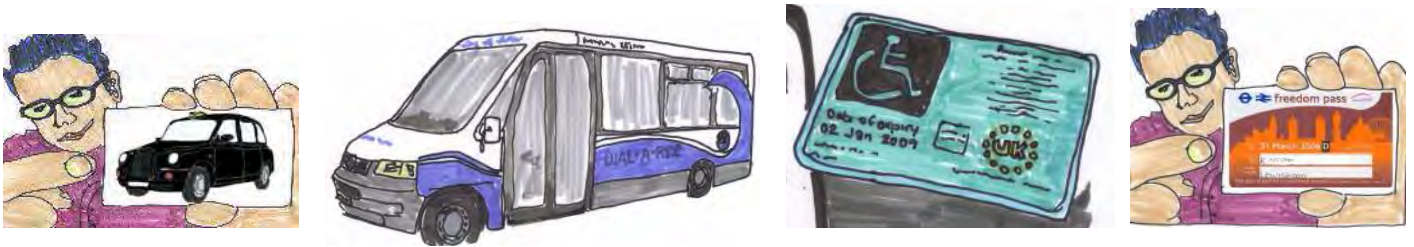
A 'stakeholder officer' will be on the project full time to answer any concerns or questions and there will be a display in Market Square on 20th July about the project.

- Buses using East Street will be permanently re-routed as part of the scheme. We have raised concerns about the bus routes affected and the consultation process itself with Bromley Council and Transport for London and some changes have been made as a result.

- **Bromley South Central / Westmoreland Road**

Redevelopment began on 1st April. Demolition of the old Westmoreland Road car park is now almost complete. Bromley will have a new cinema, hotel, restaurants and housing along with new public space when the works finish in two years time.

- **Bromley Accessible Transport Guide**



If you have not yet got your copy of Bromley's *Accessible Transport Guide* just contact Joanna via the contact details above or visit Bromley Council's website at [www.bromley.gov.uk](http://www.bromley.gov.uk) to download a copy.

This useful free book tells you all you need to know about door-to-door travel schemes like Taxicard and Dial-A-Ride as well as Freedom passes, Blue Badges, the Motability Scheme and much more.



Transport for All provides information and advice for disabled transport users in London. We also have copies of their booklet *Get Moving* which is a practical guide to London's transport services for disabled and older people. If you prefer to download a copy, go to

[www.transportforall.org.uk/services/guide/get-moving-our-guide-to-london-transport](http://www.transportforall.org.uk/services/guide/get-moving-our-guide-to-london-transport)

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## Other Local News

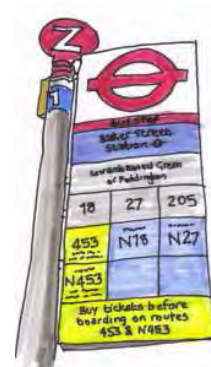
- **WRVS Community Transport South East London**

This is a friendly, door-to-door travel scheme for people 55 and over, designed to help you stay independent. You can use it to attend health appointments as well as visit family and friends or go shopping. Some volunteers use their own cars whilst others use WRVS lease cars. The cost is mileage-based and will depend on whether it's a one off or regular journey. To find out more, ring 0845 600 5885 or visit [www.wrvs.org.uk](http://www.wrvs.org.uk)



- **Age Friendly Bus Stops Campaign**

Council on Ageing's Older Peoples Panel has developed a wish list for an Age Friendly Bromley. As ever, transport is central to maintaining independence and members decided to research bus stops, highlighting those which are inappropriately placed, inaccessible or particularly difficult for older people. This survey will form the basis of discussion with both TfL and Council representatives at a meeting in August.



- **Bromley Council Taxi Card Scheme**

This scheme is advertised with an allowance of 8 journeys per month rolled over. This means that between the beginning of April one year and the end of March the following year, you can take 96 journey whenever you want to take them. And don't forget Bromley allows double swiping, which means

Taxicard users can swipe their cards twice in a single trip and use two trip allocations to cover one long journey.



