

Our Ref:

Your Ref: GB/0910/Stage1/0707

12th October 2007

Peter Bradley
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Transport for London
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LONDON
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Dear Peter,

2009/10 Bus Service Tendering Programme – Stage 1 Consultation tranches 271 to 300

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.

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

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Appendix 1.

General comments

The bus network must in general terms be responsive to changes in demand brought about by the construction and introduction of new rail services such as Crossrail, the East London Line extension and the Thameslink upgrade, and by the substantial changes in healthcare provision that are proposed during the period that contracts for the bus services included in this review will be operational. Where there are specific implications arising from these changes we have included these below.

Routes 28/N28, 31/N31, and 328 – tranche 271.

These routes would benefit from an a review of the night service provision, and also consideration of whether route 328 should in the daytime mirror the N31 route to Clapham Junction. This would provide a link between the Battersea Bridge Road area and Earls Court, which would support regeneration in these areas.

Routes 337 – tranche 271 and routes 10 and N10 – tranche 293.

You will be aware of our previous comments that route 337 would benefit from a night service to serve the Clapham Junction area as would route 190 between West Brompton, Hammersmith and Richmond. This we would suggest might enable route N10 to mirror the daytime route 10. This would make this service more reliable and make a better match in terms of understanding by passengers with the daytime network. These comments are supported by local groups. Route 337 would also benefit from further reliability measures and it being added to the 'Countdown' system. Routes 10 and N10 also need reviewing in the light of the construction of the Thameslink upgrade and the Kings Cross Lands development which will be carried out during the period of the contract for this service.

Routes 69/N69, 147, 241, 330 and 474/N474 – tranche 272 and 97, 158, 215 – tranche 298.

These routes need to be reviewed together, as these services form an integral north – south network between Waltham Forest and Newham. Locally there is criticism about the reliability of the Walthamstow - Stratford bus service, and of route 158 and the absence of a through Chingford - Stratford facility.

It would be beneficial to passengers if the evening and Sunday services on the 101, 104, 474 between Manor Park and East Ham could have a co-ordinated frequency.

Routes 507 and 521 – tranche 273.

London TravelWatch has welcomed the introduction of late evening Monday to Friday services on these routes. We would advocate a further investigation as to the desirability of Saturday and Sunday services on these routes – particularly on route 507 serving the Horseferry Road area which has no other bus service on these days. Both these routes need 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, as it is likely that this will lead to some significant redistribution of rail passenger arrivals in central London, particularly from the Southern region, who will need onward travel to the areas served by these routes.

Routes 57/N57, 65/N65, 71, 85/N85, 213/N213, 265, 281/N281, 371 and 681 – tranche 274.

London TravelWatch has welcomed recent changes to this group of routes. We would however wish to highlight the need of students for a direct link between the Roehampton area and the University campuses at Penrhyn Road and Seething Wells in Kingston particularly at night. We would therefore urge TfL to consider an extension of route 85/N85 to meet this need. You will also be aware of the long-standing request for the southbound buses on routes 85 and 265 to serve the Besborough Road estate by providing an appropriate junction on the A3. We would also support the aspirations of the London Borough of Richmond for an extension/deviation of route 371 to serve Kingston Hospital, and an improvement to the Sunday service frequency.

Routes 8/N8, 25/N25, 30, 86/N86, 205/N205 – tranche 275.

London TravelWatch has welcomed the recent and proposed improvements to bus services on the Aldgate to Stratford corridor such as the extension of route 205/N205 and the introduction of route 425. We would continue to support further development of this corridor in preparation for the developments planned for the 2012 Olympic Games. We would urge similar consideration be given to the Stratford – Ilford corridor also.

On route 30 we believe that there is a case for consideration of a night service, as this route provides some significant connections across inner London that are not provided otherwise.

These routes also need to be reviewed in the light of the construction of Crossrail, the Thameslink upgrade and the East London Line extension which will be carried out during the period of the contract for these services, and the works of which are likely to have significant impact on both the patronage and reliability of these services.

Routes 38 and N38 – tranche 276.

London TravelWatch has supported the measures introduced and proposed for improving bus priority on this route which we believe will significantly improve the reliability of this service.

Route 156 – tranche 277.

We have previously commented on the need for a night service over this route, and also providing a night service between Clapham Junction, Earlsfield Road and Garratt Lane to serve the night economy in these areas. Introducing a night service on route 156 could enable bus N87 to be diverted between Clapham Junction and Wimbledon to serve this need, and also to mirror the rail network. We would also support the comments of Wandsworth Council that there is a need for additional capacity at school times on this route.

