

Appendix 1



(<http://Have your say>)

Central London Bus Services Review

Closes 9 Nov 2018

Opened 28 Sep 2018

Contact

consultations@tfl.gov.uk

Overview

We are proposing to make changes to 33 bus routes, including alterations to night services and the introduction of a new route. These routes run across London, but the majority of changes take place in inner and central London.

These proposed changes would help to make the bus network simpler and more efficient and would ensure our resources are invested in the right locations.

These proposals are subject to a public consultation and we are keen to hear your thoughts on how these changes could impact on you.

The closing date for comments is **Friday 9 November 2018**.

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What is proposed?

The way people travel around London is constantly changing. We need to have a public transport system that adapts to varying demand, while supporting economic growth and allowing Londoners to live, work and enjoy life in the Capital.

Buses play a unique role in the life of London. They are the most accessible form of public transport and they provide the widest and densest network of travel options for distances that are too long to walk or cycle. Good reliable bus services are fundamental to how our customers move around the city.

The bus network is crucial to London's continued economic and social development, and will be vital in meeting the Mayor's Transport Strategy target of 80 per cent of journeys being made using sustainable transport options by 2041.

In 2016 the Mayor introduced the Hopper fare which has already helped millions of passengers make affordable bus journeys across London. The Hopper fare allows Londoners to make multiple journeys within one hour at no extra cost.

The Mayor's Transport Strategy also stated the importance of making the most of the flexibility of the bus network to reduce and remove existing services where they are no longer required in central and inner London and use this capacity to provide new or improved services in outer London.

Our customers are now finding that they have a number of new travel options that are quicker, easier and more accessible when compared to their existing bus journeys. This change in bus use is most pronounced in Central London and the map below illustrates how many people are using our buses and how this has changed considerably during the period 2014/15 – 2017/18.

Map of Turkey showing the percentage change in the number of people aged 65 and over between 2008 and 2023 by province. The map uses a color scale from green (positive change) to dark red (negative change).

Legend:

- >0%
- 2% to 0%
- 4% to -2%
- 6% to -4%
- 8% to -6%
- 10% to -8%
- <-10%

<https://consultations.tfl.gov.uk/buses/central-london/?cid=central-london-bus-consulta...> 11/10/2018

To further address the fall in demand and improve customer experience we need to tackle specific challenges that exist with the bus network. These challenges include:

1. **Parts of the network are inefficient** - We are not currently making the best use of the bus network with some parts of Central London experiencing an over supply of buses when compared to customer demand. For example there are over 100 buses an hour travelling through Kingsway, with many buses running with significant excess capacity.
2. **Some services are unreliable** – By running too many excess buses we add to the problem of congestion on London's roads. Congestion not only slows down bus journey times but can also make our services less reliable. When services are slow and unreliable customers will look for alternative means of transport.
3. **Our network can be over complicated** - where we have multiple routes serving the same area our customers can find it difficult to understand their best travel option. Customers need to understand which route offers them the fastest and most reliable service to their destination.
4. **Our resources are not deployed where they are needed most** – One of the strengths of the bus network is that it can be adaptable and flexible when the needs of our customers change. This flexibility will allow us to reduce or remove services where demand is falling, while affording us the opportunity to re-shape the network where we see an increase in demand e.g. in Outer London where growth in housing is on the rise.

To start to address these challenges we are proposing to make changes to 34 bus routes, including alterations to a small number of night services and the introduction of a new route. These routes run across London, but the majority of changes take place in inner and central London.

These proposed changes would help to make the bus network simpler and more efficient and would ensure our resources are invested in the right locations.

These proposals are subject to a public consultation and we are keen to hear your thoughts on how these changes could impact on you. You can respond to the consultation and let us know your views on the proposed changes by completing the questionnaire on this website.

You can also submit a response by writing to us via email or post. Our email address is consultations@tfl.gov.uk and our postal address is FREEPOST TFL CONSULTATIONS.

The closing date for comments is **Friday 9 November 2018**.

Please get in touch using the details above if you would like this information in alternative formats.

The following sections describe our proposals in more detail.

How will passengers be affected?

We are planning to reshape the bus network to make it simpler and more efficient. We propose to do this by:

- Restructuring routes
- Curtailing i.e. shortening routes
- Withdrawing 3 routes, or
- Increasing or decreasing the frequency of the routes in scope

We are also proposing to introduce one new route.

Where we propose to shorten or withdraw a route, customers will need to change on to an alternative service to reach their intended destination. This can be done at no extra cost due to the Hopper fare, as long as the change is made within one hour of departure. We anticipate that only a small proportion of interchanges would fall outside of an hour, well under 1% of trips.

A summary of the routes in scope and the change that we propose can be seen below:

	Central London Route changes
Frequency reduction	53*, 59*, 149**, 205*, N205*, 242*, 388*, 476*
Frequency increase	26, 35, 46, 149**, 242**
Curtailment (shortening a route)	3, 11, 14, 19, 45, 53*, 59*, 67, 134, 171, 172, 388*, 476*
Route restructuring	4, 9, N9, 22, 40, 55, 76, 100, 205*, N205*, 242**, 341, 343
Withdrawal	48, 271 (night service) , RV1
New route	311 (new route)
Total	Note some routes appear twice above, there are 34 individual routes affected

*Some routes appear in multiple categories

** Route 149 and 242 have reductions and increases in frequency

The impact of these changes would be an overall reduction in central and inner London bus kilometres of around 9 per cent. We anticipate that there would be a marginal increase in customer journey times of around 1 per cent. There may be greater increases for some of our customers and we would like to hear about any issues with your journey in your consultation response.