- **Blue Badge Renewal**

Just a brief reminder that you need to allow 10 weeks for getting your Blue Badge renewed, so make sure you get your application in, in good time so you aren't left without one!

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## **Wider News**

- **TfL Mobility Aid Recognition Scheme**

TfL have introduced a Mobility Aid Recognition Scheme to help anybody with a mobility aid wanting to use London's buses. It applies to mobility scooter users, as well as those with manual or powered wheelchairs, mobility walkers or push-along shopping trolleys, where these are used as a mobility aid. As only certain models of mobility scooter can fit on London buses, you should check first.



To join the scheme, contact TFL's Travel Mentoring Service. If your mobility aid is suited to bus travel, you will be given a Mobility Aid Card which you can keep with you and show to bus drivers so they know your device is suited to bus travel.



If you want further advice or have any questions about the scheme, including whether or not your mobility aid is suitable for bus travel, please call the Travel Mentoring Team on 0203 054 4361 or email [travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk)

- **£10 replacement charge for Freedom passes**

You may recall last Summer we held a meeting as part of London Council's consultation around charging for lost or damaged Freedom Passes. Despite 30% of London-wide consultees being against this change, London





Councils, which runs the Freedom Pass on behalf of the capital's 33 boroughs, introduced a £10 replacement charge where passes are lost or damaged.



A charge will also be made to replace Freedom Passes which are claimed to be faulty but a refund will be offered if a test proves that the pass was actually faulty.

If a crime reference number is provided, no charge will be made to replace a stolen Freedom Pass, otherwise it will be deemed to have been lost.



The charging policy will be reviewed in Autumn 2013.

- **Free 60+ Oyster Card**

Last November saw the introduction of the new 60+ London Oyster Photocard . The new scheme fulfils Mayor Boris Johnson's pledge to bridge the gap for older Londoners since the age of eligibility for the London Council's Freedom Pass was raised by the Government. The new card give you free travel on TfL services and some national rail services 24 hours a day, seven days a week and it will also allow you free travel outside of morning peak hours on other national rail services in the capital.



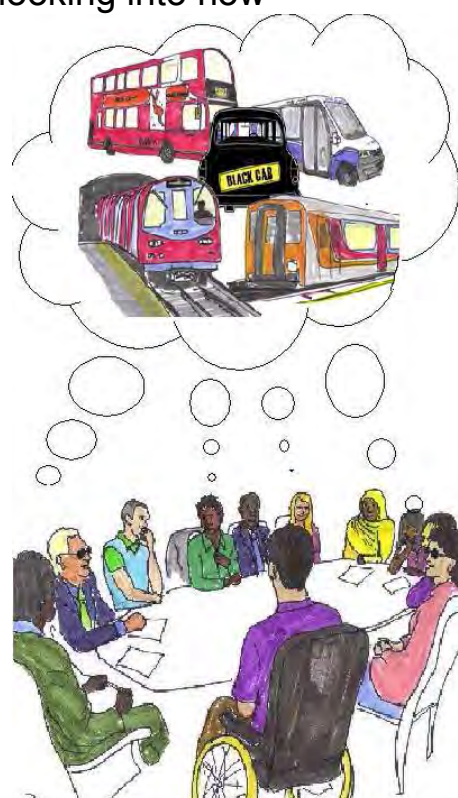
- **Changing Places Toilets**

For some people with profound and multiple learning and/or physical disabilities, standard disabled toilets do not meet their needs. So the Changing Places Consortium campaigns for specialized loos with more space and extra equipment like a

changing bench and hoist, commonly called Changing Places Toilets. We are trying to find out if there are any such toilets in the Borough, so if you know of any, please let us know and we will pass it on!

