



Central London Bus Review 2022

Consultation Report
November 2022

MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

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1. Executive Summary

Between 1 June and 7 August 2022, we held a public consultation proposing changes to bus routes in and around central London.

The proposals were developed as part of our continual review of the London bus network and were designed to meet the following objectives:

- A four per cent reduction in bus kilometres across London to reduce operating costs as part of our Financial Sustainability Plan and the conditions attached to our emergency funding package from Government following the pandemic
- Adjustment of the bus network to reflect changing travel patterns that have seen less demand for services on roads into central and inner London
- Maintaining a strong bus service to support London's economic recovery while simplifying the network to help ensure buses are operating frequently and reliably in the areas that need them most

The proposals included changes to 71 bus and night bus routes, which included the withdrawal of individual bus routes or sections of routes that were covered by other high-frequency bus services or were close to alternative bus stops.

Where it was proposed that customer demand for buses could be covered by other services, we proposed to withdraw the following bus routes: 4, 11, 12*, 14*, 16, 24*, 31, 45, 72, 74, 78, 242, 349, 521, C3, D7, N11, N16, N31, N72, N74, and N242 (*24-hour routes). We also proposed the introduction of five new night bus routes. A table of the proposals can be found in Appendix A: Proposal summary

We received 21,528 responses to the consultation. Of these, 21,247 were from members of the public and 281 were from stakeholders.

Our consultation sought to learn more about what we could do to make potential changes easier for customers. We asked people to tell us which bus routes they currently used, whether they changed bus or transport mode to complete their journey, what journey factors were important to them when interchanging, and how the proposal may positively or negatively affect their journey.

Generally, the feedback received was negative and largely opposed the proposals put forward. Key concerns raised included accessibility, personal safety, convenience i.e., longer journey times/additional interchanges, and increased travel expenses. Some respondents also put forward suggestions which included re-routing and frequency changes.

We arranged these proposals with 16 'neighbourhood' schemes and four night bus schemes, categorised as north, south, east, and west London, to provide a picture of how the bus network in each area may change.

All the comments relating to specific routes have been collated to understand which routes received the most feedback. Table 1 below provides an overview of the top 10 bus routes that were commented on.

The bus route that received the most comments was the 14 in west London with 2,732), followed by Service 12 in South London (2,340) and service 24 in North London (1,609).

Table 1 – Bus routes that received the most comments – the top 10

Area	Route	No. of comments
West	14	2,732
South	12	2,340
North	24	1,609
East	11	1,593
East	4	1,391
West	74	1,354
North	31	1,147
East	78	1,012
North	16	995
North	113	735
Total		14,908

A summary of responses under each category follows:

North London

- Respondents provided feedback on proposed changes to 20 bus services in North London, five of these being night-time services
- The three bus services that received the greatest number of comments were route 24 (Euston Road) with 1,609 comments, route 16 (Edgware) with 995 comments, and route 113 (Baker Street) with 735 comments
- Generally, the night-time only services received a lower number of comments

South London

- Respondents provided feedback on proposed changes to 13 bus services in South London, four of these being night-time services
- The three bus services that yielded the greatest number of comments were route 12 (Walworth Road) with 2,340 comments, route 148 (Walworth Road) with 359 comments, and route 45 (Coldharbour Lane) with 341 comments

East London Area

- Respondents were surveyed on proposed changes to 28 bus services in East London, six of these services were night-time services
- The three bus services that yielded the greatest number of comments were route 4 (Essex Road) with 1,391 comments, route 11 (Fleet Street) with 1,593 comments, and route 78 (London Bridge and Tower Bridge) with 1,012 comments
- Generally, the night-time services had a low number of comments

West London area

- Respondents provided feedback on proposed changes to 18 bus services in West London, six of which were night-time only services
- The three bus services that yielded the greatest number of comments were route 14 (South Kensington) with 2,732 comments, route 74 (South Kensington) with 1,354 and route 19 (South Kensington) with 683 comments
- In general, the night-time services received a lower level of comments, with exception to Service N414 which received 144 responses

2. About the consultation

2.1 Purpose

The objectives of the consultation were:

- To give stakeholders and the public easily understandable information about the proposals and allow them to respond
- To understand more about how people currently use London bus services, the routes they use, such as whether they change bus on their journey
- To understand more about what people find important when using bus services and to hear about what we could do to make journeys easier and more accessible
- To understand concerns and objections and listen to how potential change may affect people
- To allow respondents to make suggestions

2.2 Potential outcomes

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the proposals as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with revised changes
- Following careful consideration of the consultation responses, we decide not to proceed with the proposals

2.3 Who we consulted

We held this consultation to listen to what the public and our stakeholders thought about the proposals.

The consultation was designed to be accessible to all London bus users and stakeholders. This included customers, residents, community venues and businesses on or close to the bus routes, and key destinations such as hospitals, educational establishments, shopping centres and cultural venues.

We were keen to hear from people with protected characteristics as defined by the Equality Act 2010 and who were more likely to be impacted by the proposed changes.

The feedback received from these groups was important to help shape and evolve our initial Equality Impact Assessments (described in more detail in Section 2.8 of this report from page 10).

We consulted with both pan-London stakeholder groups and local community groups, including those that represent people with protected characteristics, accessibility groups, business groups and employers, healthcare, tenants and residents' groups, community groups and venues, charitable organisations, and trade unions.

We also consulted all London local authorities, London TravelWatch, local elected representatives, London Members of Parliament, and Greater London Authority London Assembly Members.

A full stakeholder list can be found in Appendix G: List of stakeholders consulted with.

2.4 Dates and duration

The consultation ran for a period of nine weeks and five days from Wednesday 1 June to Sunday 7 August 2022

We originally planned to run the consultation for six weeks from Wednesday 1 June to Tuesday 12 July, as we considered this would be an appropriate amount of time.

Interest in the consultation remained exceptionally during its first four weeks. In recognition of this continued high level of interest, on Tuesday 28 June we announced that we would extend consultation end date to midnight on Sunday 7 August to ensure people had adequate time to respond.

To communicate the update, we emailed our customers on the affected routes, and wrote to key stakeholders and impacted communities. We also updated our website and all other publicity, including posters at relevant bus stops, to display the revised consultation end date.

Copies of emails and publicity used to communicate this update can be found in Appendix C: Consultation publicity.

2.5 What we asked

We asked four closed questions designed to gain information about the bus routes people used now, how often they may already change bus and what they found important when taking a journey on a bus.

We recognised that while some customers may gain new journey options under our proposals, other customers may be adversely affected. We wanted to minimise the impact of this as much as possible. Our survey asked people to tell us what additional mitigations we should consider if we wanted to help improve bus journeys. We asked one open question with a free text box to enable respondents to share their views and make suggestions.

We asked questions about the respondents themselves to help us understand more about who participated in the consultation and how they heard about it.

We also asked some quality control questions related to the consultation process and the materials we provided.

The consultation questions can be found in full in Appendix B: Consultation questions.

2.6 Methods of responding

We made several channels available through which people could respond to the consultation.

It was possible for respondents to complete a consultation questionnaire by visiting our website: <https://haveyoursay.tfl.gov.uk/busreview>

Comments could also be submitted by email to haveyoursay@tfl.gov.uk or in writing to FREEPOST TFL HAVE YOUR SAY (CLBR).

Respondents could complete an Easy Read version of the consultation survey. This survey was also available to download from our web page as a fillable PDF for completion and return by email. It could also be printed, completed, and sent back to us via our Freepost service.

We printed and sent paper versions of all our materials by post on request. We also shared paper versions at in-person meetings during the consultation period.

We provided a telephone call back service for respondents to get in touch with any questions and as a further method of response. The phone line number was 020 3054 6037.

As shown in Table 2 below, the most popular method of response was via our consultation webpage with 18,184 online entries, 84 per cent of the total response rate. The second most popular method was by email with 3,528 emails received. We also handled 347 calls via our consultation telephone line. We logged telephone comments for 20 people via these calls and assisted many more to later respond via our website, by postal survey or by email.

Table 2 – Methods of responding to the consultation

Methods of responding	Total	%
Website	17,887	83
Email	3,528	16
Letter or paper survey received in post	93	0.4
Telephone comments	20	0.1
Total	21,528	100

2.7 Consultation materials and publicity

We emailed customers and key stakeholders to make them aware of the consultation and how to take part and asked them to help and support us in the promotion of the consultation to their customers or communities.

We raised awareness of the consultation through a variety of channels, including radio and online advertising, posters and digital messaging at bus stops and three-sided signage at selected TfL bus stations. Our posters and signage included QR codes for easy access to our web page.

We worked in partnership with the Disability Horizons online magazine and social media community and with contacts in London local authorities to gain additional online and social media coverage.

Copies of our consultation materials and publicity, including our bus stop poster, Easy Read documents and emails to customers and stakeholders, media activity and online advertising can be found in Appendix C: Consultation publicity.

Further details about the materials and publicity used follows:

Consultation web page

Consultation materials were hosted on our online web page at the following address: <https://haveyoursay.tfl.gov.uk/busreview>

All content could be downloaded and/or printed via an extensive 'Documents' section. This included a 'Print read documents' section. Documents were provided in Microsoft Word and PDF formats to enable easy adaption for people using screen readers. This facility saw approximately 138,000 separate document downloads during the consultation.

The following documents were provided:

- 'Summary of route changes' - a quick reference, route-by-route guide
- Proposals categorised into 16 neighbourhoods, arranged into quadrants of north, south, east, and west London to help break down the information into easily digestible segments.
- London night bus changes categorised by north, south, east, and west London
- 'Neighbourhood' and 'London night bus' information sheets containing proposals in detail; current and proposed route information and the reasons why we proposed the change; how changes may change a current bus journey; interchange options under each proposal; linear maps showing current and indicative bus stops where applicable.
- Consultation maps following the same convention as the neighbourhoods and sectors of London showing current and proposed routes

- Easy Read versions of the consultation materials, co-produced with accessibility experts including people that are neurodivergent. This included 'neighbourhood' and 'night bus' information sheets and the consultation survey
- Equality Impact Assessments (EqIA) for the overarching proposals and in more focussed for each 'neighbourhood' and for Night buses
- 'Why we are proposing these changes' – a look in more detail at the reasons why we reviewed the bus network and what we aimed to achieve
- Downloadable version of our bus stop poster
- A copy of our 'Bus Action Plan' – to build on our plans overall and how these proposals fit into longer term strategies

Our aim was to ensure the consultation was accessible to anyone that wanted to take part. Our online web pages use software that meets or wherever possible exceeds WCAG 2.1, the current global web accessibility standard. Visitors to the web page were able to customise their online experience to suit their individual needs. The following accessibility tools were available: page narration, colour scheme changes, larger font sizes, and translation text into around 100 languages as required.

British Sign Language videos explaining the proposals and the survey were made available online during the consultation period from 21 June to 7 August.

Emails to public/stakeholders

We sent 99,120 emails to customers of the routes in scope that were registered to receive updates from us and 2,529 emails to stakeholder groups and community contacts across London to let them know about the consultation. We wrote to the same audience again on 29 June to make people aware the consultation end date was being extended.

Media activity

We announced the start of the consultation with a TfL press release. The press release received wide-spread coverage in the London regional news, including press, radio, and television coverage.

Between 6-30 June 2022 we aired a 30 second advertisement on the Global Media radio network, providing consultation publicity for listeners of the following London radio stations: Capital, Heart, LBC, LBC News, Smooth Radio, Greatest Hits Radio, Kiss, Magic, and Sunrise Radio.

We worked in partnership with via Disability Horizons, an online magazine community in support disabled people with a membership reach of 700,000 people per year through its website, 47,000 on people on social media and 6,000 people via its regular newsletters.

On-site advertising

The routes included in the consultation collectively serve 3,233 bus stops in London. We placed bus stop posters in all stops where space was available. Sometimes space is not available where space is required for operational messages.

Three-sided publicity was displayed at a lower level for easier access by wheelchair users. We placed this at the following TfL owned and managed bus stations: Aldgate, Crystal Palace, Canada Water, Euston, Hammersmith, London Bridge, Stratford City, Vauxhall, Victoria, Waterloo, and White City.

Digital advertising

We used a professional marketing agency to run a digital media advertising campaign for the consultation.

The campaign used geofencing marketing technology. This technology identified and targeted mobile phone and tablet users on the 3g/4g/5g internet networks near and on bus routes included in consultation, and placed advertisements on the pages they were viewing. It also profiled and collected data from digital users living and commuting in London and re-targeted this audience once it was connected to residential Wi-Fi, and potentially had more time to click through and respond to the consultation.

The campaign saw over 4.27 million impressions of our advertisement delivered to mobile phone and tablet users. This equated to a reach of approximately 891,000 people. Of the people we reached, a further 11,548 then clicked through our advertisement to visit the consultation web page.

We used space on the TfL website homepage to publicise the consultation, including on the main TfL Buses page. Users were able to click through to the consultation page via these digital routes.

Meetings with stakeholders

Engagement with key stakeholders, including accessibility groups started earlier in 2022. In March we held two round table sessions to provide an overview of the bus proposals and for early discussions on expected impacts of the proposals and how we may mitigate against them.

We briefed all London boroughs impacted by the proposals and continued to engage with officers and council committees as required, throughout the consultation period. The Central London Bus Review was also a regular agenda item at the London Councils Transport and Environment Committee.

We met with the following key stakeholders and community groups at in-person or virtual meetings during the consultation period to brief them on the proposals, what these may mean at a local level, and to encourage consultation responses. Feedback from these meetings was then considered as part of our decision-making process:

- Action Disability Kensington and Chelsea
- Age UK London
- Age UK Westminster (coffee morning)
- Assembly Members Sem Moema AM (Hackney, Islington and Waltham Forest), Elly Baker AM (London wide), and 'Save Route 21' campaign
- Bellingham community festival (pop-up stall)
- Bellingham Interagency (multi-agency regular meeting of stakeholders in south Lewisham)
- Carshalton ward councillors
- Catherine West MP
- Connecting Communities Waltham Forest
- Elfrida (Islington learning and physical disabilities advocacy group)
- Enfield Over 50s Forum
- GLA London Assembly members and officers briefing
- Greater London Forum for Older People - transport sub committee
- Harrow Bus and Rail meeting
- Havering Compact Forum
- Hillingdon Elder Peoples Forum
- Inclusion London
- Islington Councillors and community campaign groups (included Save the 21 Bus Route, Better Archway Forum, Highgate Society)
- Kensington and Chelsea Accessibility Forum
- Kensington and Chelsea Public Transport Liaison Committee
- Lewisham Young Mayor's Advisory team
- London Borough of Islington Councillors
- London Borough of Lewisham 'meet our partners' event for new councillors following the London local authority elections in May 2022
- London Borough of Southwark
- London Borough of Redbridge Strategy and Resources Scrutiny meeting
- London Borough of Wandsworth Public Transport Liaison meeting
- London HQ BIDs
- London Members of Parliament briefing
- London TravelWatch Bus Alliance session
- London Vision (Greenwich)
- LoTAG officers bus working group meeting
- National Pensioners Convention (London Region)
- Night-time economy stakeholders with London Night Czar' Amy Lamé including Southbank BID, British Beer and Pub Association, Hatton Garden BID, Hammersmith BID, District Alliance BID, Garden BID
- North Middlesex Hospital
- RNIB representatives from Westminster, Ealing (London Action Group), Camden and Kentish Town

- Royal Borough of Kensington and Chelsea Public Transport Liaison Committee
- Southwark Council Overview Scrutiny Committee
- TfL Valuing People network
- Voluntary Action Lewisham

2.8 Equalities Assessment

Initial Equalities Impact Assessments (EqIA) were undertaken for the scheme-wide proposals, each 'neighbourhood' and the night bus routes affected by the proposals. All documents were shared on the consultation page.

These detailed documents identified and examined in more detail what positive and negative impacts these proposals may have on individuals with protected characteristics, together with our equality objectives and how we proposed to mitigate any negative impacts.

The EqIA helped inform our approach to stakeholder meetings where we highlighted negative impacts to help shape a discussion around what more we could do to mitigate against these.

Our consultation survey also sought to identify issues raised and we asked people to tell us about impacts we had not identified and how we might mitigate against them, to the extent that we reasonably could.

In preparation for the consultation, we considered who may have an interest in responding, and what alternative publicity formats they might require.

We were keen to hear from people with protected characteristics as defined by the Equality Act 2010 and who were more likely to be impacted by the proposed changes, in particular older people, disabled people, pregnant women, and those travelling with small children. We were also keen to hear from a range of community members more likely to use London buses, such as women, older people, those on low incomes, and some Black, Asian and minority ethnic people.