Where we propose a curtailment, route restructuring or withdrawal, some customers will need to change bus to reach their destination. We have designed these proposals to keep the number of these customer interchanges to a minimum.

To help ensure customers can interchange safely we:

- Carefully plan interchanges and bus stop arrangements to make changing bus as simple as possible;
- Focus any new route interchanges at locations that already provide good passenger facilities e.g. shelter, quality of information, and pavements wide enough to accommodate additional customers;

- Work with boroughs to enhance signage, wayfinding and the public realm at existing and new interchanges if required; and
- Brief bus drivers to ensure they are able to assist customers where new interchanges have been introduced.

We recognise that customers who would need to interchange may have some specific views on how this will impact on their journeys. We are keen to understand any journey specific issues that may arise. This feedback can be shared through the consultation process.

Overall, the routes that we propose changing cover nearly 500km of road in London. Of this, just 0.4 per cent of these roads (around 2km) would no longer be served by buses as a result of our proposed changes.

Impact on protected groups

We have undertaken an Equality Impact Assessment (EqIA). The EqIA examines what impact (positive or negative) all of the proposed route changes have on customers with characteristics protected by the Equality Act.

We consider the impacts of bus service change proposals on equality groups throughout the planning process, ensuring, where possible, effective mitigations are in place where no viable alternative is available. This EqIA can be found here

https://consultations.tfl.gov.uk/buses/central-london/user_uploads/central-london-bus-service-change-proposals-eqia.pdf

We would like to hear your view on our EqIA and the mitigations it suggests. A question on the EqIA is included in our consultation survey.

Many of the proposed changes are connected so we have grouped them to make it easier to understand what is proposed. Using the links below you can find out more about each proposal.

Tottenham Court Road (/buses/911d09c6)

- Route 14
- Route 134

King's Road, Piccadilly, Shaftesbury Ave (/buses/f28a1e04)nue (/buses/f28a1e04)

- Route 9 and Route N9
- Route 11
- Route 19
- Route 22
- Route 311

Whitehall and Westminster Bridge (/buses/16b1c48f)

- Route 3
- Route 53

Waterloo to Fleet Street (/buses/917a3e5f)

- Route 4
- Route 172
- Route 341

Euston Road (/buses/86debfa)

- Route 59
- Route 476

Marylebone Road (/buses/0dc6c7c4)

- Route 205 and Route N205

Kingsway (/buses/5bb9bb24)

- Route 171

Kingsland Road (/buses/a543b5a7)

- Route 67
- Route 149
- Route 242

Blackfriars and London Bridge (/buses/32943d3b/)

- Route 35
- Route 40
- Route 45
- Route 46
- Route 76
- Route 100
- Route 388
- Route 343
- Route RV1

London Bridge and Hackney Road (/buses/07b2b33c)

- Route 26
- Route 48
- Route 55

Holloway Road (/buses/1e22c2e8)

- Route 271 (night service)

When would these changes start?

If we decide following consultation to go ahead with these proposals then they could be introduced in spring 2019.

Have your say

We would like to know what you think about our proposals for the central London bus network

We will analyse and consider all of the responses received to the consultation, and publish our response in due course. We make our final decisions based on feedback received through the consultation alongside technical constraints and requirements, including financial, legal, safety and technical issues.

The timing and implementation of all the proposed changes are, of course, subject to the outcome of this consultation, further approvals and the availability of funding.

Please give us your views by completing the online survey below by **Friday 9 November 2018**.

Alternatively, you can:

- Email us at consultations@tfl.gov.uk (<mailto:consultations@tfl.gov.uk>)
- or write to us at FREEPOST TFL CONSULTATIONS

You can also request paper copies of all the consultation materials and a response form by emailing consultations@tfl.gov.uk, writing to FREEPOST TFL CONSULTATIONS, or calling 0343 222 1155. Please get in touch using the details above if you would like information in alternative formats.

Have your say

Online Survey

(<https://consultations.tfl.gov.uk/buses/central-london/consultation/>)

Related

Route RV1 - Review of Usage and Service Planning
(https://consultations.tfl.gov.uk/buses/central-london/supporting_documents/routerv1reviewofusageandserviceplanning.pdf)
963.6 kB (PDF document)

Central London Bus Services Consultation - Supporting Material (updated 4 October 2018) (https://consultations.tfl.gov.uk/buses/central-london/supporting_documents/centrallondonbuservicesconsultationsupportingmaterial.pdf)

527.6 kB (PDF document)

Central London Bus Service Change Proposals - EQiA

(https://consultations.tfl.gov.uk/buses/central-london/supporting_documents/centrallondonbuservicechangeproposalseqia.pdf)

778.4 kB (PDF document)

Areas

All Areas

Audiences

Anyone from any background

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