- **Transport Committee Launches Investigation Into Bus Services**

London Assembly Transport Committee is looking into how Transport for London (TfL) is planning to meet the growing demand in bus journeys as more people including disabled and old people are using buses. If you have views on how TfL should respond to the changing demand for bus services, you can email the committee by sending an email to [ross.jardine@london.gov.uk](mailto:ross.jardine@london.gov.uk) **before the 31st August** and copy in Transport for All: [Contactus@transportforall.org.uk](mailto:Contactus@transportforall.org.uk). Transport for All provides information and advice for disabled transport users in London.



### **Involvement in Wider Forums**

As we know, the need for accessible transport doesn't stop at our Borough boundaries, we also need to be able to get to and through London and beyond. To encourage linkages between boroughs and address London-wide issues, we now have representation on two wider Forums:

TfL Sub Regional Transport Forum:

Transport for London are piloting a new style Forum for access and mobility groups within South London to discuss issues with TfL services.

Transport for All (TfA ) Pan London Mobility Forum  
This group is made up of access and mobility groups from across the Capital and looks at London wide access issues, whoever the service providers.

We have also recently been invited to attend Bromley Council's Public Liaison Transport Group made up of Councillors, officers and representatives from transport service providers to discuss issues affecting the Borough from outside and within.

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We would like to say a big thank you to Experts by Experience for the use of their images in this newsletter!



# SAVE OUR BROMLEY BUS STOPS!

URGENT! PETITION TO TRANSPORT FOR LONDON

AND COPY TO BORIS JOHNSON, GREATER LONDON ASSEMBLY, MAYOR

'We don't want our bus stops in Bromley Market Place and East Street taken away! We want our buses to continue to serve East Street. So, we want TfL to stop the present consultation and to come to a Community-led planning meeting to improve on the Bromley North Village proposals.'

NAME (PRINT)	EMAIL ADDRESS/PHONE NUMBER	ADDRESS (Including Post Code)	SIGNATURE

The Labour Party may contact you using the details you have supplied. If you prefer us not to contact you using particular personal details please write to the address below.



31st July 201~~2~~3

Ms Valerie Shawcross  
Greater London Assembly  
City Hall  
The Queen's Walk  
London SE1 2AA

Dear Ms. Shawcross,

375 Bus Route to Havering atte Bower, Romford, Essex

I am sorry to be troubling you once again but a colleague at the Havering Forum for the Over 50's has informed me of a rumour that the above service to the Village of Havering is likely to be discontinued since the contract is due to come to an end.

There are over 500 families in the Village, many of whom are elderly and unable to drive. The village is situate 4 miles from Romford Town Centre so the cancellation of this service is of great concern to them.

Further, there is a Hospice at the Village, two pubs and a Wildlife Centre, all of which depend on a regular service.

The service is rather sparse but very necessary to the elderly and handicapped so we would be grateful if you could look into the matter and if the rumour has foundation in fact, make representations on behalf of the villagers so that they are not entirely cut off from the nearest town. I am copying this letter to Mr. Tom Copley at the GLA and Mr. Roger Evans (who is the London Borough of Havering representative at the GLA) and Transport for London. I have been in touch by telephone with Transport for All and await hearing from them and your good self with any help you can offer.

Yours sincerely,



JOAN GRANT (Mrs)

RECEIVED

SECRETARIAT

24th June 2013

Dear Sir / Madam

I am writting to you about your investigation into bus services in London. Since 2006 we have been asking T.F.L to bring a single decker bus called the u7 onto our estate. We want T.F.L. to add just four minutes to its running time. We do not want it to be taken from anyone else who uses it at this present time. This bus runs from Uxbridge bus garage to Lombardy retail park. But most important it stops at our local hospital Hillingdon hospital. T.F.L. has refused our requests. Our m.p. mr John McDonnell has supported our request and written letters to T.F.L. as have our three ward councillors. In December 2011 we started up a new petition we had 425 signatures on our petition T.F.L. would not even attend local meetings they were invited to. We are told every year by T.F.L. to get out of our cars and use public transport be green enviromentolly friendly we can only do that if we have the buses available to us. Give us the buses and we will use them. As I am sure you are