Route 64 – tranche 278.

Local user groups would like a service to the Canterbury Road area to link it to central Croydon. We are not convinced that route 64 is necessarily the right route to serve this need. However, we would ask to consider whether this need could be met in conjunction with other identified needs in the Croydon area, such as additional capacity between Croydon and Purley via the Brighton Road.

Routes 669 and 672 – tranche 278.

We have no comment on these routes.

Route 112 – tranche 279.

We would support the comments of Ealing Public Transport Users Group that this service would be well placed to provide a direct link between Ealing and the Chiswick Park development and so doing provide a service to the Madeley Road area which is not currently served by bus.

Routes 232 and 611 – tranche 279.

We would support the view of London Borough of Haringey that this service would benefit from an increase in capacity either in frequency or from using larger vehicles. It would also be helpful to examine whether the end to end journey time could be reduced. We would also like you to investigate better links to the Friern Bridge Retail Park which is only served by this service could be provided – possibly by providing a link through the Balmoral Avenue housing area which has footpath links to the retail park and is currently not served by bus. This would also have the advantage of improving interchange at New Southgate station.

Routes 73, N73 and 390/N390 – tranche 280.

The redevelopment of the area around Tottenham Hale we believe merits the consideration of an extension of route 73 to this area.

These routes also need to be reviewed in the light of the construction of the Thameslink upgrade and the Kings Cross lands development which will be carried out during the period of the contract for these services.

Routes 9, N9, 72/N72, 209/609 and 344/N344 – tranche 281.

We have no comments on these services.

Routes 49 and 417 – tranche 281, 137 and N137 – tranche 289.

Route 49 we would like to see a night service as this route provides important inner London links which are not provided by other services.

On route 417 you will have noted our previous comments to the effect that we believe it would be worthwhile investigating whether this service could operate beyond Clapham Common to some of the areas currently served by route 137. The Norwood Society has commented that it believes that the frequency of this service needs to be increased particularly between Crystal Palace and Streatham Hill.

We would urge that consideration be given to combining route 137/N137 with another service to reduce the number of terminating buses in the Oxford Circus area. Route C2 may be useful in this respect as it would restore a number of lost links between Knightsbridge and Camden Town.

Routes 83/N83, 114, 140/N140, 182, 183, 340, 640 and H12 – tranche 282.

Broadly these routes work well, although each of them would benefit from additional bus priority measures. We note that the area west of Harrow served by the Metropolitan line is poorly served by night buses and wonder whether there might be a case for providing such a service on routes 114 or 183, or at a minimum extending the operating hours of these services. Route 182 would also benefit from the ability to serve Northwick Park Hospital in both directions, and we would urge you to investigate with the relevant authorities to provide a means of doing so without undue disadvantage to existing users. It has also been suggested to us that it would be helpful to consider an extension of route 223 from Wembley Central to Harrow via route 182 to form a circular service in order to provide better access to Northwick Park Hospital from areas of Kenton and Wembley which currently have very difficult access to this facility.

Routes 398, H9/H10, H11, H13, H14 and H17 – tranche 283.

Route 398 is one of the very few services in this area which currently does not have a Sunday service and we would ask that consideration is made of adding this facility. Routes H9/H10 and H18/H19 as circular services need destination blinds on the vehicle which describe the areas served in a more appropriate way than the current plain 'Harrow Bus Station'.

Routes 21, N21 and 321 – tranche 284.

These routes are generally well thought of, and recent improvements in bus priority have meant that reliability has increased. As a result of this local opinion on the 321 route is that there is a case for extending this route along the length of the Old Kent Road to restore some of the previous direct linkages lost when route 21 was split some years ago into the 21 and 321. These routes need to be reviewed in the light of the East London Line extension, construction of which will be carried out during the period of the contract for these services.

Routes 63, N63 and 363 – tranche 284.

You will be aware of our long standing aspiration for the provision of a direct link between Waterloo and Kings Cross. We would wish to see the consideration of a diversion of route 63 to serve Waterloo and Stamford Street, and extension of route 363 to Blackfriars Road, Blackfriars and the Farringdon area as a means of achieving this aspiration.

On route 63 we would advocate an improvement to the evening, early morning and weekend services during the period of the construction of both the Thameslink upgrade and Crossrails projects. The development of the Kings Cross lands north of the current 63 terminus would also warrant an investigation of an extension to serve these areas.

The Norwood Society has also commented that peak hour reliability on routes 63 and 363 south of Peckham is also in need of improvement.