We met with and worked with the following groups during the planning of the consultation itself. This enabled us to take advice and consider ways to help ensure the consultation was accessible:

- TfL's Independent Disability Advisory Group
- Campaign for Better Transport
- London TravelWatch
- London Vision
- Advisor for RNIB
- Disability Horizons
- I C Works (accessible content for diverse audiences)
- London Borough officers

We also worked closely with a range of internal TfL experts to ensure we took appropriate steps to reach out to and connect with London's diverse communities and stakeholder groups, including stakeholder engagement teams, marketing, customer information and experience teams, and media teams – including press, digital and social. This information informed our approach with consultation materials. It helped to ensure we were using accessible and appropriate ways to advertise the consultation.

We provided consultation access to the consultation in a combination of paper based (letters), online (emails and web pages) and non-digital (telephone service) methods to help remove barriers to taking part.

To encourage participation in the consultation from protected groups, Easy Read versions of the consultation document and questions were produced and made available for participants. Notice of the consultation was sent to organisations that represent people who share a protected characteristic.

The EqIA remain under review and will be updated to reflect any relevant new information received as part of the consultation process.

2.9 Analysis of consultation responses

The consultation was analysed by external consultants (WSP) through an external supplier contract which was commercially tendered.

Emails received, with free text responses, rather than completed questionnaires, were inputted on the consultation portal by the consultation team. These responses were then analysed by WSP.

Coding

One open text question was provided in the survey (question 5) to capture how the proposals may impact people. Free-text responses provided in response to open questions can be complex to analyse and interpret. However, detailed free text answers provide valuable insight into respondents' opinions.

To ensure comprehensive analysis for open questions, all free-text responses were 'coded' to identify common themes. These codes were then analysed to identify the most frequently recurring areas commented on. In total, there were 17,562 free-text responses to analyse.

The following stages were taken to develop a coding framework for analysis of the free text answers:

- A coding framework was created by reviewing a large sample of the responses and identifying common themes and areas of comment.
- Each common theme and areas were then given a unique reference number.
- Answers relating to each common theme were then quantified and analysed to provide key headline findings.
- Each response could be coded into multiple codes, depending on the number of issues raised by the individual.
- The coding framework underwent a series of reviews during the analysis to ensure that any new codes that emerged in the data were incorporated.

A total of 859 themes were identified within the coding framework, which were broken down into a number of categories:

- General comments i.e., positive, negative, concerns, suggestions (not specific to route / Neighbourhood)
- Comments relating to key locations i.e., where access/bus links are retained
- Comments related to the North London area
- Comments related to the South London area
- Comments related to the East London area
- Comments related to the West London area
- Comments relating to TfL or the quality of the consultation
- Other (i.e., out of scope/unrelated comments)

The full code frame is provided in Appendix F: Code frame used for analysis

A sample of 1,756 comments, representing 10 per cent of total all comments provided was quality assurance checked to ensure consistency and accuracy throughout the process.

Closed question analysis

Please note that percentage figures have been rounded to one decimal place. It should also be noted that all questions were optional, and consultees could choose to answer questions on all or specific schemes so the total of number of respondents differs for each question.

Sixty-one respondents to the consultation have been excluded from the demographic data analysis. This was as a result of paper copies being manually entered into the online survey, meaning demographic related data was not captured.

Stakeholder responses

We received 281 stakeholder responses to the consultation. Each response was analysed and coded accordingly, and the feedback is discussed in Appendix D: Summary of stakeholder replies.

Campaign and petition responses

We did not receive or identify from our analysis any organised response campaigns. We received 15 petitions in response to the consultation. These are described more detail in Section 4.8 of this report.

Data integrity

A visual check of the raw data also showed there to be no unusual patterns. For example, there were no large blocks of identical answers submitted at a similar time to indicate that any respondents or answers received were not authentic.

Date and time stamp of submissions also showed no unusual patterns.

Text analysis allowed us to identify duplicate entries where more than one set of comments was received from the same respondent. We condensed the comments of six individual respondents and 11 stakeholder respondents to avoid double counting.

3. About the respondents

This section provides general details about our respondents, and how they took part in the consultation. This section also summarises responses to the standard demographic questions asked as part of the consultation.

3.1 Number of respondents

There were 21,247 responses received from the public, and 281 responses received from stakeholders. As shown in Table 3, the majority of respondents were individuals.

Table 3: total responses to the consultation

Respondents	Total	%
Public responses	21,247	99
Stakeholder responses	281	1
Total	21,528	100

3.2 How respondents heard about the consultation

Figure 1 illustrates the response to “Question 9: How did you hear about this consultation? Please select the main way by which you heard”. A total of 17,625 respondents (82 per cent) answered this optional question.

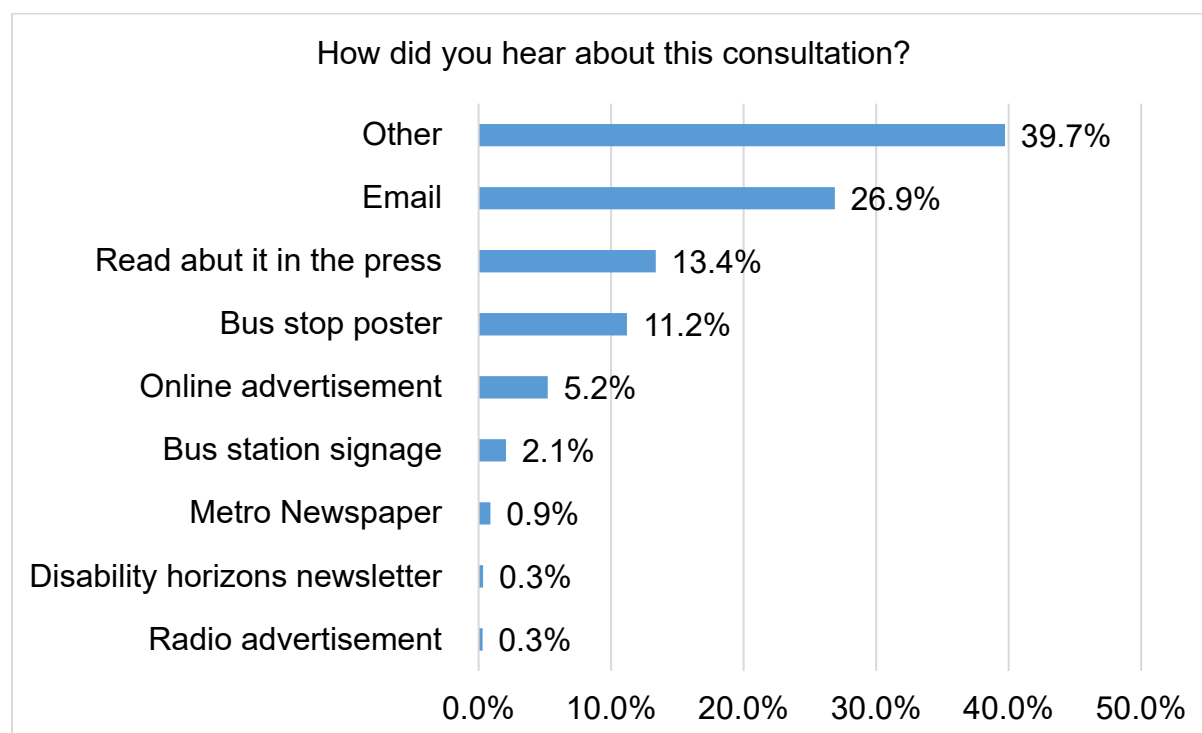


Figure 1 - Question 9 how did you hear about the consultation

Figure 1 shows that 7,002 (39.7 per cent) of respondents found out about the consultation via other methods not listed in the survey. This was followed by 4,738 (26.9 per cent) who heard about the consultation via an email sent from us, then 2,356 (13.4 per cent) who had read about it in the press. A further 1,974 (11.2 per cent) of respondents heard about the consultation via our bus stop posters. Smaller proportions (920 respondents/5.2 per cent) heard about the consultation via online advertisements, bus station signage (365 respondents/2.1 per cent) the Metro Newspaper (158/0.9 per cent). Those who heard about the consultation via a Disability Horizons newsletter or its website, or via a radio advertisement consisted of 59 respondents (0.3 per cent) and 53 respondents (0.3 per cent) respectively.

3.3 Demographics

When people sign up to our Have Your Say website, we ask some voluntary questions to understand more about the demography of our respondents as part of the registration process. The information we received is shown in Appendix H: Demographics

3.4 Postcode analysis

Postcode analysis was carried out to produce maps that identified the home locations of respondents who gave a valid postcode.

This section of the report contains a series of heat maps that show where people responded from across England, across London and then in closer detail, when they commented on a specified neighbourhood.