aware we have an ageing population. As you get older you need to use your local hospital more. At this moment we have to walk five minutes to a bus stop, catch a bus to Hayes town, then change to another bus to Hillingdon hospital. Four minutes to bring the U7 on to our estate would be wonderful. A direct bus route to our local hospital would be a god send and make such a difference to families lives. The U7 bus travels down a road called Kingshill Avenue if the U7 carried on it could turn onto our estate. T.F.L. will not even give us a six months trial. This bus travels to Uxbridge shopping centre so residents could spend money in the shops. In the autumn and winter if you have an appointment at the hospital at 3.45 P/m or 4 P/m in the afternoon you are travelling back home in the dark. I do not know many pensioners who want to be out in the dark at night do you? I have written to our mayor Mr Boris Johnson and Isobel Dedring at city hall but got no reply. Caroline Pidgeon was kind but could not help me. Only Dr Onkar Sahoti has been kind enough to try to help us. I am told by a Mr Leon Daniels from T.F.L. we live in tight finance times no money is available. When our mayor wants money for bike schemes or the new 318 route master bus

finance is made available. When we received our local rates bill this year a page was devoted to our mayors promises for London boroughs. One promise made by our mayor is for up to six hundred new buses. Where will the money come from T.F.L. have no money. T.F.L. does not listen to the communities the people who use their buses. In 2012 3rd May we were asked to have our say in local elections. If people do not bother to vote maybe it is because no one in power is listening to what Londoners want nor cares. Does anyone at T.F.L. or the London Assembly care about pensioners and families needs? When I watch the news programme at 6<sup>00</sup>/c in the evening I am struck by how many empty buses can be seen in the background when the news goes to a outside broadcast. We need buses in the outer London boroughs as well as in the inner London boroughs. I once heard a spokes person for T.F.L. explain the new route master bus was what the public wanted, and T.F.L. give the public what they want. Does anyone believe that. Do the views of pensioners and local families count for so little we use the buses. Who has the power to grant certain estates access to bus routes and other estates are not afforded the same privileges. People will

use public transport if only it was given to us made available. It is not rocket science. Getting to your local hospital is so important to be able to use one bus instead of a five minute walk and then two bus journeys, Or maybe over 400 local people are wrong. Thank you to who ever is reading my letter, I am very gratefull. Maybe you can get T.F.L. to review its decision we cannot get T.F.L. to listen no matter how many letters I write. Do the families the pensioners in the London boroughs not deserve a say in where local buses run?

Yours Sincerely

Miss CM Evans

I would be very grateful if you could help us in any way with advise. Letters to T.F.L. are useless. My phone number is

0208 841 8203

Yours Sincerely

Miss CM Evans



NOTE 181

LEWISHAM TO GROVE PARK

RECEIVED

12 JUNE 2013 AM

AGAIN SERVICE CURTAILED LOWER SYDENHAM

IF FOR OPERATIONAL REASONS THE OPERATOR  
CURTAILS THE SERVICE AT LOWER SYDENHAM  
LEAVING PASSENGERS LOWER SYDENHAM TO  
DOWNHAM AND BETWEEN ABANDONED, IN THESE  
CIRCUMSTANCES SEEMS SENSIBLE CURTAIL  
SERVICE GROVE PARK TO LEWISHAM AT  
LOWER SYDENHAM AND RETURN BUSES TO GROVE PARK  
ORDER SERVICE CONTINUES LOWER SYDENHAM  
TO DOWNHAM

BARRY T. LANGRIDGE

LONDON BUSES



~~4th~~ AUGUST 2013

### KEEPING LONDON MOVING

I am writing to complain about the disruption to the bus services, due to today's cycling event. No doubt the thousands of cyclists enjoyed themselves but I wonder how many people were unable to attend places of worship, visit sick relatives in hospital or at home, places of work, including medical staff, or other recreation events being held, due to large chunks of the bees network not running.