Routes 16, N16, 32, 148/N148, 316 and 606 – tranche 285.

We have no further comments on these routes to add to our recent responses to your previous consultations on these routes.

Routes 107 and 606 – tranche 285.

Route 107 suffers from a number of reliability issues and it would be helpful if measures to overcome this were considered. It would also be helpful to cease the practise of terminating buses towards New Barnet short at the Arkley Hotel, one stop short of Barnet Hospital. This route is very important role in providing access to the Barnet Hospital and it would also be helpful to consider ways in which this could be improved. Route 606 provides an important relief function to route 107 at school times. However, there is still a general capacity problem on route 107 and it would useful if additional capacity could be provided especially between Borehamwood/Elstree and Barnet at school times.

Routes 139/N139 and 189/N189 – tranche 285 (also route 40 – tranche 269 and route 176/N176 not included in this programme)

We would repeat our previous comments to you on these routes namely that consideration should be given to a diversion of one of these services via Marylebone Station to improve links between this station and Oxford Street, and that consideration should be made of an extension of route 139 from West Hampstead towards the current Cricklewood station. This would be required as a mitigation measure if proposals to relocate Cricklewood station proceed. There also needs to be consideration of the implications of the Thameslink upgrade project on these routes.

We are also aware of the recommendation to Westminster Council that the number of terminating buses at Oxford Circus should be reduced by combining routes that terminate at this point. This is because of the amount of congestion in the area caused by buses themselves. This will become even more important to tackle during the construction period of the Crossrail project. We therefore like TfL to consider a scheme for combining routes 189 and 176 (or some element of route 176). This would have a number of additional benefits including:-

- Continuity with route 139 for journeys from the West End Lane to Oxford Circus section to the Charing Cross to Waterloo section.
- Providing additional links to the Elephant and Castle regeneration area.

Route 176 also suffers from some reliability issues at its south end and an unsatisfactory stand arrangement in Penge. It would therefore seem appropriate to consider these routes together and with route 40 in tranche 269.

Routes 276, 376, D3, D6, D7 and D8 – tranche 286.

We have no further comments on these routes to add to our recent responses to your previous consultations on these routes. We would however, urge that route D3 should be reviewed in the light of the closure of the East London line closure in December 2007 and again when the line reopens in 2009, as it is likely to receive significant additional usage during this period.

Route 100 – tranche 287.

This busy central London route would benefit from consideration of the use of double-deck buses, as it is often subject to large variations in usage. It also serves a number of areas where redevelopment will see the creation of large numbers of new employment

opportunities. The closure of Blackfriars London Underground Station for two years as part of the Thameslink upgrade is also likely to mean a significant increase in usage of this route as an alternative between Blackfriars, Liverpool Street and Aldgate.

There also may be a case for an extension of this route to parts of Kennington, Oval and Vauxhall that suffer deprivation in order to increase access to the employment opportunities offered along the existing route and which are relatively difficult to make by existing public transport.

Route 199 – tranche 287.

We would urge that the previous proposals involving this route and bus 208 are proceeded with at the earliest opportunity. This route will likely require some enhancement as a result of its feeder role to stations with services served by the East London Line.

Route 380 – tranche 287.

We have no further comments on this route to add to our recent responses to your previous consultations on routes in the Woolwich area.

Routes 381, N381, P12 and P13 – tranche 287.

These routes provide an important feeder role to the East London Line and need to be reviewed in the light of the closure in December 2007 and reopening with extensions in 2009. In particular route P13 may justify an increase in its daytime frequency.

The redevelopment of the area around County Hall and Southwark may merit consideration of an extension of route 381 to Westminster and Trafalgar Square in line with route N381.

Route 34 – tranche 288.

You will be aware of our long standing recommendation from the 2004 report 'On the Buses – Views from the Queues' that this route should be extended to serve Barnet Hospital. This is particularly important given the likely changes to healthcare provision at the Barnet Chase Farm NHS trust then this needs to be pursued as a matter of priority. This is supported by all of the affected boroughs.

Routes 76, N76 and 476 – tranche 288.

We believe that there is a good case for an extension of route 76 to the Tottenham Hale, in view of the large scale redevelopment of the area during this contract period, and the need to improve access to the job opportunities that will arise in the Lea Valley / Stansted Airport areas from the relatively deprived areas of Hackney and Haringey that this route serves. We would also like to see a standardisation of the route of the night service N76 with the daytime route, and the introduction of a night service on route 476.

Route 144 – tranche 288.