3.4.1 England

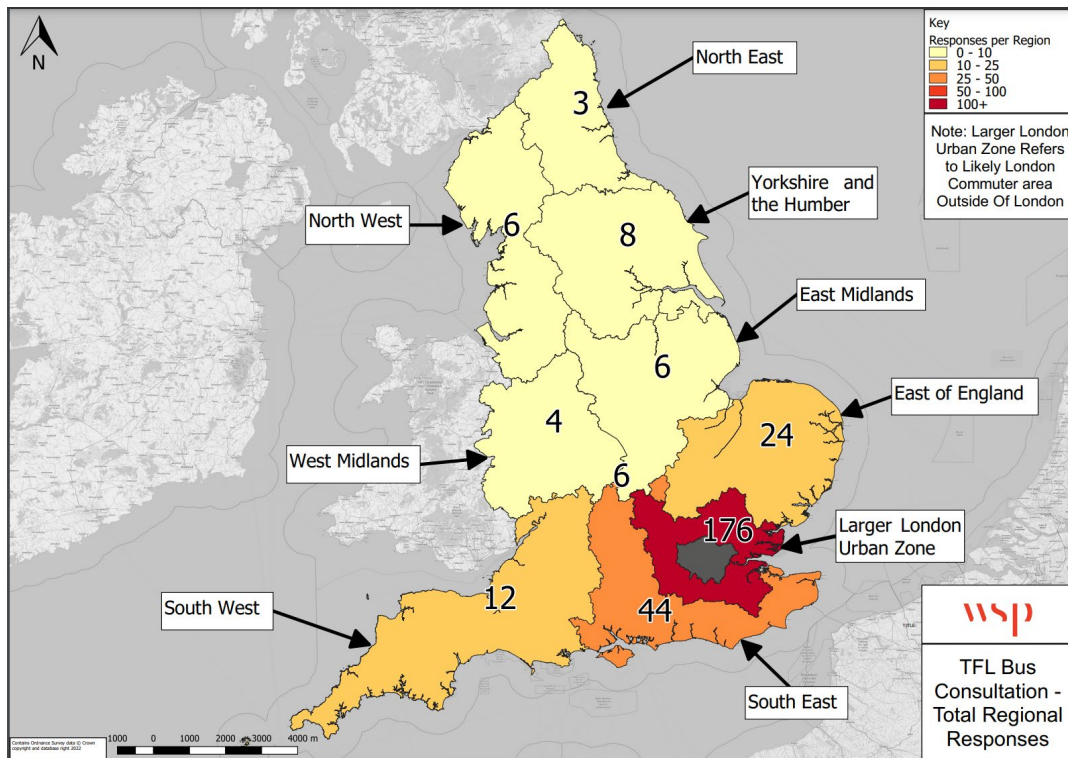


Figure 2 – Consultation responses across England, not including London

3.4.2 London

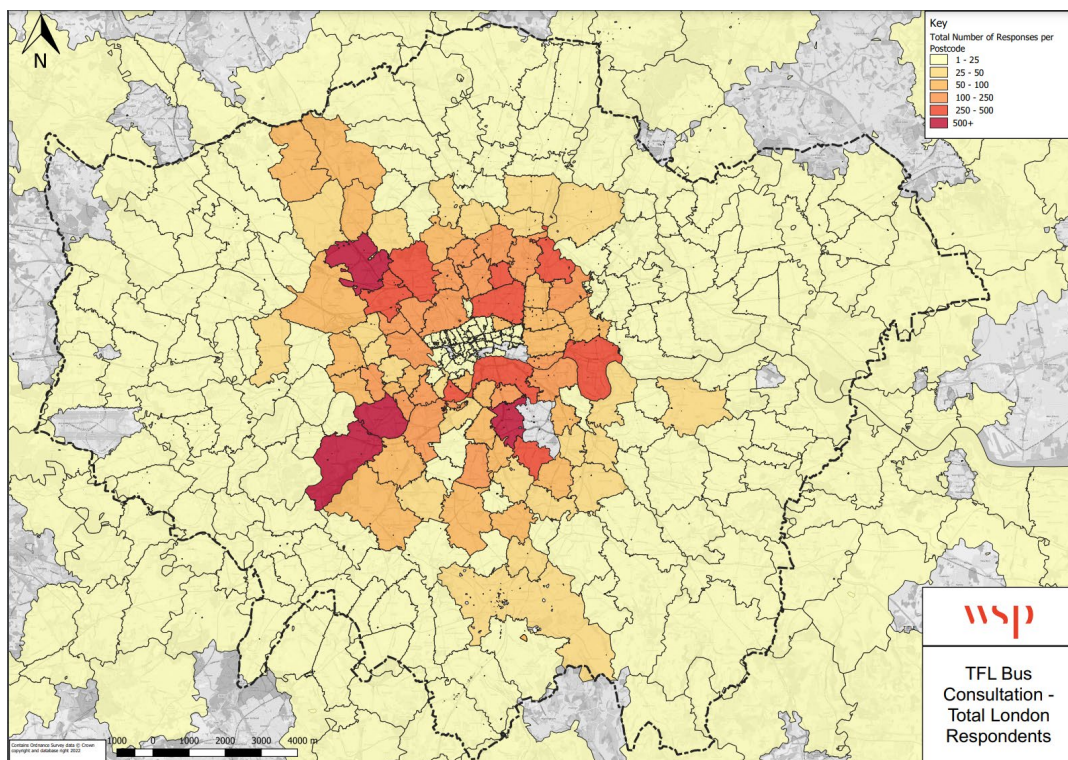


Figure 3 – Consultation responses within London

3.4.3 North London

Baker Street neighbourhood proposals

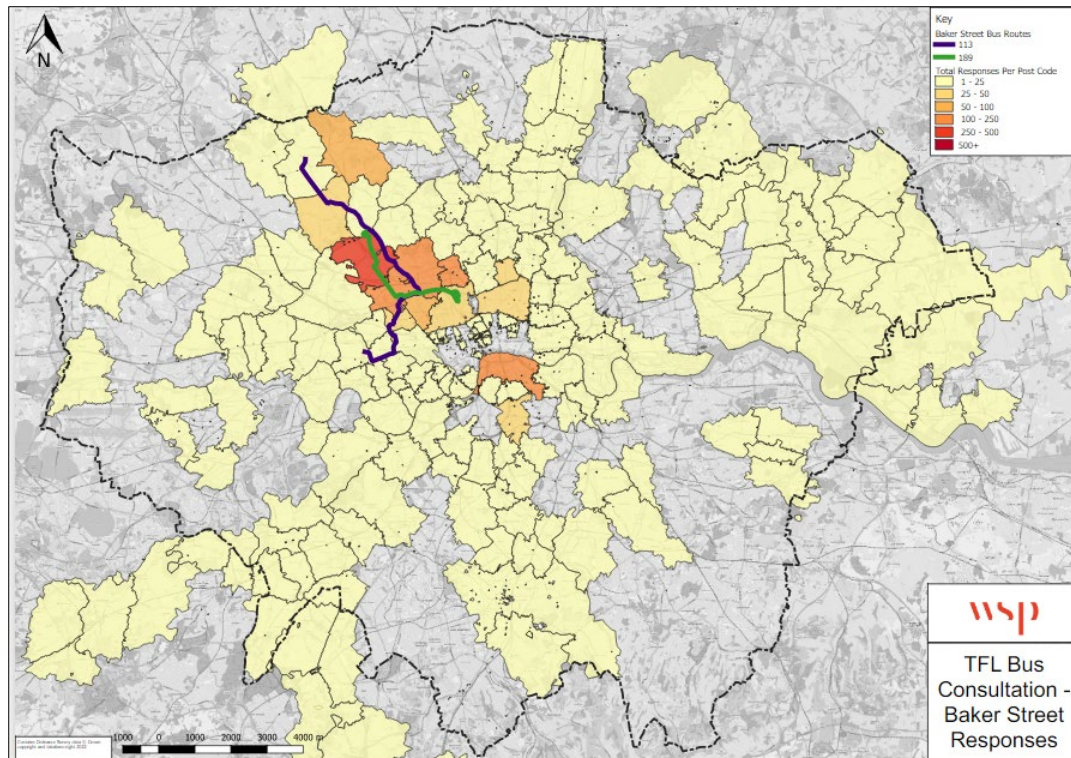


Figure 4 – Locations of respondents within London commenting on Baker Street

Caledonian Road neighbourhood proposals

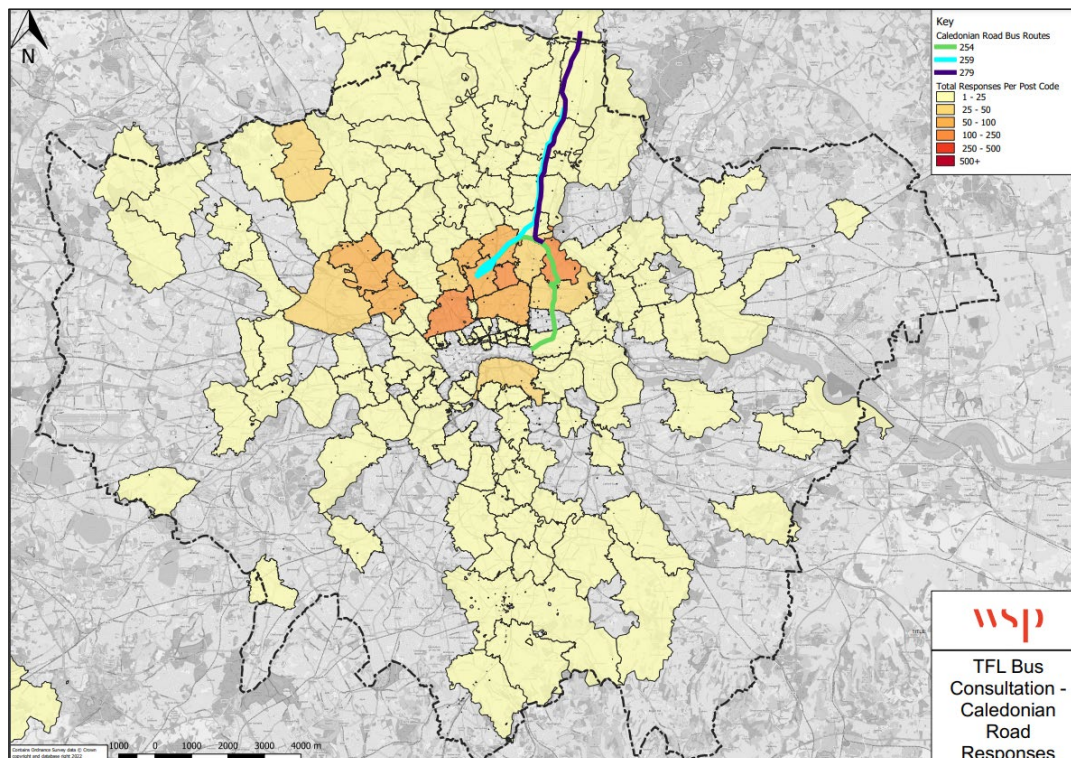


Figure 5 – Locations of respondents within London commenting on Caledonian Road

Edgware Road neighbourhood proposals

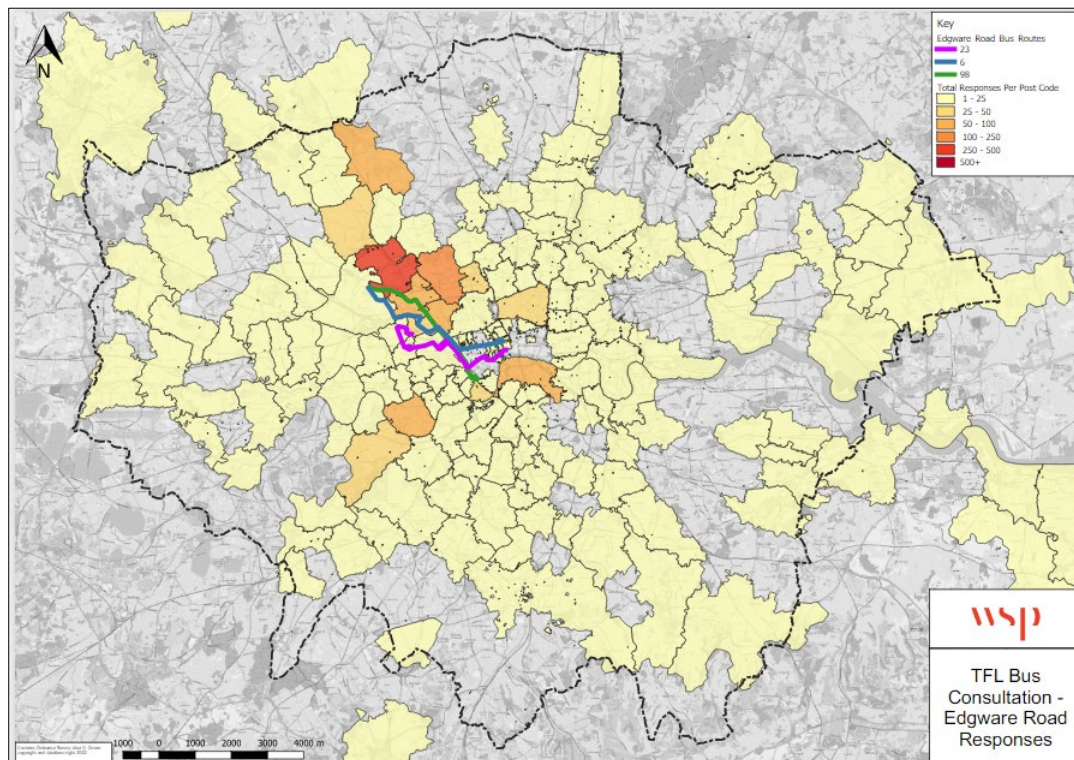


Figure 6 – Locations of respondents within London commenting on Edgware Road

Euston Road neighbourhood proposals

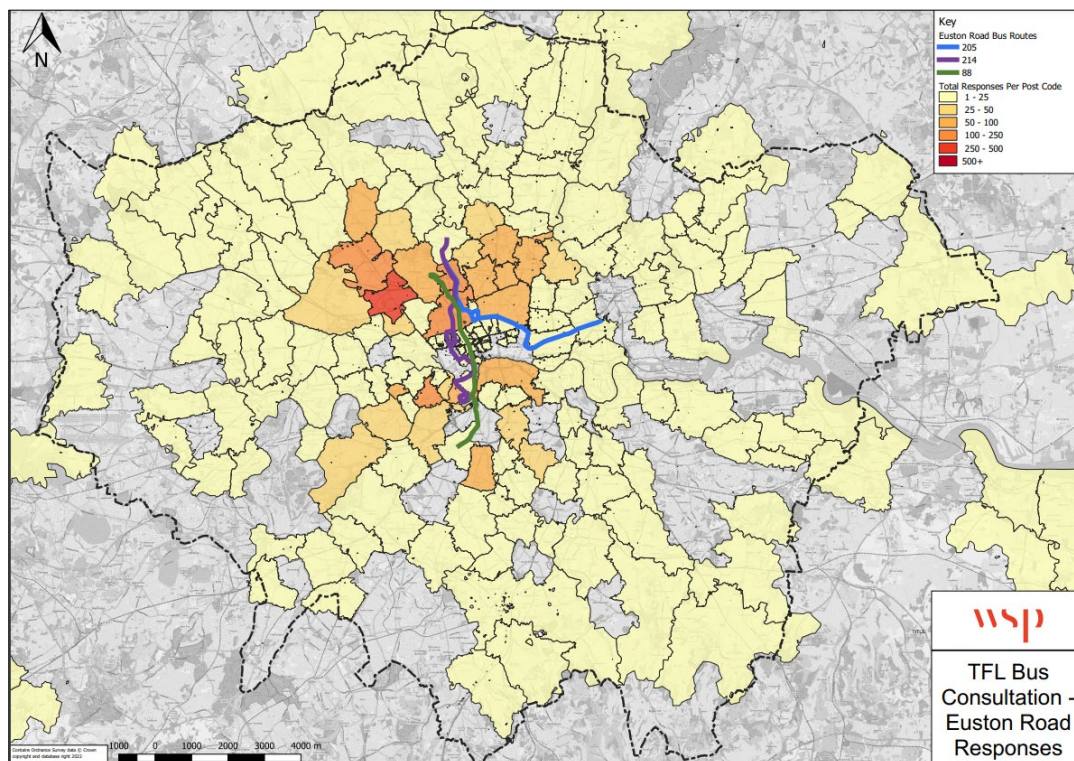


Figure 7 – Locations of respondents within London commenting on Euston Road

North London at night

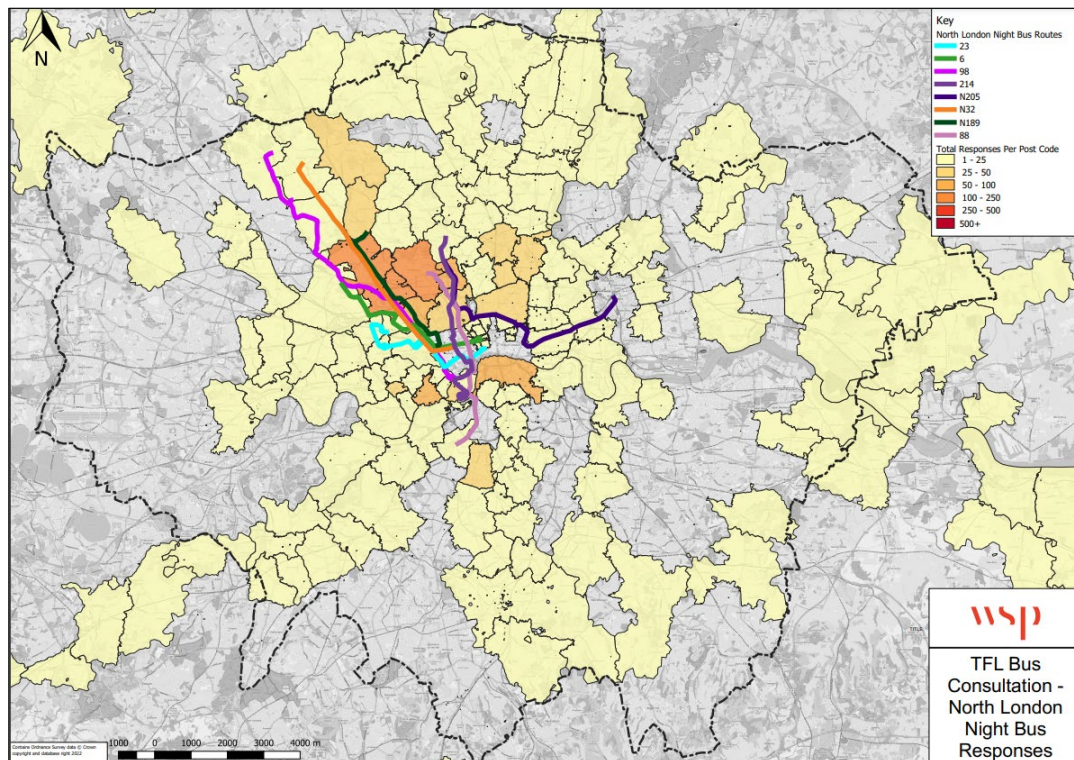


Figure 8 – Locations of respondents within London commenting on north London at night