I saw one family, with several large suitcases, badly advised by a bus driver outside Clapham Junction Station.

They wanted to go to Battersea Bridge. Encouraged by the driver they boarded but the bus went only as far as the southern end of Battersea Bridge Road, at least ten stops from their destination!

2.

There were in fact no buses

travelling as far as the bridge. Anyone ~~to~~ visiting Cheek + Westminster Hospital would have to walk to the bridge, cross it, then a further walk along Beaufort Street and into Tulkham Road. O.K. for an Olympic Athlete, but what about an elderly disabled person?

I understood a similar problem took place in Vauxhall Bridge Road as there were no buses from Vauxhall/Pimlico to Victoria.

There are hints in one newspaper that this could become an annual event. I would not vote for any ~~part~~ political party / mayor that would allow this.

Perhaps you could tell me the cost of the police needed for this event!

3.

The MPS budget is being cut and police stations are being closed. It does not make sense to add to the burdens of the police in this way.

As a final thought, I understand that L.B. Lambeth have 'spot times' for people dropping cigarette ends outside Stockwell Underground Station. I look forward to the day when the mayor has a similar scheme for cyclists, who ride on the footway, contrary to the Road Traffic Act, enforced by Civil Enforcement Officers. (not MPS)

D.W. Dunstan

GET THE BUS STOP PUT BACK  
AGAIN NEAR MAIN SHOPS

15 JUNE 2013

RECEIVED

DEAR SIR

22 JUL 2013

I AM WRITING TO CALL YOUR ATTENTION  
TO BEING LEFT STANDED IN MY WHEEL  
CHAIR AT THE TOP OF A HILL  
THE ROUTE 295 TO CLAPHAM JUNCTION ~~CH~~ STAND  
THE BUS STOP, AND APPEAR UNDOLY CONSIDER  
AT WESTBOD GROVE GARAGE ALL THIS TOOK  
PLACE OVER NIGHT, AND WOULD LIKE YOU  
TO PUT THE 295 ON ROUTE WHERE SHOPS ARE  
IT AFFECTING ME FROM GETTING TO SHOPS  
THE BUS COMPANY TEL CARE NOTHING FOR  
THE OLD SICK DISABLED AND PEAPED IN  
WHEELCHAIR, AND I DONT THINK IT RIGHT

HOPING YOU CAN

HELD MP D MONK

SANDY END FUCHAM

## Bus User

I have watched the webcast of the recent London Assembly Transport Committee meeting which was attended by representatives from TfL, Stagecoach and others to answer a range of questions relating to the Committee's scrutiny of bus service planning and how the network will cope with further increases in ridership. Some of the answers given were quite interesting, partly for what they didn't say. In case it helps the Committee's scrutiny work, I would like to offer a few comments (if I am not now too late to do so):

### **Coping with growing demand**

Leon Daniels quoted a couple of figures about growth. If I have remembered the figures correctly, the number of passengers has grown over recent years by 38%, but the network mileage has only needed to increase by 23%. I don't believe that should give any comfort at all that buses will be able to continue to absorb growing numbers of passengers without increasing mileage, for two reasons:

- Some of that previous passenger growth will have been absorbed by existing spare capacity in the bus network. That spare capacity which has now been used cannot be reused to absorb further additional passengers.
- Some of the passenger growth has been absorbed by converting routes from single-deck to double-deck operation (route 78 is an example of this, and I know you fought a long battle to get the extra capacity added there). Unless the Mayor decides to give bendy buses a try (and I can't see that happening!) further capacity can't be added to double-deck routes without increasing the frequency. There are still some routes which are generally operated by single-deckers but on which there are no height or weight restrictions, but the opportunities to add capacity by converting more routes to double-deck are becoming fewer and fewer.

