

Our Ref:

Your Ref: GB/0910/Stage1/0707

11th September 2007

Peter Bradley
Head of Stakeholder Engagement
Transport for London
5th Floor
84 Eccleston Square
LONDON
SW1W 1PX

Dear Peter,

2009/10 Bus Service Tendering Programme – Stage 1 Consultation tranches 268 to 270

Thank you for inviting us to comment on the proposed bus tendering programme for 2009/10. I am writing in response to your predecessors' letter to us. London TravelWatch has canvassed the opinions of its members and of local authorities, MPs, London Assembly members and user groups in coming to a considered response to your document. This has been done despite the difficulties that the change of timing within the year of your consultation has caused. This has resulted in a substantial reduction in the number of comments that we received in comparison to previous years. We would urge you therefore to reconsider your decision to move the consultation period for such an important document to the 'Summer school holiday' period when many local authorities and user groups do not meet. We also asked you to provide us and the boroughs with equivalent patronage data to that which you have previously provided, but you have not done so, and this limits the ability of us and other stakeholders to make an objective judgement on the merits or otherwise of any suggestions for route alterations that are put to us. I attach a copy of a suggested format that would be helpful to us, and which I hope would be relatively easy for TfL to produce.

I have set out our observations in the attached appendix in order of tranche.

I hope that these comments are constructive and helpful in your deliberations. If you have any queries please do not hesitate to contact me at the above address.

Yours sincerely

Tim Bellenger

Director - Research and Development

Direct Dial: 020 7726 9959

Fax: 020 7726 9999

Switchboard Telephone: 020 7505 9000

Email: tim.bellenger@londontravelwatch.org.uk

Appendix 1.

Route 463 – tranche 268.

You will be aware of our two long standing aspirations for this service, namely the introduction of a Sunday service and secondly an extension to Coulsdon South station. Route 463 serves some substantive areas which do not have alternative Sunday services provided and it also serves the Beddington Farm retail area. As you know the growth of retail sales on Sundays has been one of the key drivers of patronage growth of bus services on this day of the week, it would therefore seem appropriate to reconsider the provision of a Sunday service on this route. Coulsdon South station is an important station for the areas covered by route 463 especially in regard to accessing employment at Gatwick Airport and education facilities in Redhill and Reigate, which other stations in the area do not have direct services to and would require a change of train at Purley or East Croydon.

In addition you will be aware of the proposals by Network Rail and the London Borough of Merton to open a station at the Eastfields level crossing in Mitcham, near to the current terminus of route 463. This new station will be served by a number of rail services to central London and beyond. Route 463 will fulfil an important role in providing access to this station when it opens, which will generate substantive additional usage on the route. In this regard we would also ask you to consider providing a link to the station from the Sandy Lane / Streatham Road area and Tooting. The station is likely to open before the expiry of the current contract.

Routes 35, N35 and 40 – tranche 269.

We are aware of the redevelopment of a number of areas along these routes, and feel that would be merit in re-examining the structure of these routes and others not currently subject to tendering at this time such as the 42 (you may wish to consider adding this route to this tranche) and 78 with a view to enhancing links between Camberwell, Elephant & Castle to Commercial Street and Spitalfields, and providing an equivalent daytime link to the N35 between Bloomsbury, Clerkenwell Road, Old Street and Bishopsgate / Liverpool Street station.

These routes also need to be reviewed in the light of the construction of the Thameslink upgrade and the East London Line extension which will be carried out during the period of the contract for these services.

Route 54 – tranche 269.

You will be aware of our previous concerns regarding the poor interchange facilities at Elmers End between this route and the Croydon Tramlink network. In the light of these there is continued local pressure to reinstate route 54 over its previous routeing to central Croydon. This route also needs to be reviewed in the light of the construction of the Thameslink upgrade which will be carried out during the period of the contract for this service.

Route 75/N75 - tranche 269.