3.5.4 South London

Coldharbour Lane neighbourhood proposals

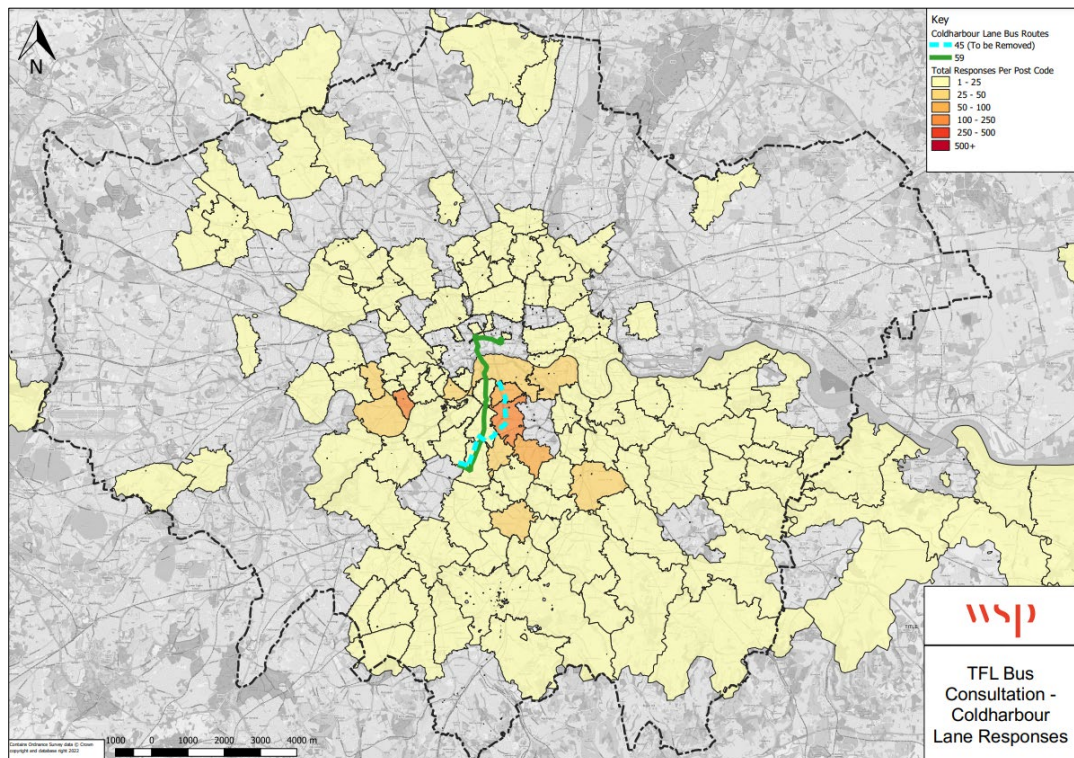


Figure 9 – Locations of respondents within London commenting on Coldharbour Lane

Horseferry Road neighbourhood proposals

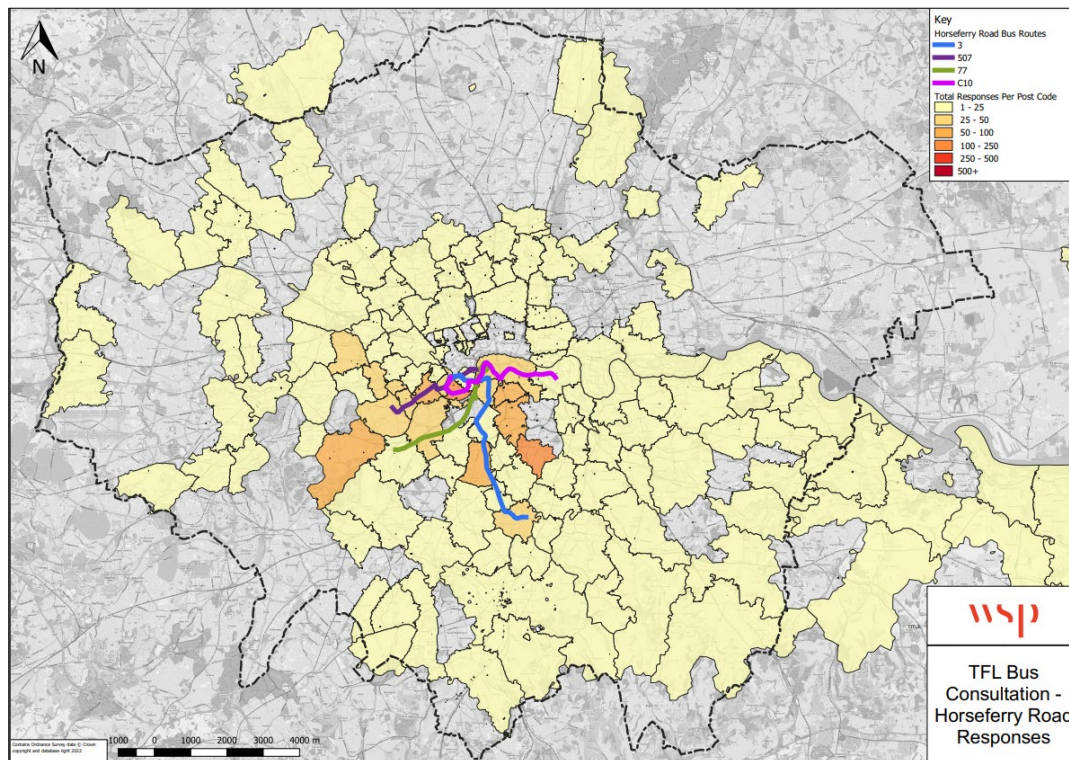


Figure 10 – Locations of respondents within London commenting on Horseferry Road

Walworth Road neighbourhood proposals

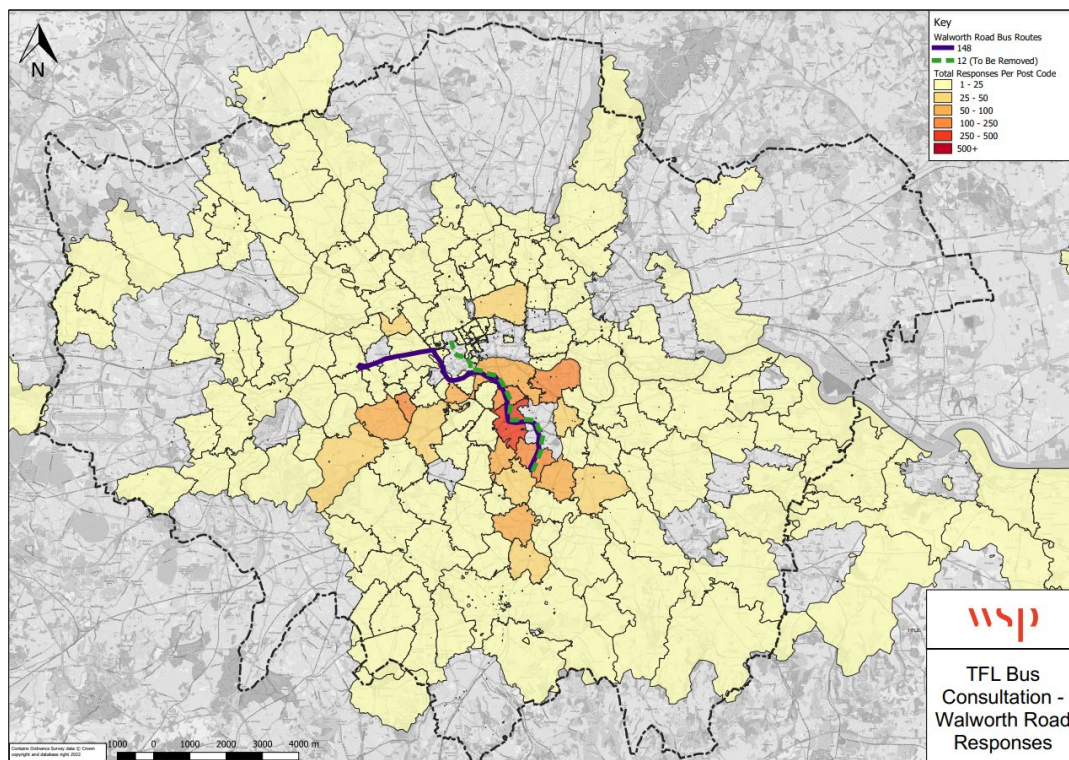


Figure 11 – Locations of respondents within London commenting on Walworth Road

Waterloo neighbourhood proposals

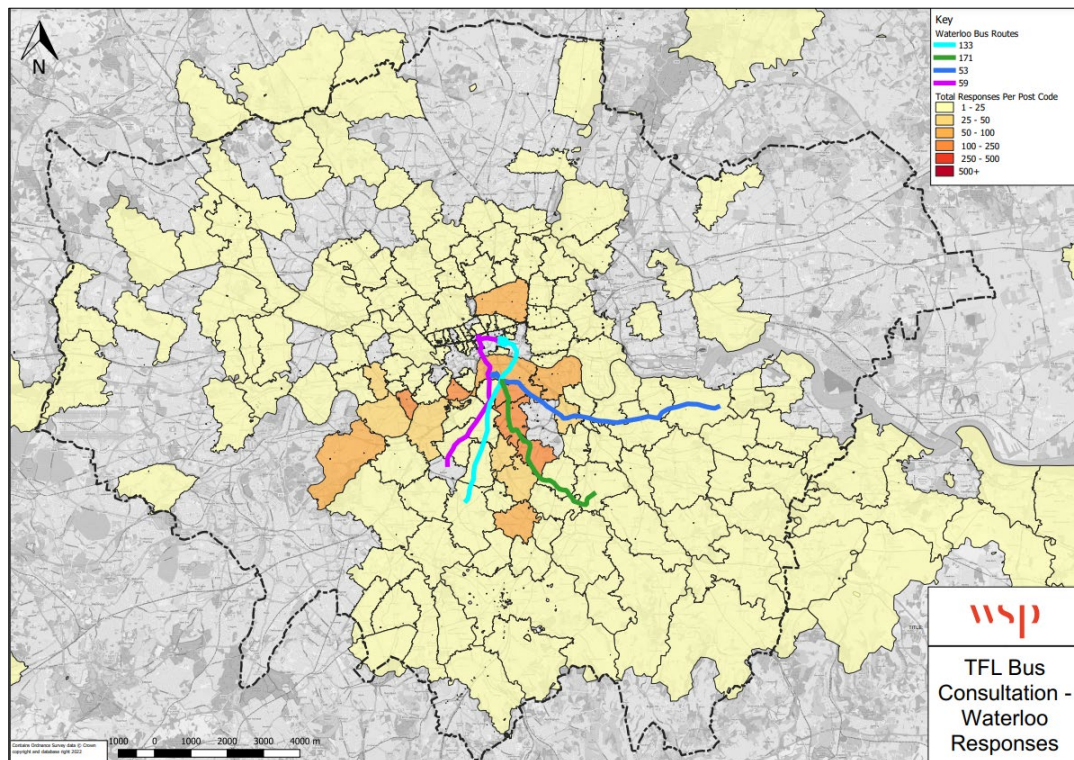


Figure 12 – Locations of respondents within London commenting on Waterloo

South London at night neighbourhood proposals

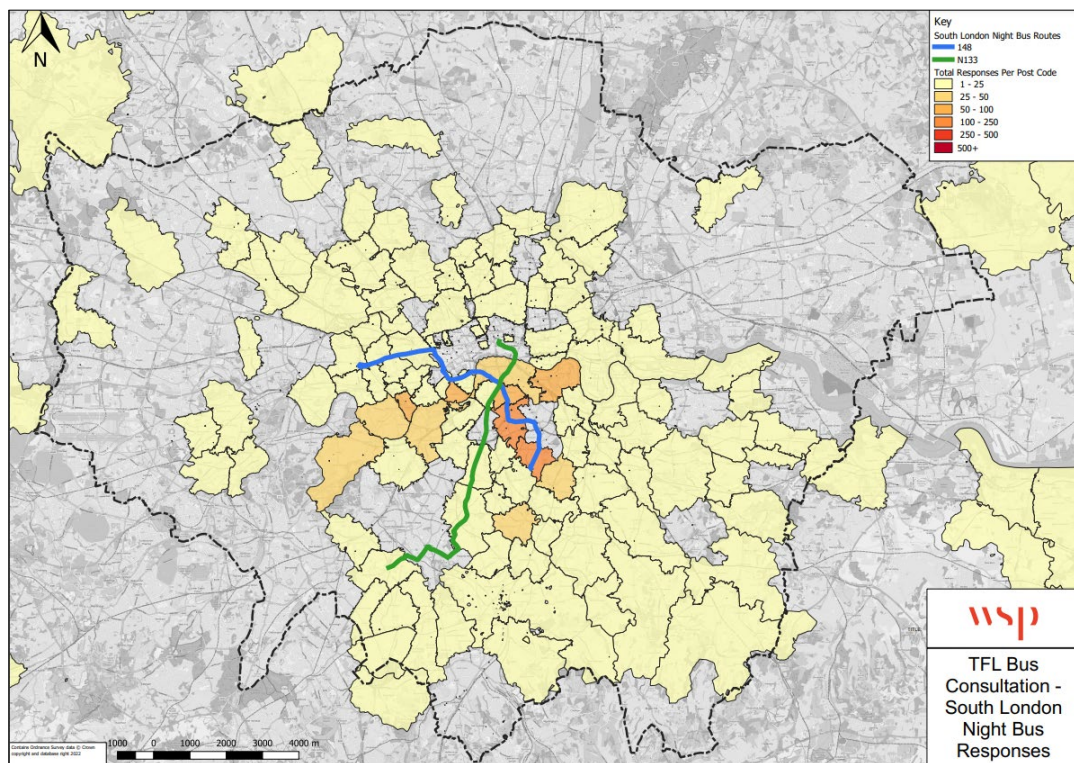


Figure 13 – Locations of respondents within London commenting on south London at night

3.5.5 East London

Commercial Street neighbourhood proposals

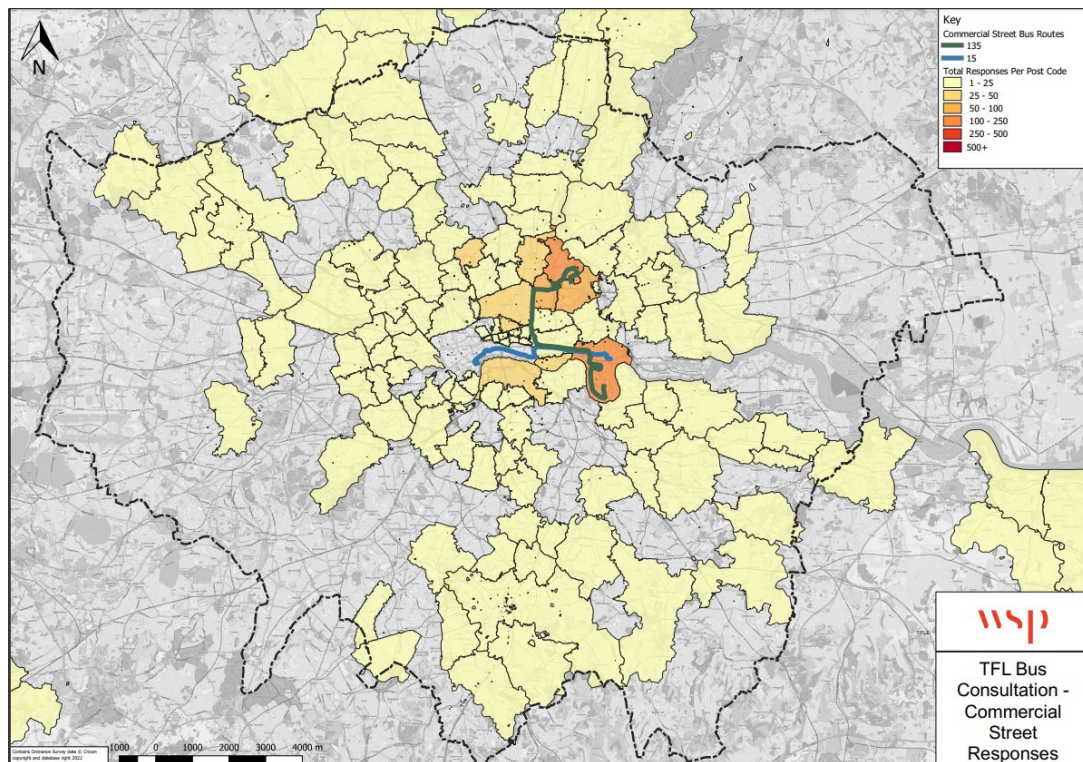


Figure 14 – Locations of respondents within London commenting on Commercial Street