### **Adherence to contract/tendering cycles**

One of the questions asked was whether contract and tendering cycles determine when routes can be altered. I believe Leon quoted a figure of hundreds of route changes happening mid-contract. However, what is not clear is how many of those changes are significant, affecting the structure of the network (i.e. new routes, or routes being extended or diverted) and how many are less significant (a minor rerouteing to deal with a change to, say, a one-way system, or a minor tweak to the timetable). Could I suggest a series of questions which might help to tease this information out of TfL or the Mayor?

For the current financial year and each of the previous financial years since... (perhaps, 2008/09 to coincide with Boris Johnson being elected?):

- How many new bus routes were introduced? Please indicate how many of those were introduced by varying an existing contract.
- How many bus routes were withdrawn? Please indicate how many of those were withdrawn by varying an existing contract.

- How many bus routes were extended or diverted, to result in them serving at least three bus stops in each direction which they had not previously served? Please indicate how many of those extensions or diversions were implemented by varying the route's existing contract.

*(NB: by asking for a minimum of three bus stops in each direction, this then ignores minor changes to bus stopping arrangements)*

- How many bus routes were shortened or diverted, to result in them ceasing to serve at least three bus stops in each direction? Please indicate how many of those were implemented by varying the route's existing contract.

*(NB: this may capture some of the withdrawals from Oxford Street – e.g. routes 15, 113 and 176)*

- How many bus routes had their hours of operation extended by at least two hours per day, or days of operation increased? Please indicate how many of those were implemented by varying the route's existing contract.

- How many bus routes had their hours of operation shortened by at least two hours per day, or had their days of operation reduced? Please indicate how many of those reductions were implemented by varying an existing contract.

- How many bus routes had an increase in peak hour passenger capacity of 10% or more? Please indicate how many of those increases were achieved by varying an existing contract.

*(NB: this can be either by introducing bigger buses or increasing the frequency of the service, or both)*

- How many bus routes had a reduction in peak hour passenger capacity of 10% or more? Please indicate how many of those reductions were achieved by varying an existing contract.

*(NB: this should capture several of the routes converted from bendy buses – I believe the 12, 73, 149 and 436 may all have suffered capacity reductions)*

- How many other changes to bus services, not captured by the questions above, were made? Please indicate how many of those changes were achieved by varying an existing contract.

## **Routes or flows?**

In giving evidence, Clare Kavanagh stated that when planning bus services, TfL considers passenger flows first, and the actual bus routes at a late stage in the process. The route 343 case study may also be relevant here.

With our experiences here in North Peckham over recent years, I have to say I am not convinced by Clare Kavanagh's statement. As you know, a very large number of passengers boards (or attempts to board) route 343 in the morning peak in Southampton Way, Wells Way and through the Aylesbury Estate. A significant proportion of those passengers get off at Elephant & Castle. I suspect that many then change either onto the tube or onto other buses to continue their journeys. Yet TfL has so far refused to do anything other than to tweak the timeable on the existing 343 route, stating that the route offers interchange onto other services

at Elephant & Castle. To me, this suggests a reluctance to alter the route network structure to reflect passenger flows.

When the 343 was reviewed in 2009, overcrowding had been identified and a change to the 343 timetable was assessed. This took account of benefits from tackling the overcrowding between Southampton Way and Elephant. At around the same time, route 168 was also reviewed, and an extension of the 168 to Peckham was assessed. Having made Fol requests to understand how the 168 extension was assessed, I can find no evidence at all that it took account of benefits from tackling the overcrowding between Southampton Way and Elephant. In other words, benefits were ascribed to a timetable change to the (existing) 343, but may not have been ascribed to an alternative proposal, to extend the 168.

With this in mind, either the process described doesn't exist, or it was not properly followed in the case of the 343 (which then begs the question, how often is it not followed properly? What assurance is there that it is followed?)

I hope these comments will be of some help to the scrutiny work. I will be very interested to read the report when it is published.

Best wishes as always,