This route serves a number of areas which have the highest level of deprivation indices in Lewisham, Bromley and Croydon boroughs and we would like to see better linkages between these areas and the employment and retail opportunities at Beddington Farm and

Croydon Airport could be made. This route also needs to be reviewed in the light of the construction of the Thameslink upgrade and the East London Line extension which will be carried out during the period of the contract for these services.

Route 345/N345 – tranche 269.

This route provides important linkages between South Kensington and a number of inner South London areas such as Clapham, Stockwell, Brixton, Camberwell and Peckham, many of which have multiple indices of deprivation. These areas have poor transport links to many of the new areas of employment in Docklands such as Surrey Quays and Canary Wharf. We would like to suggest therefore that providing a direct link between say Brixton, Camberwell, Peckham and Surrey Quays / Canada Water might address some of these needs, which have already been identified as necessary under phase 2 of the East London Line extension. As an alternative you might wish to consider whether this link should serve some of the areas exclusively served by route 42 instead (see comments above on routes 35/N35 and 40). This route also needs to be reviewed in the light of the construction of the Thameslink upgrade and the East London Line extension which will be carried out during the period of the contract for these services.

Routes E1 / E2 / E3 / E5 / E7 / E8 / E9 / E10 – tranche 270.

You will be aware of a number of our long standing concerns about the adequacy of the current network of local routes meeting the needs of parts of the London Borough of Ealing, particularly in relation to Southall and Acton where there are areas of severe social deprivation and social exclusion. Local users groups have consistently voiced concern that TfL has not been listening to the local community in the provision of services in these areas.

Firstly, in relation to routes terminating at Greenford, Red Lion (E1 / E2 / E3 / E11), there are concerns about the poor interchange with services toward Southall because of the need to cross several busy roads between stops and it would be helpful if common stops could be established on the Ruislip Road to facilitate this.

Secondly, there are a number of links that are not provided by the current network such as between the Smiths Farm estate and Southall (Centre, Station and South areas), and between the central area of Southall and Thorncliffe Road and Tentelow Lane areas of Norwood Green. It would also be helpful to link these areas to the business parks and Ealing Hospital on Uxbridge Road.

Routes E2 and E8 currently terminate at the Metrolink bus depot in Courthouse Lane, Brentford. More useful terminating points would be either the Gillette Corner Tesco Store or the West Middlesex Hospital. This latter destination would benefit from the better interchange with the Piccadilly line that this extension would facilitate.

We note the concerns expressed locally about the lack of capacity on the Uxbridge Road main services (83/207/427/607) between Southall and Acton. Although not part of this review we would urge TfL to pursue in particular the introduction of a Sunday service on route 607. We are also aware of the concerns about the large number of terminating buses in the Ealing Broadway area and to this end would suggest that a diversion and extension of route E8 from Ealing to the vicinity of Acton Central station via Ealing Common is considered, so as to provide additional capacity between Hanwell and Acton. We would also support the view of the Ealing Public Transport Users Group that route 112 should be diverted via

Madeley Road to Ealing Broadway and then via Uxbridge Road and Gunnersbury Avenue to the Chiswick Park development.

On route E5, there is a new surgery / health facility opening on the site of the old library in Jubilee Gardens, and so it was suggested that instead a rerouting of the E5 be considered to serve this new facility i.e from Carlyle Avenue, Thurston Road, Allendale Avenue, Cornwall Avenue, Allenby Road, Dormers Wells Lane and line of route.

South of Southall Station there is concern about accessibility to Dudley Road, Spencer Street, Caxton Road areas. It was suggested that these areas might be more suitable to a small vehicle operation like a plus bus – Ealing Community Transport?

Date 11/9/07.

Author Tim Bellenger

Appendix 2.

Route(s)	Year 0506 patronage	Year 0607 patronage	Growth / Decline Volume	Growth / Decline %	Commentary
61	1848760	1703081	-145679	-7.88	Service change 11/06, route 261.
62	2644179	2559999	-84180	-3.18	Service change 5/06, route 5
63 / N63	7602892	7249642	-353250	-4.65	Withdrawal of Thameslink Blockade additional service in late 05
64	3583448	3483938	-99510	-2.78	Significant data loss 12/06