Essex Road neighbourhood proposals

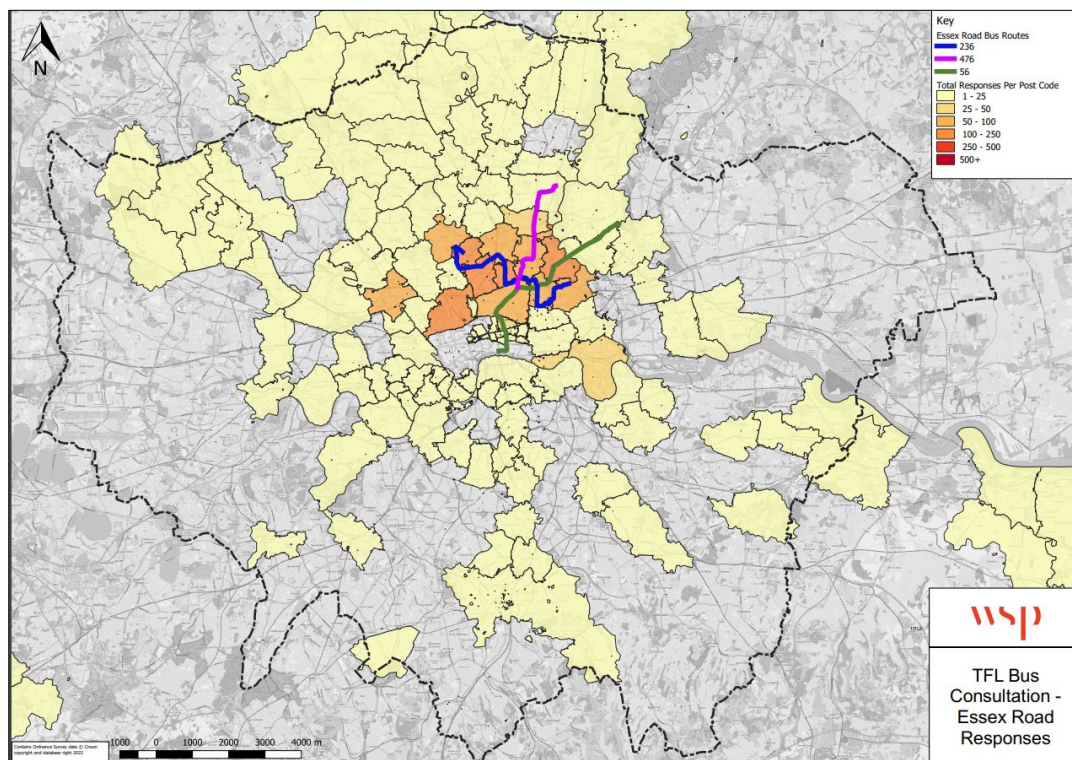


Figure 15 – Locations of respondents within London commenting on Essex Road

Fleet Street neighbourhood proposals

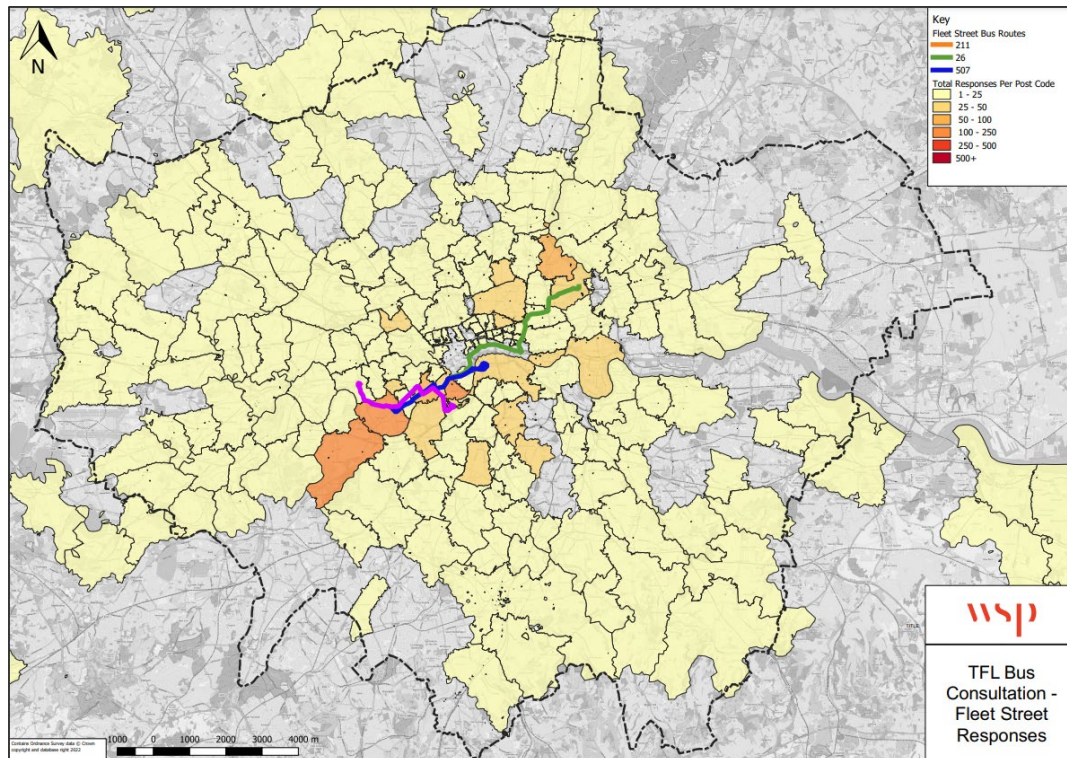


Figure 16 – Locations of respondents within London commenting on Fleet Street

Isle of Dogs and Wapping neighbourhood proposals

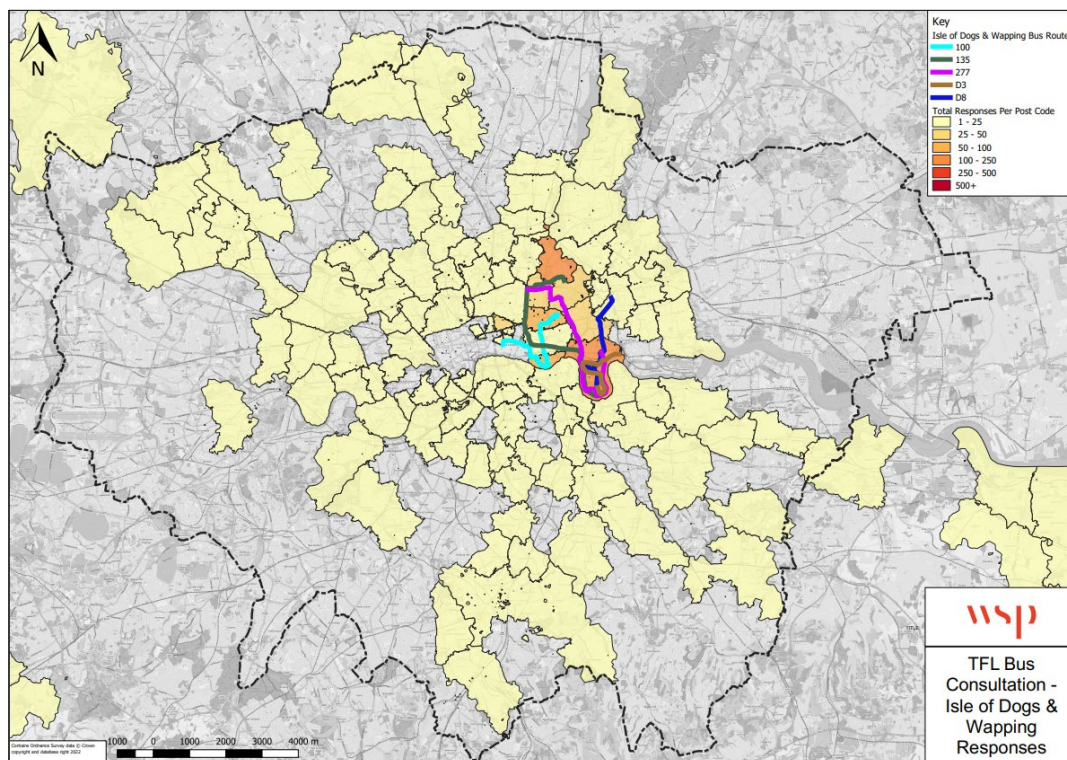


Figure 17 – Locations of respondents within London commenting on Isle of Dogs and Wapping

London Bridge and Tower Bridge neighbourhood proposals

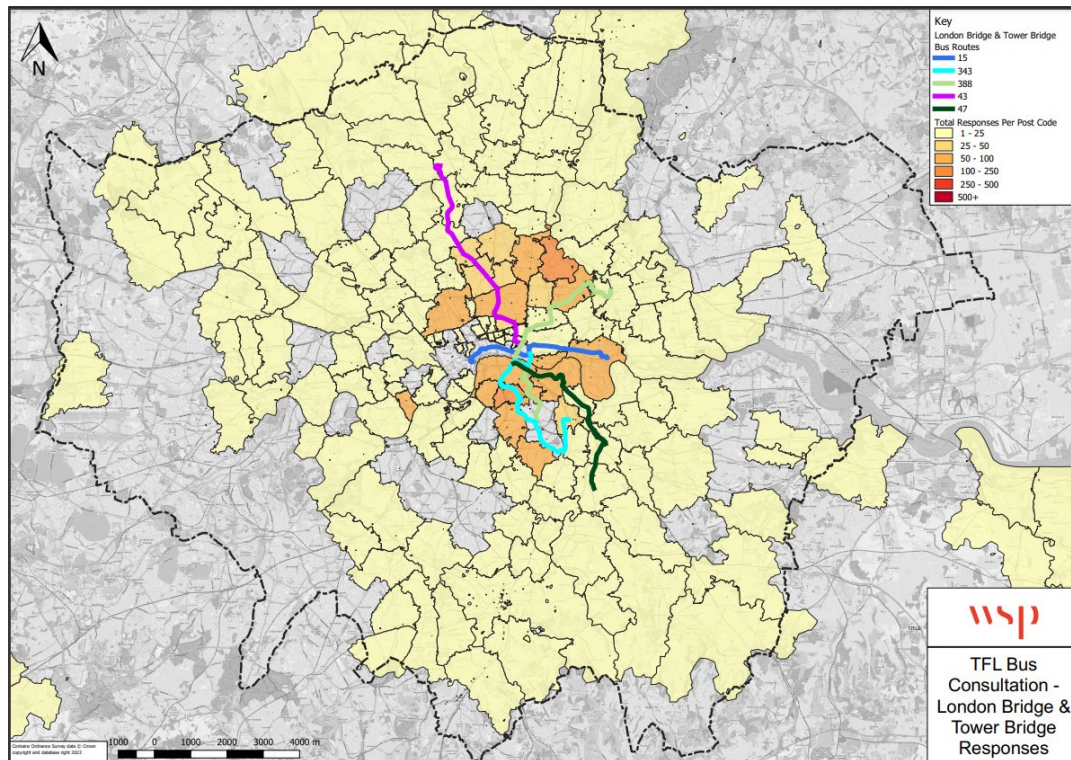


Figure 18 – Locations of respondents within London commenting on London Bridge and Tower Bridge

East London at night neighbourhood proposals

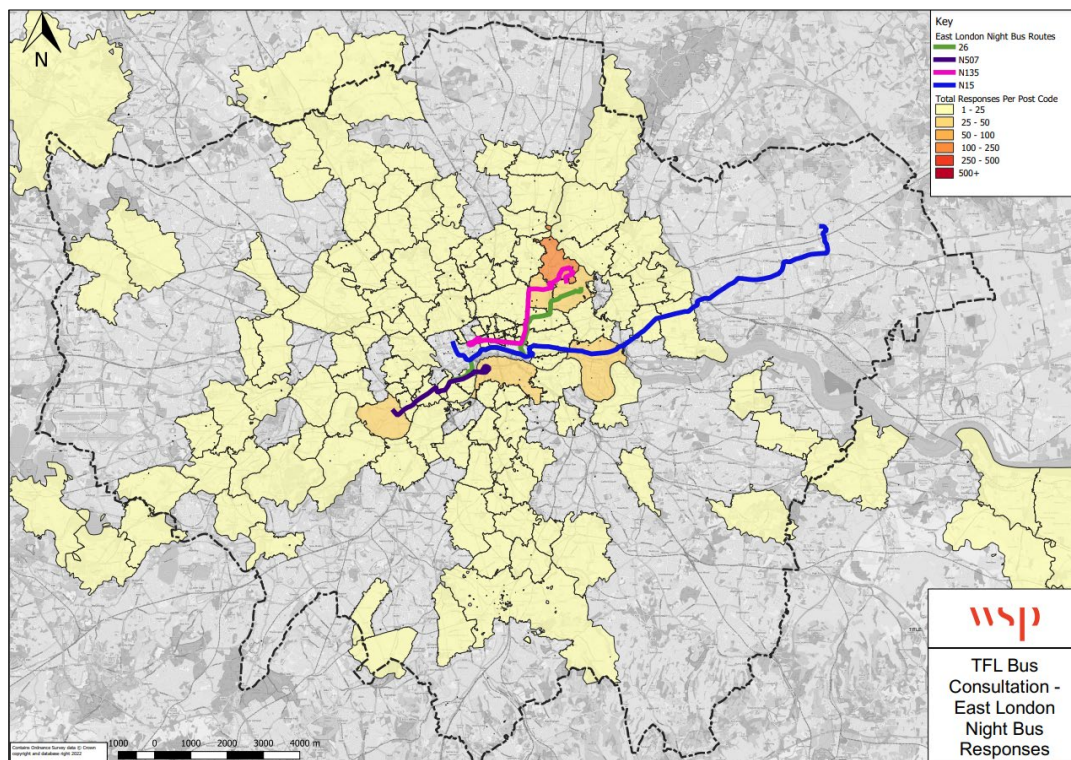


Figure 19 – Locations of respondents within London commenting on East London at night

3.5.6 West London

Earl's Court neighbourhood proposals

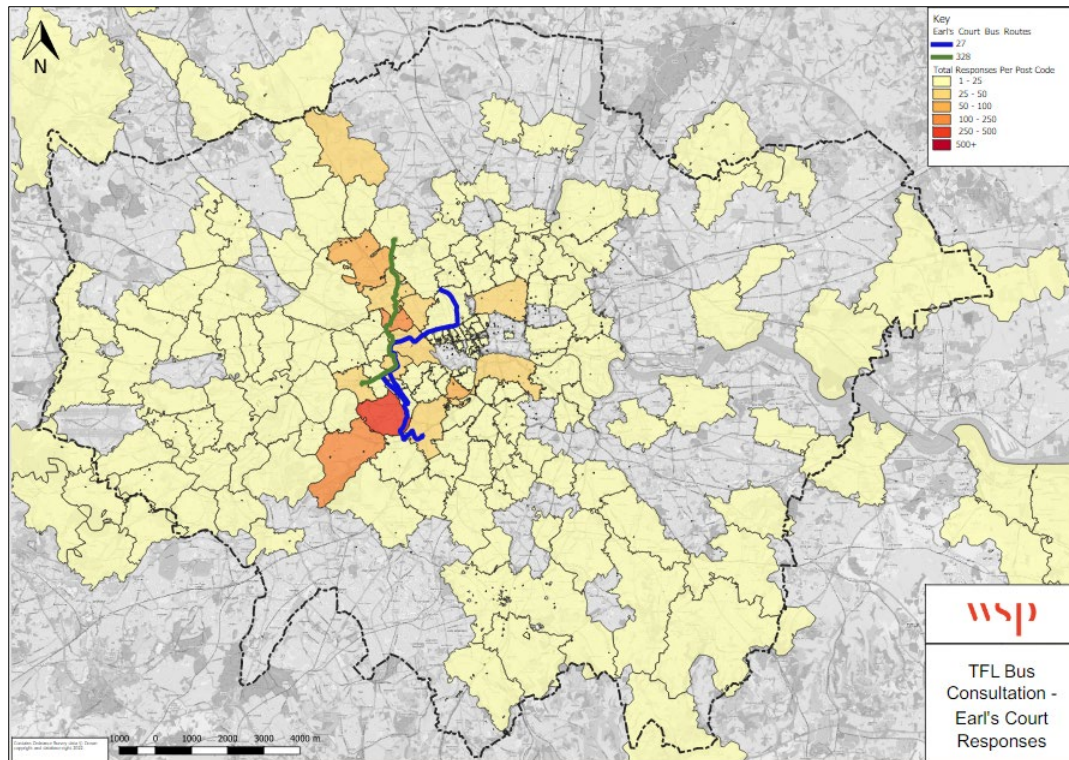


Figure 20 – Locations of respondents within London commenting on Earl's Court

South Kensington neighbourhood proposals

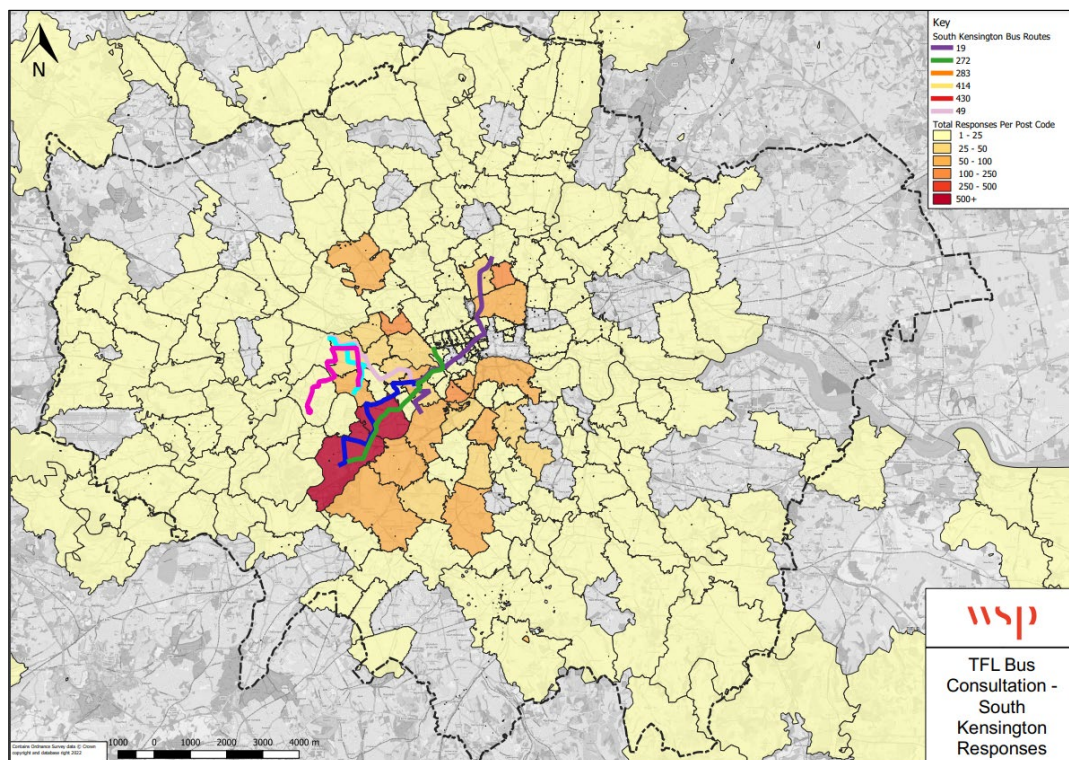


Figure 21 – Locations of respondents within London commenting on South Kensington

West London at night neighbourhood proposals

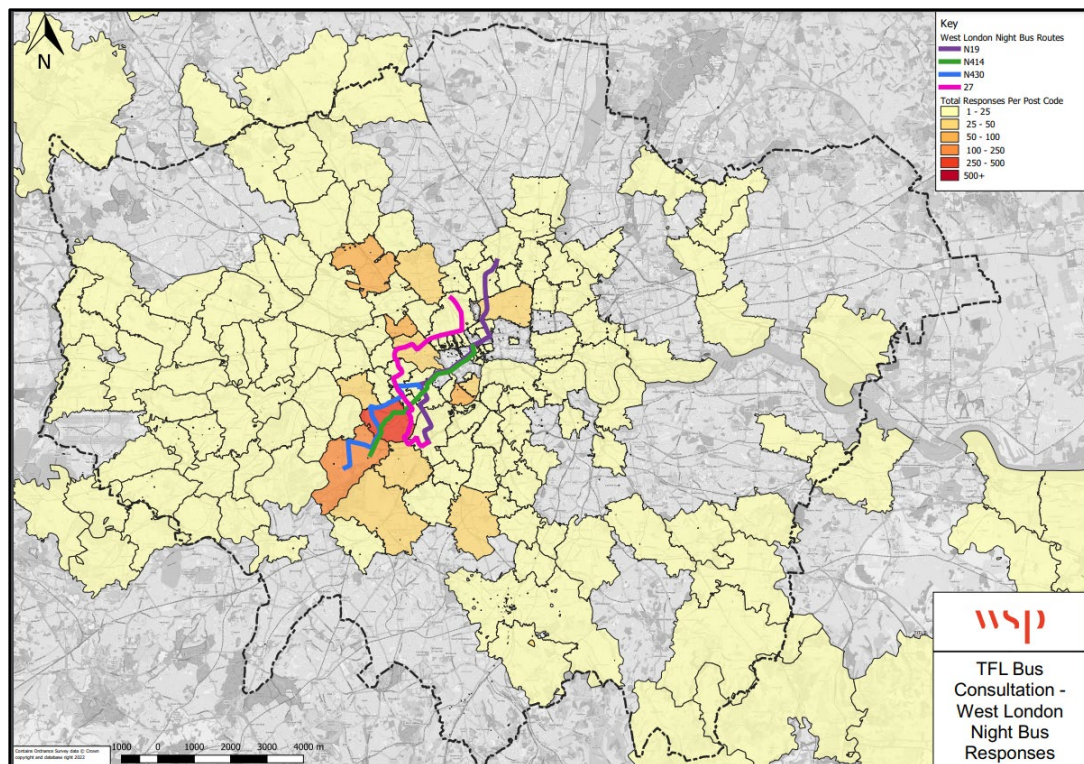


Figure 22 – Locations of respondents within London commenting on West London at night

4. Summary of all consultation responses

4.1 Summary of responses to Question 1 - We would like to understand more about how you currently use London bus services. Please tell us which bus routes you use now

Tables 4 to 9 illustrate the response to “Question 1: We would like to understand more about how you currently use London bus services. Please tell us which bus route neighbourhoods you use now.”