We would support the comments of the London Borough of Haringey that this route is in need of an immediate increase in frequencies at school times, and more generally with the development of the New River Village. We would also urge careful consideration of whether a diversion to serve the North Middlesex Hospital could be achieved.

Route 221 – tranche 288.

Please see our comments above in relation to route 232 and Freirn Bridge retail park, Balmoral Avenue and New Southgate station.

This route is one of only two routes which currently serve the Mill Hill East area, of which the former military base is being redeveloped for residential and employment uses. It would therefore seem appropriate to consider whether an additional bus service to this area might be required. Ideally, it should link the area to the stations at Mill Hill Broadway, Colindale and Finchley Central. We would also remind you of the longstanding request for a service to the Colindeep Lane area.

Routes 259, 279 and N279 – tranche 288.

In 2007 London TravelWatch conducted some passenger surveys at Waltham Cross Bus Station in response to local concerns about the loss of cross border services from Greater London to Cheshunt and Broxbourne in Hertfordshire. We found that at peak times up to 80% of all passengers using services at Waltham Cross bus station were interchanging there between buses serving Greater London and going on to places in Hertfordshire and Essex and vice versa. Throughout the day between 52 and 68% of users of route 279 were either travelling forward from Waltham Cross to Cheshunt and the Brookfields Centre or making the reverse journey. The majority of these were travelling to or from points between Ponders End and Waltham Cross. We recommended that TfL should in view of the large numbers of passengers making this journey provide a through bus service from this part of Greater London to Cheshunt and the Brookfields Centre. We noted that this should involve a review of routes 121, 259, 279 and 349. We also noted in our surveys substantial numbers of passengers travelling from points in Cheshunt to Enfield. In view of this, and the need for access to Chase Farm Hospital and the poor reliability of route 121 caused by the level crossing at Enfield Lock, we recommended that consideration be given to diverting route 121 to Waltham Cross, Cheshunt and the Brookfield Centre, and providing a separate local service between say Chase Farm Hospital, Enfield, Enfield Lock and Enfield Island Village. Obviously this would then have implications for route 279 and it's interaction with routes 259 and 349.

On the length of both the 259 and 279 routes there will be considerable redevelopment – not only in Lea Valley, and at Kings Cross but also at the Woodberrydown estate at Manor House it is therefore imperative the right the level and combination of services is provided on this corridor.

Route W3 – tranche 288.

In view of the continuing redevelopment of the area served by this route we would urge reconsideration of provision of a night service on this route.

Route 12/N12 – tranche 289.

We have no comments on this service.

Routes 403 and 627 – tranche 290.

We have no comments on these services.

Route 407 – tranche 290.

This is a busy service and in need of additional capacity, on many key sections such as between Purley and Croydon, and Croydon and Wallington. We would therefore urge consideration of the use of double deck vehicles on this service.

Route H20 – tranche 290.

The current service terminates at Twickenham Tesco's, but this store does not have any direct public transport links to Twickenham itself. We would therefore support the request of London Borough of Richmond for an extension of this service to Twickenham town centre via the station, which would have the added benefit of connected the areas served by route H20 to frequent services to Waterloo and Reading. We would also like to see an increased frequency on related route 481 including a Sunday service.

Routes 14/N14 and 39 – tranche 291.

We have no comments on these services.

Routes 74, N74, 170 and 430 – tranche 291.

We have welcomed recent improvements to these services and are pleased that in this set of proposals you are proposing to combine route 170 and 239 into a through service from Roehampton to Victoria. We do however believe that there is a case for further improving links between Roehampton and Central London, and in particular to the Queen Mary's Hospital and the University. We have previously commented that it would be useful for an extension of route 22/N22 from Putney Common to be considered in this respect. We would also support Wandsworth Council's (and that of the Putney Society) aspiration for a bus link between Roehampton and Barnes Station via Priory Lane. The Putney Society is also concerned that the proposed Primary Health Care Centre on the site of the current Putney Hospital will need better bus links to the immediate area than are provided at the moment

Route 414 – tranche 291.

You will be aware of previous requests for an extension of this service south of Putney Bridge to provide a link between Earlsfield, Wandsworth and South Kensington.

Routes 48, 56 and 323 – tranche 292.

We are concerned about reports that the service 242 is having problems with overloading in the morning peak on journeys from Clapton Park. One solution to this might be the diversion of a service like the 48 or the 55 to serve Powerscroft Road and Chatsworth Road to provide an alternative service. This would also have the advantage of enabling travel from this area (which is relatively deprived) to Leyton and Walthamstow for employment and shopping purposes. We also believe there may be a case for providing a link between Hackney, Markhouse Road and Walthamstow Central station.