It should be noted this was a multiple-choice question, therefore respondents could select various options. A total of 18,411 respondents provided an answer to this question.

4.1.1 North London bus use

Table 4 - The number of respondents currently using the specified bus routes in north London

Bus Route – North London area	Frequency	%
Euston Road - routes 24, 88, 205, and 214 in Camden, Westminster, City of London, Islington, and Tower Hamlets	4,429	24.1
Baker Street – routes 21, 113, and 189 in Camden and Westminster	3,855	20.9
Edgware Road - routes 6, 16, 23, and 98 in Westminster, Camden, Kensington and Chelsea, and Hammersmith and Fulham	2,947	16.0
Caledonian Road - routes 254, 259, 279, and 349 in Camden, Enfield, Hackney, Haringey, and Islington	2,268	12.3

Table 4 shows the bus route neighbourhoods respondents used in north London. The bus service in north London with the most users is Euston Road (routes 24, 88, 205 and 214), was used by 24.1 per cent of respondents, followed by Baker Street (routes 21, 113 and 189) used by 20.9 per cent. Within the north London area, Edgware Road (routes 6, 16, 23 and 98), and Caledonian Road (routes 254, 259, 279 and 349) had the lowest number of users with respective figures of 16 per cent and 12.3 per cent of respondent's using these services.

4.1.2 South London bus use

Table 5 - The number of respondents currently using the specified bus routes in south London

Bus Route – South London area	Frequency	%
Walworth Road – routes 12 and 148 in Southwark, Lambeth, Westminster, and Hammersmith and Fulham	4,156	22.6
Waterloo – routes 53, 59, 133, 171, and 521 in Westminster, City of London, Southwark, Lambeth, and Camden	3,619	19.7
Horseferry Road – routes 3, 77, 507 and C10 in Westminster and Lambeth	2,317	12.6
Coldharbour Lane – routes 45 and 59 in Lambeth and Southwark	2,128	11.6

Table 5 shows bus route neighbourhoods in south London used by respondents. The bus service in south London most used was Walworth Road (routes 12 and 148) which was used by 22.6 per cent of respondents, followed by Waterloo (routes 53, 59, 133, 171 and 521) which was used by 19.7 per cent of respondents. Horseferry Road routes (3, 77, 507 and C10) were used by 12.6 per cent of respondents and Coldharbour Lane (routes 45 and 59) was used least, by 11.6 per cent of respondents.

4.1.3 East London bus use

Table 6 - The number of respondents currently using the specified bus routes in East London

Bus Route – East London area	Frequency	%
London Bridge and Tower Bridge - routes 15, 43, 47, 78, 343, and 388 in City of London, Hackney, Southwark, Lewisham, and Tower Hamlets	3,449	18.7
Fleet Street - routes 11, 26, 211, and 507 in City of London, Westminster, Lambeth, Kensington and Chelsea, and Hammersmith and Fulham	3,070	16.7
Essex Road - routes 4, 56, 236, and 476 in Islington, City of London, Haringey, Camden, and Hackney	2,710	14.7
Commercial Street - routes 135, and 242 in City of London, Hackney, and Tower Hamlets	1,679	9.1
Isle of Dogs and Wapping - routes 100, 135, 277, D3, D7, and D8 in Tower Hamlets, City of London, and Hackney	1,469	8.0

Table 6 shows the bus routes in East London used by respondents, with London Bridge and Tower Bridge (routes 15, 43, 47, 78, 343 and 388) being the most used by 18.7 per cent of respondents. This was followed by Fleet Street (routes 11, 26, 211 and 507), used by 16.7 per cent of respondents, and Essex Road (routes 4, 56,

236 and 476) used by 14.7 per cent of respondents. The routes in East London used by the lowest number of respondents were Commercial Street (routes 135 and 242) and Isle of Dogs and Wapping (routes 100, 135, 277, D3, D7 and D8), used by 9.1 per cent and 8 per cent respectively.

4.1.4 West London bus use

Table 7 - The number of respondents currently using the specified bus routes in west London

Bus Route – West London Area	Frequency	%
South Kensington - routes 14, 19, 49, 72, 74, 272, 283, 414, and 430 in Kensington and Chelsea, Wandsworth, Hammersmith and Fulham, Westminster, Hounslow, and Ealing	5,935	32.2
Earl's Court - routes 27, 328 and C3 in Hammersmith and Fulham, Westminster, and Kensington and Chelsea	3,109	16.9

Table 7 shows the number of respondents that used bus routes in west London. South Kensington (routes 14, 19, 49, 72, 74, 272, 283, 414 and 430) was noted as used by 32.2 per cent of respondents, while Earl's Court (routes 27, 328 and C3) was used by 16.9 per cent of respondents.

4.1.5 London night buses

Table 8 – The number of respondents currently using the specified bus routes for night buses

Bus Route – Night Buses	Frequency	%
North London at night – 24 hour and 'N' prefixed routes: 6, 23, 24, 88, 189, 214, N16, N31, N98 and N205	2,373	12.9
South London at night – 24 hour and 'N' prefixed routes: 12, 146, and N133	2,150	11.7
West London at night – 24 hour and 'N' prefixed routes: 14, 27, 148, N16, N27, N72 and N74	2,214	12.0
East London at night – 24 hour and 'N' prefixed routes: N11, N15, N26, N135 and N242	1,139	6.2

Table 8 shows the level of usage of specified night bus routes amongst respondents. North London at night (routes 6, 23, 24, 88, 189, 214, N31, N98 and N205) had the highest usage, by 12.9 per cent of respondents, followed by West London at night (routes 14, 27, 248, N16, N27, N72 and N74) where 12 per cent of respondents used the service. South London at night (routes 12, 146 and N133) were used by 11.7 per cent of respondents, with East London at night (routes N11, N26, N135 and N242) used by 6.2 per cent of respondents.

4.1.6 General bus use

Table 9 - Question 1 - The number of respondents using all the bus routes specified, none of those specified or those who don't use London buses in general

Bus Route	Frequency	%
All the above	1,139	6.2
None of the above	589	3.2
I don't use London buses	78	0.4

The number of respondents who either used all the bus routes specified, none of the routes specified or in general did not use buses in London is shown in 9 above. It is noted that 6.2 per cent of respondents said they used all the specified bus routes in the scope of the consultation, 3.2 per cent used none of the specified routes and 0.4 per cent said they did not use any London buses.

4.2 Summary of responses to Question 2 - When travelling on public transport in London do you currently change buses or change between buses and other public transport options to complete your journey?

Respondents were asked the following question “When travelling on public transport in London do you currently change buses or change between buses and other public transport options to complete your journey? (i.e., London Underground, London Overground, London Trams, Docklands Light Railway)”. A total of 17,771 respondents answered this question.

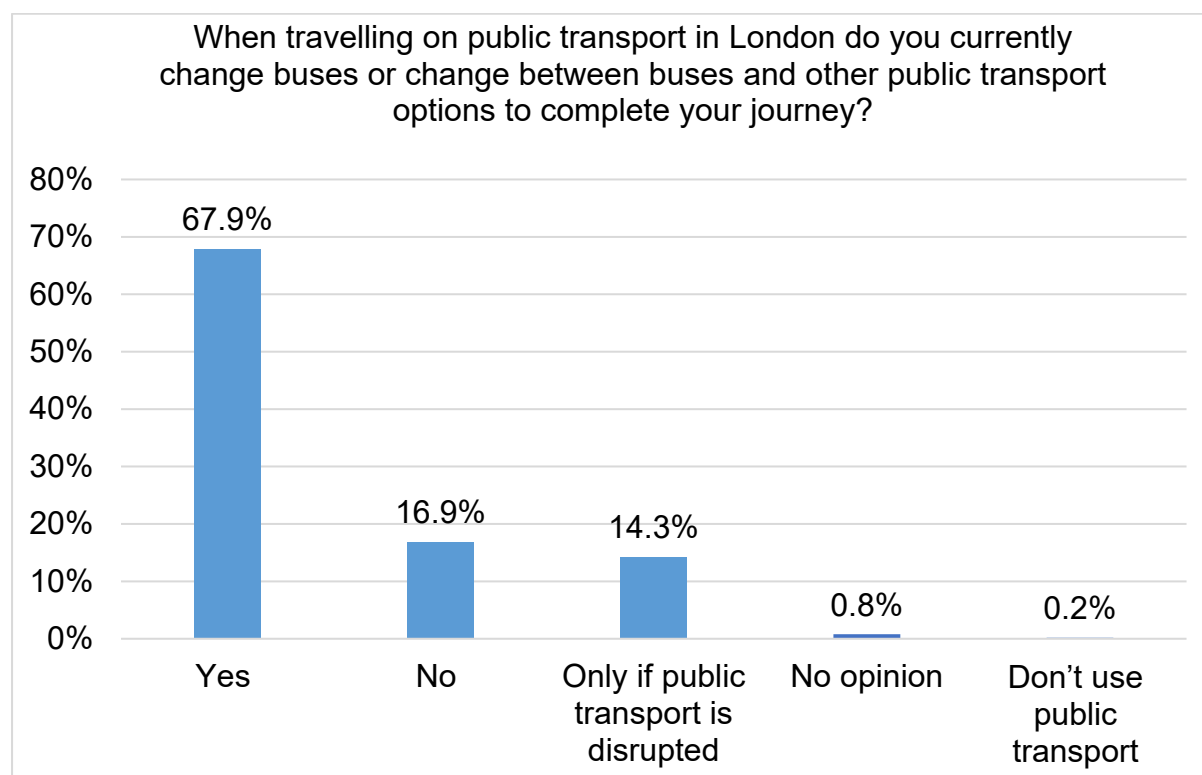


Figure 23 - Question 2 - 17,771 responses received (83%)

Figure 23 showed 12,064 respondents (67.9 per cent) changed buses or changed between buses and other public transport options. A much smaller proportion, 3,000 respondents, said they did not change bus (16.9 per cent), 2,537 only changed bus when there were other public transport disruptions (14.3 per cent). A further 139 respondents (0.8 per cent) had no opinion, and 31 respondents (0.2 per cent) did not use public transport.

4.3 Summary of responses to Question 3 - Please tell us what is important to you, when changing services

To understand more about the different factors of a respondent's bus journey, we asked "When you need to change bus to complete your journey, we want to help make this easier and more accessible to you. Please tell us what is important to you, when changing services". The results of which are illustrated in Figure 24 below. A total of approximately 17,000 respondents answered each part of the question. The actual number of respondents for each part of this question varied but averaged at approx. 17,000.

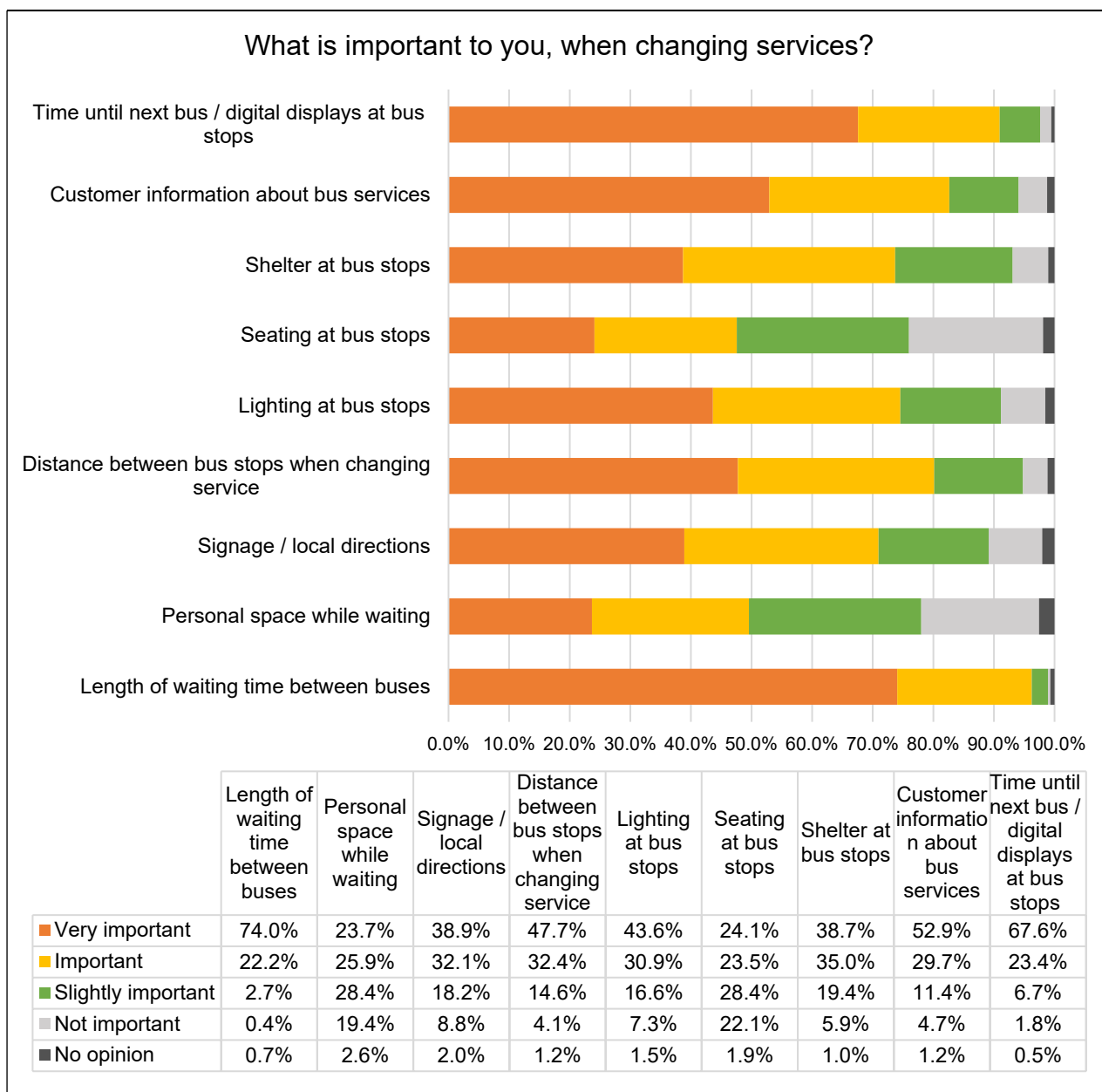


Figure 24 - Question 3 - what is important to you when changing services? (~ 17,000 responses)

Length of waiting time between buses

As shown in Figure 24, waiting time was regarded as very important by 12,924 of respondents (74 per cent). This is followed by 3,878 (22.2 per cent) who regarded it as important. Four hundred and sixty-five respondents (2.7 per cent) regarded it as slightly important, and 68 respondents (0.4 per cent) thought waiting time was not important. One hundred and twenty-one respondents (0.7 per cent) did not express an opinion.

Personal space while waiting

In regard to personal space when waiting and changing bus services, the largest number of respondents – 4,811, considered this to be slightly important (28.4 per cent), closely followed by 4,384 (25.9 per cent) who felt this was important, and 4,007 (23.7 per cent) who felt this is very important. However, 3,290 (19.4 per cent) respondents considered this was not important. We noted 2.6 per cent of respondents (434 people) had no opinion on personal space while waiting or changing bus service. Personal space, along with seating, received the largest number of overall responses regarding it as ‘not important’ when changing services.

Signage/ local directions

Most respondents regarded signage/local directions to either be very important (6,559/38.9 per cent), important (5,406/32.1 per cent) or slightly important (3,062/18.2 per cent). Comparatively, 1,489 respondents (8.8 per cent) said this was not important, with 344 respondents (two per cent) having no opinion.

Distance between bus stops when changing service

Considering distance between bus stops. 8,197 (47.7 per cent) respondents viewed the distance to be very important. A further 5,562 (32.4 per cent) regarded it as important and 2,514 (18.2 per cent) as slightly important. While 696 respondents (4.1 per cent) found this to be not important, with 198 respondents (1.2 per cent) that said they had no opinion.

Lighting at bus stops

Lighting was viewed as very important by 7,404 (43.6 per cent) respondents, followed by 5,245 (30.9 per cent) and 2,820 (16.6 per cent) of those who regarded lighting as being important and slightly important respectively. We noted 1,248 (7.3 per cent) of respondents believed lighting to be of no importance and 257 (1.5 per cent) expressed no opinion. A combined 72 per cent of respondents regarded lighting to be ‘very important’, ‘important’ or ‘slightly important’, with 28 per cent overall regarding lighting to be ‘not important’ or had no opinion in response to this section of the question.

Seating at bus stops

Seating was viewed as less important than other elements, with 4,087 (24.1 per cent) viewed seating as very important, and 3,986 (23.5 per cent) viewed it as important. The largest proportion of respondents felt seating was only of slight importance when changing services, selected by 4,087 (28.4 per cent) respondents. Finally, 3,753 (22.1 per cent) respondents felt that lighting was not important, and 1.9 per cent of respondents had no opinion.

Shelter at bus stops

Regarding shelter, 6,601 (38.7 per cent) respondents considered this to be very important, followed by 5,971 (35 per cent) who felt shelter to be important and 3,306 (19.4 per cent) who felt it to be slightly important. There were 1,000 (5.9 per cent) respondents that regarded shelter at bus stops as not important. One per cent (179 respondents) expressed no opinion.

Customer information about bus services

We noted 9,044 (52.9 per cent) respondents considered customer information about bus services was very important when interchanging. Following this, a further 5,076 (29.7 per cent) felt customer information was important, and 1,956 (11.4 per cent) thought it was of slight importance. The 801 respondents finding this to be of no importance (4.7 per cent) were in the minority, along with the 209 respondents that held no opinion (0.5 per cent).

Time until next bus / digital display at bus stops

Lastly, Figure 24 also highlighted 11,685 respondents viewed digital displays /count downs as very important when changing bus services (67.6 per cent). A further 4,042 (23.4 per cent) viewed it as important and 1,154 (6.7 per cent) slightly important. Those finding digital displays to be of no importance equated to 316 (1.8 per cent), with less than one per cent holding no opinion (94 respondents).

4.4 Summary of responses to Question 4 - Under these proposals how might your public transport journey change?

To understand more about how the proposed changes may affect them, respondents were asked “Question 4: Under these proposals how might your public transport journey change?”. Figure 25 below illustrates the response to this question. There was a total of 17,936 respondents. This was a multiple-choice question and respondents were able to select all options they felt applicable.

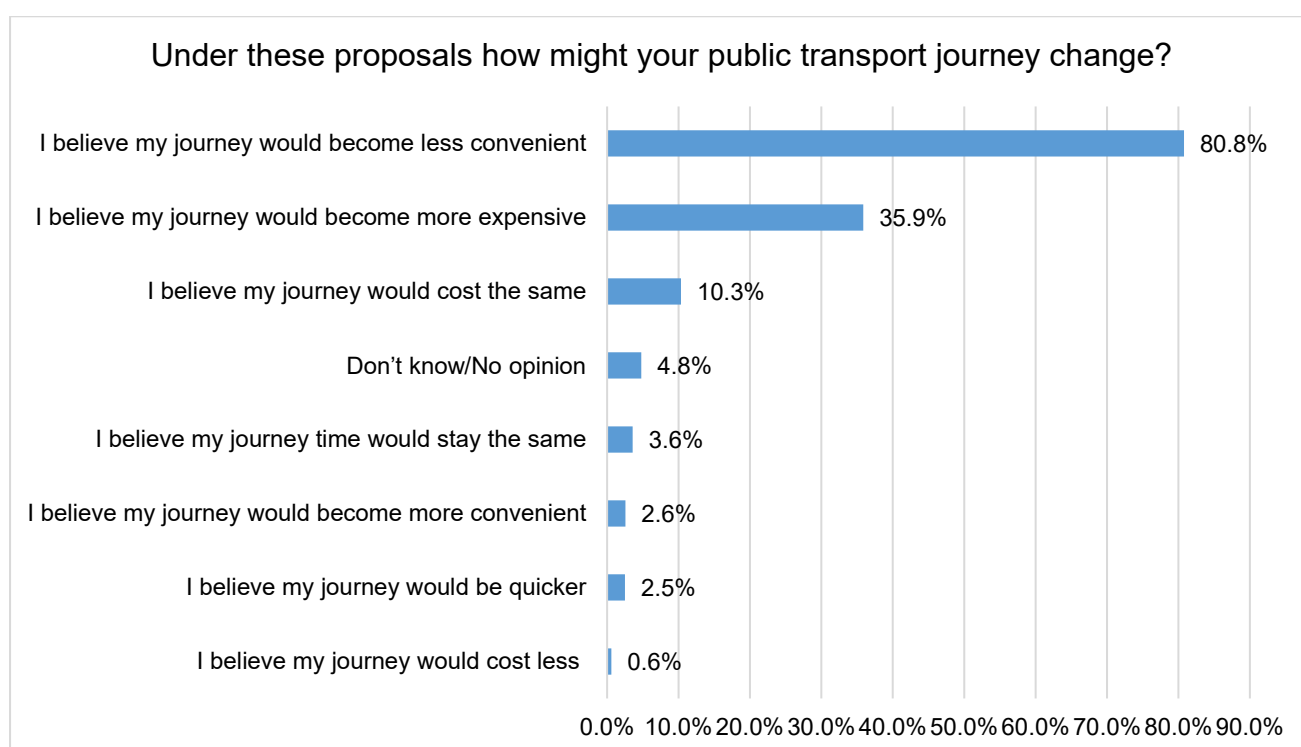


Figure 25 - Question 4- Under these proposals how might your public transport journey change? (17,936 responses)

Figure 25 shows 14,487 (80.8 per cent) respondents felt their bus journeys would become less convenient under the proposed changes than their current journeys. This was followed by 6,433 (35.9 per cent) who believed their journey would become more expensive, with 1,855 (10.3 per cent) of respondents who believed their journey would cost the same.

We noted 858 (4.8 per cent) respondents did not know/had no opinion on the changes to their journey, and 641 (3.6 per cent) believed their journey time would stay the same. A further 460 (2.6 per cent) respondents believed their journey would become more convenient under the proposed changes, and 448 (2.5 per cent) also believed their journey would be quicker. A final 107 (0.6 per cent) respondents believed their journey would cost less.

In summary, 25,289 options were selected in response to this question, which equated to more than the number of total responses to the consultation (21,528). This highlights that some of those responding believed the proposals would impact their bus journeys in several ways.

4.5 Summary of responses to Question 5 - Based on your bus route selections in Question 1, please use this space to share your views about how these proposals may affect you, positively or negatively

This section provides a summary of the consultation comments received by individuals in response to open question 5. This includes a breakdown of the most frequent comments received across the consultation

Responses to open question 5 have been arranged into categories based upon which bus routes and scheme 'neighbourhoods' were referred to in the text. Where specific bus routes or neighbourhoods were not referred to, comments have been described as 'across the consultation'.

Of the 21,247 individual responses to the consultation, 17,562 people provided additional feedback in response to open question 5.

4.5.1 Most frequent comments, across the consultation

Table 10 illustrates the top 20 themes that were raised individually across the consultation, which equates to 48 per cent of all the comments received.

This table shows the feedback received was generally negative with various concerns being raised about the proposed changes to the bus network. The key concerns raised related to mobility and accessibility issues, at 3,812 (4 per cent) of all comments, followed closely by the need to ensure that bus routes reached major areas in London.

There were concerns over decreased connectivity and the impacts of this, including longer journey times, an impact on employment, unfair impact on those without access to a car, and increased journey costs overall. Additionally, there were concerns over whether access to certain locations would remain, including those in central London, healthcare facilities, and other transport links. Bus routes 14, 12 and 11 were referenced in the top 20 comments raised across the consultation.

Table 10 – top 20 themes received across the consultation

Theme	Count	% of <u>total</u> coded comments
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	3,812	4
(Need to ensure link to...) Other major area in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	3,229	4
Negative - Not in favour of proposals (Generally / All routes)	3,116	3
Negative - Will make journeys longer / more time-consuming	2,906	3
Negative - Lack of alternatives for those without car / dependent on bus service	2,819	3
Concern - Will worsen access to jobs / employment	2,740	3
Negative - Loss of connectivity / access	2,641	3
Concern - Will worsen access to services (e.g., healthcare / essential shops)	2,250	2
Route 14: Oppose proposals to remove service	2,178	2
(Need to ensure link to...) Local destination (e.g., street, avenue)	1,988	2
(Need to ensure link to...) Central London	1,977	2
(Need to ensure link to...) Healthcare facility (Hospital, Medical Centre)	1,782	2
Concern - Changes to buses will result in higher fares / less cost-effective	1,768	2
Negative - Will reduce bus use / increase car use / mode shift to car	1,756	2
(Need to ensure link to...) Transport Hub (Bus station, Rail Station, Underground, DLR, Overground, Elizabeth Line)	1,669	2
Route 12: Oppose proposals to remove service	1,663	2
Negative - Will mean taking more buses / more interchanges	1,662	2
Other comment (out of scope) e.g., transport proposals elsewhere	1,532	2
Concern - Will worsen access to education	1,394	2
Route 11: Oppose proposals to remove service	1,336	1
Total:	44,218	48

Additional insights that were consistently noted throughout the consultation analysis have been summarised below:

Accessibility

Concerns were raised for older people, mobility impaired, and for those who travel with buggies. Issues were raised regarding step-free access in train and tube stations, noting that if services were removed/re-routed, they would have to use another mode of transport that is inaccessible to them. This would result in longer walking distances or having to use a private car/taxi hire, which would likely cause financial stress. Some comments relating to older people noted that they felt isolated during the pandemic and removing/re-routing bus services may isolate them further as they would be unable to access their friends/family.

Convenience

Comments were raised in relation to overall journey comfort and convenience. Nothing that the proposals would lead to additional interchanges, longer walking distances and increased journey times. This is also highlighted in the results of Question 4 (Under these proposals how might your public transport journey change?), in which 67 per cent of respondents said their journey would become less convenient and 30 per cent said it would be more expensive.

Safety

This was a key concern for many respondents. Issues were raised regarding night-time travel, mostly by women. Respondents noted that the removal and/or re-routing of bus routes would likely increase their journey times, as they would have to walk longer distances to services or there would be additional interchanges.

South London connectivity

Comments were raised regarding the existing level of connectivity across south London, in which respondents expressed that the public transport options (i.e., tube and train) was already limited compared with other parts of London, and in some places described as non-existent. As such, it was felt that the proposals would only worsen the level of connectivity in the south.

Financial burden

Affordability of public transport in London, and cost of living in general was a recurring theme across the consultation. Concerns also related to additional interchanges and needing to switch to different modes of transport would result in higher fares. Similarly, some felt they would have no choice but to drive which would also put a strain on their finances. Some suggested extending the time period of the TfL Hopper Fare, which currently allowed passengers to change between buses at no extra charge when changing bus within the first hour of travel.

Environmental concerns

While some respondents acknowledged that the pandemic impacted TfL's income and changes were needed, others felt frustration that these changes were being proposed across a more sustainable mode of transport. Some people expressed that they would have to use a car if some routes got changed which would worsen the impacts of climate change. In addition, there was general frustration that cuts were being made to bus services when people are being discouraged to drive.

Covid-19

The impacts of the pandemic were noted throughout the consultation, with general concern for the removal of buses now that people were returning to work and the demand for public transport was returning to normal. Some respondents considered there were already issues with overcrowding on buses and the proposals would make this worse.

4.5.2 General comments – not route or neighbourhood specific

This section of the report covers feedback that was captured more generally across the consultation and is not route specific. This includes positive feedback, negative feedback, concerns raised, suggested improvements to the bus network, comments relating to night buses, and comments relating to key destinations where people would like bus access to be retained.

4.5.2.1 Positive feedback

Table 11 provides an overview of the positive feedback that was received throughout the consultation, in which 1,299 codes were assigned.

Table 11 – General feedback – positive

Theme	Count
Will improve access to jobs / employment	515
In favour of proposals (generally / all routes)	405
Will improve access to education	201
Will reduce delays / improve network reliability / improve efficiency of the network	41
In favour of removal of / changes to bus route – route not specified	29
Will improve access / give new routes	27
Good forward planning / future proofing	5
Beneficial impact of changes on other services in bus network	4
Will improve access to services (e.g., healthcare / essential shops)	2
Total count: 1,229	

As shown in Table 11, those who supported the proposals felt the changes to the bus network would improve access to jobs and employment, which was discussed in 515 responses (two per cent). This was followed by those who are in favour of proposals more generally, 405 respondents (two per cent). A further 201 responses

(one per cent) felt that the proposals would enhance access to educational establishments.

4.5.2.2 Negative feedback

Table 12 outlines the general comments received in response to the consultation, which had a negative outlook on the proposals. 20,753 codes were assigned in total.

Table 12 – General feedback – negative

Theme	Count
Not in favour of proposals (generally / all routes)	3,116
Will make journeys longer / more time consuming	2,906
Lack of alternatives for those without car / dependent on bus services	2,819
Loss of connectivity / access	2,641
Will reduce bus use / increase car use / mode shift to car	1,757
Will mean taking more buses / more interchanges	1,662
Will result in needing to walk further / more distance to access transport	1,244
Proposed changes will impact residents / communities	1,094
Proposals will mean needing to use another mode of transport (e.g., Underground, DLR, Rail)	988
Not in favour of removal of / changes to bus route – route not specified	860
Will make journey times less reliable / more delays	767
Detrimental impact of changes on other services in the bus network	449
Impact relating to COVID-19 (e.g., demand will increase, services have already been cut, impact of temporary schemes including LTNs)	278
Proposals are confusing / complicated	101
Comment relating to route numbering / history of service (e.g., iconic)	71
Total count: 20,753	

Table 12 shows 16 per cent (3,116) of respondents expressed that they were not in favour of any of the proposals put forward within the consultation, with a further 14 per cent (2,906) of respondents noting that the proposals would make journeys longer and more time consuming.

A further 13 per cent (2,819) of respondents disagreed with the proposals due to the lack of alternative transportation methods for those without a car and highlighted there were individuals who were dependent on buses.

Twelve per cent (2,614) of respondents felt that proposals would result in reduced connectivity and access in and around London, noting it would make journeys more difficult and longer in some instances.

In addition to this, almost 10 per cent of respondents (1,757) expressed that the changes were likely to force some people to stop using the bus entirely if their service is removed, which may result in increased car use, where people expressed concern for the environment and cost of fuel prices.

Eight per cent (1,662) of respondents also mentioned the if buses were to be removed or re-routed, it was likely they would have to interchange as a result, expressing that this would cause inconvenience for Londoners, particularly on their commute.

4.5.2.3 Concerns

Table 13 provides an overview of general comments received in response to the consultation, which expressed concerns about the proposals. 17,995 codes were assigned in total.

Table 13 – General feedback – concerns

Theme	Count
Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	3,812
Will worsen access to jobs / employment	2,740
Will worsen access to services (e.g., healthcare / essential shops)	2,250
Changes to buses will result in higher fares / less cost-effective	1,768
Will worsen access to education	1,394
Personal safety and security issues (e.g., anti-social behaviour / feeling vulnerable)	1,301
Reduction in services will mean more overcrowding / less space on buses	1,282
Concerned by impact of proposals on air quality, climate change and the environment generally	817
Proposals will negatively impact on low-income groups (e.g., those on benefits, single parents, older people, deprived areas, etc.)	717
Will worsen access to leisure opportunities (outdoor space, cinema etc.)	709
Will worsen access to friends and family	600
Proposals will negatively impact users during a time of high cost of living	399
Issues with suitability of proposed routes (e.g., road width / parked cars / congestion / bus stop waiting capacity)	107
Will worsen access to childcare	65
Operational safety issues (e.g., speeding buses / poor driving / street layout)	34
Total count: 17,995	

Table 13 shows 18 per cent of respondents (3,812) raised concerns for those with mobility and access related issues, expressing concern for those with mobility aids, wheelchair users, and those who travel with buggies. Issues regarding step-free access in train/tube stations was also raised, as some noted that they would have to use another mode of transport if their route was removed and would struggle to do so.