Routes 55 and N55 – tranche 292.

In the context of reducing bus congestion around Oxford Circus and improving public transport access to parts of Fitzrovia (Harley Street) which are currently remote from the bus

network we would urge consideration of an extension of these services via this area to the Baker Street / Marylebone area.

Route 242/N242 – tranche 292.

See comments on routes 48 and 55 above. We have previously written to you asking that on the Kingsland Road there should be common stops with route 394 (near Falkirk Street) towards Homerton Hospital.

Route 277/N277 – tranche 292.

We have previously commented that there is a need for a direct link between the Holloway Road area, Central Hackney and Canary Wharf – we would therefore urge consideration of an extension of this service to this area.

Route 388 – tranche 292.

We would remind you of our previous comments to you about the need to provide a link from Blackfriars toward Temple and Embankment stations during the period when Blackfriars Underground station is closed for two years during the Thameslink project works.

Route 488 – tranche 292.

This route could be extended from its current terminus at Nightingale Road toward Rendlesham Road, Shacklewell Road, Dalston Junction (for the East London Line extension), Queensbridge Road and possibly further to provide long requested local links within Hackney and to/from the Liverpool Street/City Fringe area.

Routes 235 and 237 – tranche 294.

We have no comments on these services.

Route H26 – tranche 294.

We would remind you of the need for a link between the Feltham area and Ashford Hospital that has been commented on in a number of consultations recently.

Route 59 – tranche 295.

You will be aware of our aspirations for a link between Waterloo and Kings Cross in the light of the transfer of Eurostar services to St. Pancras International and we would urge you to consider an extension to satisfy this need and for access to the Kings Cross lands as that area is developed.

Routes 89 and N89 – tranche 295.

The development of the former Joyce Green Hospital site at Dartford for residential and University uses may merit the provision of a service to Bexleyheath for shopping and employment. The night service may also be worth revising in the light of requests for additional services in the Upper Belvedere and Bexley areas.

Route 109 – tranche 295.

The corridor between Brixton and Croydon is extremely busy and it would be helpful to keep capacity under review and also whether this service should be extended further into South Croydon to serve the areas of offices south of the Croydon flyover.

Routes 133, N133 and 333 – tranche 295.

Capacity needs to be reviewed on routes 133 and 344 between the City and Elephant & Castle in the light of the extensive redevelopments which have brought and will bring substantial additional residents and employment to these areas.

Route N133 we have commented on recently with regard to its' diversion to Mitcham via Streatham Vale. We would however, like it to be extended to Morden Station so as to provide full 24 hour coverage of route 118.

We would repeat our previous comments that it would be extremely desirable to extend route 333 to St. George's Hospital in Tooting as the area served by route 333 has poor links to the hospital. It may be that stand provision could be made available as part of the redevelopment of St. George's Grove.

Route 360 – tranche 295.

We have no comments on this service.

Routes 43/N43 and 134/N134 – tranche 296.

We have no comments on these services.

Routes 125 and W9 – tranche 296.

There are long standing requests for an improved service to the Highlands Village area, particularly to Southgate station and to Chase Farm Hospital. There has also been some local comment about the poor state of internal maintenance of buses on route W9 and that the route should revert to narrower and smaller vehicles.

Route 234 – tranche 296.

You will be aware of our previous comments on this service and our recommendation from our 2004 report 'On the Buses – views from the queues' that this service should be extended to serve Barnet Hospital.

Routes 58, 101, 104, 238, 300, 308, 309 and 325 – tranche 297.

We have no comment on these services.

Route 275 – tranche 298.

There are local requests for a direct link between Woodford, Woodford Bridge and Ilford for shopping and employment purposes.

Routes 357 and 657 – tranche 298.

There is a need for a direct link between Chingford Town Centre and Whipps Cross Hospital

Routes 212/212D, 444, W11, W12, W15 and W16 – tranche 299.

These services and route 230 have a local reputation for poor reliability. It would be helpful to consider carefully some of the routeings within Walthamstow Town Centre and Upper Walthamstow.

London TravelWatch's casework team has also received representations from members of the public, requesting a bus service from Walthamstow to the leisure centre at Picketts Lock. This would be a useful passenger objective, and we would be grateful if this suggestion could be considered as part of the review.

Route 282 – tranche 300.

There is no current direct link from the Greenford Road area served by route 282 to Ealing Town centre. This may be worthy of consideration.

Date 12/10/07.

Author Tim Bellenger