Thirteen per cent (2,740) of respondents felt that the proposals would make it harder to get to and from places of employment, as well as to services such as healthcare and essential shops, which was raised by 10 per cent of respondents. Likewise, seven per cent (1,394) noted that changes would also worsen access to education.

Further to this, eight per cent (1,768) of respondents noted that changes to buses will likely result in higher fares and become less cost effective which caused concern amongst respondents.

4.5.2.4 Suggestions

Table 14 provides an overview of suggestions made by respondents for TfL to consider as part of the consultation. It should be noted that suggestions made less than 100 times have been excluded from the analysis.

Table 14 – General feedback – suggestions

Theme	Count
Suggest changes to the routing of other bus routes / Suggest the removal of other bus routes / Suggest new bus routes and connections	606
Retain / introduce Routemaster bus services	475
Consider impact of changes on tourists / visitors to London	378
Consider using low emission / electric buses	287
Suggests changes to the frequency / timings of other services	269
Provide improved customer information (e.g., Realtime information)	176
Reduce service frequency of routes instead of removing routes completely	137
Suggest that the hopper fare period is extended (e.g., extend the daily caps)	129
Total count: 2,457	

Table 14 provides an overview of suggestions made by respondents for us to consider as part of the consultation. There were 2,457 codes assigned in total. Three per cent (606) of respondents that commented on the proposals made suggestions to the routing and removal of bus services.

Two per cent (378) of respondents also raised the concern for tourists and suggested that we should also consider the impact that the proposals may have on tourists and other visitors to London, as well as Londoners.

There were 475 suggestions to keep and/ or introduce Routemaster bus services (two per cent) and 269 respondents suggested making changes to the frequency and timings of other services that are included within the proposals (one per cent).

Other suggestions were made, such comments relating to improving customer information (176, less than one per cent) and less than one per cent of respondents (137) recommending reducing the frequency of some routes instead of removing routes completely.

4.5.3 Comments related to night buses

Table 15 outlines the feedback provided regarding night buses, in which 1,422 codes were assigned. Two per cent (515) of respondents expressed general safety concerns for the removal of buses. Two per cent (405) mentioned the importance of night-time travel for shift workers, expressing that there's not many alternative modes of transport early in the morning/late at night. Two per cent of respondents also noted that the removal of the night bus would make it harder to get home in the evening and after nights out, with some noting it's not always possible to get/afford a taxi

Table 15 – General feedback – suggestions

Theme	Count
General safety concerns around removal of night buses	515
Shift workers rely on nighttime / 24-hour buses to / from their workplace	405
Will limit access to areas with night life / make it difficult to get home	321
Not many alternative options at night / in the early hours if night buses / 24-hour buses are removed	201
Total count: 1,442	

4.5.4 Comments related to key destinations

Table 16 follows. It outlines the comments made by respondents which expressed the need to retain bus services to link to specific places. There were 15,104 codes assigned in total. It should be noted that suggestions made less than 100 times have been excluded from the analysis.

Table 16 – Comments related to key destinations

Theme	Count
Other major area in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	3,229
Local destination (e.g., street, avenue)	1,988
Central London	1,977
Healthcare facility (Hospital, Medical Centre)	1,782
Transport Hub (Bus station, Rail Station, Underground, DLR, Overground, Elizabeth Line)	1,669
Workplace	1,273
Tourist destination (e.g., museum / cultural attraction)	978
Education facility (School, College, University, Library)	820
Shopping destination (e.g., shopping centre, central London)	733
Leisure destination (e.g., cinema, swimming pool)	389
Outdoor green space destination (park, riverside etc.)	159
Religious Building (Mosque, Church, Temple etc.)	107
Childcare facility (Nursery, Creche, Kindergarten, Childminder)	48
Other essential services (e.g., banking, post office, public institutions)	44
Airport (Heathrow, Gatwick, City, Stansted, Luton)	33
Prison facility (HMP)	4
Total count: 5,233	

The largest number of responses regarding links to places were associated with other major areas in London, noted by 3,229 (15 per cent) of respondents, followed by 1,998 (nine per cent) of respondents concerned with links to local destinations, mentioning specific streets and avenues. Nine per cent of respondents (1,977) also mentioned links to central London, while eight per cent (1,782) commented on ensuring links to healthcare facilities.

This was followed by eight per cent of respondents (1,669) who commented on retaining links to transport hubs such as bus stations, rail stations and underground stations. With six per cent of respondents (1,273) mentioning the need to retain links to a specific workplace. A further five per cent (978) noted that links to tourist destinations should be maintained.

4.5.5 North London area proposals

This section of the report discusses the feedback received for the North London area, which has been broken down by neighbourhood, then each specific bus route. A total of 7,633 codes were assigned in relation to bus services in north London.

4.5.5.1 Baker Street routes 31, 113, and 189 in Camden and Westminster

Route 31 – Proposal: would no longer run

Table 17 – Baker Street route 31

Theme	Count
Oppose proposals to remove service	954
Oppose proposals - Proposals would result in a need to interchange in the future	120
Comment relating to route numbering / history of service (e.g., iconic)	31
Suggest more frequent service	13
Suggest alternative routing	12
Oppose any reduction in frequency	9
Support proposals	4
Suggest capacity enhancements / bigger buses	4
Total count: 1,147	

Table 17 shows the most frequent comment was made by 954 respondents in which they opposed the removal of the service completely. 1,147 codes have been assigned to this bus route.

Four respondents noted their support for the proposals to remove the service, with most of the feedback being generally negative in relation to this route.

Key concerns related to the need to interchange and route numbering / history of service. These themes were raised by 120 and 31 respondents respectively.

A total of 12 respondents proposed alternative routing for this service.

Route 113 – Proposal: reroute to operate between Edgware bus station and White City, no longer serving stops between Swiss Cottage and Marble Arch

Table 18 – Baker Street route 113

Theme	Count
Oppose proposals to remove service	521
Oppose proposals - Proposals would result in a need to interchange in the future	140
Suggest alternative routing	24
Comment relating to route numbering / history of service (e.g., iconic)	14
Support proposals	11
Oppose any reduction in frequency	8

Suggest more frequent service	6
Services should run later / start earlier (i.e., longer hours)	5
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	4
Suggest capacity enhancements / bigger buses	2
Total count: 735	

Table 18 shows the most frequent comment was made by 521 respondents, in which they opposed the removal of the service completely. There were 735 assigned to this bus route.

Eleven respondents noted their support for the proposals to reroute the service, with most of the feedback being generally negative in relation to this route.

Key concerns related to the need to interchange and numbering and history of the service. These themes were raised by 140 and 14 respondents respectively.

A total of 24 respondents proposed alternative routing for this service.

Route 189 (24- hour route) – Proposal: reroute to operate between Belsize Road and extend to Camden Town. Would no longer serve stops between Belsize Road and Marble Arch stops between Swiss Cottage and Marble Arch

The night-time element of the route was proposed to be renamed to N189, but the route itself would not change.

Table 19 – Baker Street route 189

Theme	Count
Oppose proposals to remove service	446
Oppose proposals - Proposals would result in a need to interchange in the future	75
Suggest alternative routing	18
Comment relating to overnight services	16
Support proposals	12
Suggest more frequent service	5
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	3
Oppose any reduction in frequency	2
Comment relating to route numbering / history of service (e.g., iconic)	2
Total count: 579	

Table 19 shows the most frequent comment was made by 446 respondents in which they opposed the proposals to reroute to the service. There were 579 codes assigned to this bus route.

Twelve respondents noted their support for the proposals to reroute the service, with most of the feedback being generally negative in relation to this route.

A key concern related to the need to interchange as a result of the proposals to this service. This was raised by 75 respondents.

A total of 18 respondents proposed alternative routing for this service.

4.5.5.2 Caledonian Road routes 254, 259, 279, and 349 in Camden, Enfield, Hackney, Haringey, and Islington

Route 254 – Proposal: restructure to operate between Aldgate bus station and Finsbury Park only. Would no longer run between Finsbury Park and Holloway Nags Head

Table 20 - Caledonian Road route 254

Theme	Count
Oppose proposals	66
Support proposals	7
Suggest alternative routing	3
Suggest more frequent service	3
Oppose proposals - Proposals would result in a need to interchange in the future	2
Total count: 81	

Table 20 shows the most frequent comment was made about route 254, by 66 respondents, was opposition to the proposals to restructure the service. Seven respondents noted their support for the proposals to reroute the service, with most of the feedback being generally negative in relation to this route. There were 81 codes assigned to this route in total.

Route 259 – Proposal: restructure to operate between Ponders End and Holloway Nag's Head, and no longer serve stops between Kings Cross and Holloway Nag's Head

Table 21 - Caledonian Road route 259

Theme	Count
Oppose proposals	143
Oppose proposals - Proposals would result in a need to interchange in the future	38
Suggest alternative routing	12
Suggest more frequent service	8
Support proposals	7
Services should run later / start earlier (i.e., longer hours)	2
Suggest capacity enhancements / bigger buses	1
Oppose any reduction in frequency	1
Total count: 212	

Table 21 shows the most frequent comment was made by 143 respondents, in which they opposed the proposals to reroute to the service. There were 212 codes assigned to this route in total.

Seven respondents noted their support for the proposals to reroute the service, with most of the feedback being generally negative in relation to this route. A total of 12 respondents proposed alternative routing for this service.

A key concern related to the need to interchange because of the proposals to this service. This was raised by 38 respondents.

Route 279 – Proposal: restructure to operate between Waltham Cross station and Stamford Hill and no longer serve stops between Seven Sisters and Manor House station

Table 22 - Caledonian Road route 279

Theme	Count
Oppose proposals	68
Support proposals	9
Suggest alternative routing	5
Suggest more frequent service	5
Oppose proposals - Proposals would result in a need to interchange in the future	5
Suggest capacity enhancements / bigger buses	1
Comment relating to route numbering / history of service (e.g., iconic)	1
Total count: 94	

Table 22 shows the most frequent comment was made by 68 respondents, in which they opposed the proposals to restructure the service. There were 94 codes assigned to this route in total.

Nine respondents noted their support for the proposals to restructure the service, with the remaining comments being mostly negative and disagreeing with the proposals.

Route 349 – Proposal: would no longer run

Table 23 - Caledonian Road route 349

Theme	Count
Oppose proposals	54
Support proposals	13
Oppose proposals - Proposals would result in a need to interchange in the future	9
Suggest alternative routing	6
Comment relating to route numbering / history of service (e.g., iconic)	2
Total count: 84	

Table 23 shows the most frequent comment was made by 54 respondents, who opposed the removal of the service. There were 84 codes assigned to this route.

Thirteen respondents noted their support for the proposal to remove the service, with most of the feedback being generally negative in relation to this route.

4.5.5.3 Edgware Road - routes 6, 16, 23, and 98 in Westminster, Camden, Kensington and Chelsea, and Hammersmith and Fulham

Route 6 (24-hour route) – Proposal: to run between Willesden and Oxford Street to Holborn, no longer serving stops between Marble Arch and Aldwych

Table 24 - Edgware Road route 6

Theme	Count
Oppose proposals	136
Oppose proposals - Proposals would result in a need to interchange in the future	30
Suggest alternative routing	13
Support proposals	10
Comment relating to overnight services	7
Suggest capacity enhancements / bigger buses	6
Suggest more frequent service	4
Oppose any reduction in frequency	3
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
Total count: 211	

Table 24 shows the comments raised in relation to route 6, in which 211 codes were assigned. The most frequent comment was made by 136 respondents, in which they opposed the proposals to reroute to the service.

Ten respondents noted their support for the proposal to reroute the service, with most of the feedback being generally negative in relation to this route. A key concern related to the need to interchange because of the proposals. This was raised by 30 respondents. A total of 13 respondents proposed alternative routings for this service.

Route 16 – Proposal: would no longer run

Table 25 - Edgware Road route 16

Theme	Count
Oppose proposals to remove service	751
Oppose proposals - Proposals would result in a need to interchange in the future	159
Comment relating to route numbering / history of service (e.g., iconic)	36
Suggest alternative routing	22
Suggest more frequent service	9
Support proposals	7
Oppose any reduction in frequency	8
Services should run later / start earlier (i.e., longer hours)	2
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total Count: 995	

Table 25 shows the comments raised in relation to route 16, in which 995 codes were assigned.

The most frequent comment was made by 751 respondents, in which they opposed the removal of the service. Seven respondents noted their support for the proposal to remove the service, with most of the feedback being generally negative in relation to this route.

Key concerns related to the need to interchange and route numbering / history of service. These themes were raised by 159 and 36 respondents respectively. A total of 22 respondents proposed alternative routing for this service.

Route 23 (24-hour route) – Proposal: extend from Hyde Park Corner to Aldwych via Piccadilly. Would no longer serve Hammersmith bus station. This proposal would partially replace route 6 if it were to no longer run

Table 26 - Edgware Road route 23

Theme	Count
Oppose proposals	93
Support proposals	29
Oppose proposals - Proposals would result in a need to interchange in the future	14
Suggest alternative routing	10
Comment relating to overnight services	4
Suggest more frequent service	3
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	3
Oppose any reduction in frequency	1
Total count: 157	

There were 157 codes assigned to the responses related to route 23. Table 26 shows the most frequent comment was made by 93 respondents, who opposed the proposals to reroute to the service. A further 29 respondents noted support for the proposals to reroute the service, with most of the feedback being generally negative in relation to this route.

A key concern related to the need to interchange because of the proposals. This was raised by 14 respondents. A total of 10 respondents proposed alternative routing for this service.

Route 98 – Proposal: reroute to run between Willesden and Victoria, no longer serving stops between Marble Arch and Red Lion Square

Table 27 - Edgware Road route 98

Theme	Count
Oppose proposals	148
Oppose proposals - Proposals would result in a need to interchange in the future	24
Support proposals	9
Suggest alternative routing	7
Suggest more frequent service	7
Suggest capacity enhancements / bigger buses	5
Oppose any reduction in frequency	2
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total Count: 203	

There were 203 codes assigned to the responses related to route 98. Table 27 shows the most frequent comment was made by 148 respondents, who opposed the proposals to reroute to the service.

A key concern related to the need to interchange because of the proposals to this service. This was raised by 24 respondents.

Nine respondents noted their support for the proposals to reroute the service. However, most of the feedback was generally negative in relation to this proposal.

A total of seven respondents proposed alternative routings for this service.

4.5.5.4 Euston Road including changes to routes 24, 88, 205, and 214 in Camden, Westminster, City of London, Islington, and Tower Hamlets

Route 24 – Proposal: would no longer run

Route 24 was the third most commented upon bus route across the consultation, 1,609 codes assigned to the responses related this route.

Table 28 - Euston Road route 24

Theme	Count
Oppose proposals to remove service	1,238
Comment relating to route numbering / history of service (e.g., iconic)	135
Oppose proposals - Proposals would result in a need to interchange in the future	133
Comment relating to overnight services	66
Support proposals	10
Suggest alternative routing	10
Suggest more frequent service	6
Oppose any reduction in frequency	6
Suggest capacity enhancements / bigger buses	3
Services should run later / start earlier (i.e., longer hours)	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 1,609	

Table 28 shows the most frequent comment was made by 1,238 respondents who opposed the removal of the service.

Ten respondents noted their support for the proposal to remove the service, however most of the feedback was generally negative in relation to this route.

Key concerns related to route numbering / history of service, the need to interchange, and overnight services. These themes were raised by 135, 133, and 66 respondents respectively. A total of 10 respondents proposed alternative routing for this service.

Route 88 (24-hour route) – Proposal: restructure to run between Hampstead Heath and Clapham Common and to reroute between Trafalgar Square and Hampstead Heath via Charing Cross and Camden Town

Table 29 - Euston Road route 88

Theme	Count
Oppose proposals	340
Oppose proposals - Proposals would result in a need to interchange in the future	35
Suggest alternative routing	29
Comment relating to overnight services	12
Comment relating to route numbering / history of service (e.g., iconic)	10
Suggest more frequent service	9
Support proposals	8
Suggest capacity enhancements / bigger buses	7
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	4
Oppose any reduction in frequency	3
Services should run later / start earlier (i.e., longer hours)	1
Total count: 458	

There were 458 codes were assigned to the responses related to route 88. Table 29 shows the most frequent comment was made by 340 respondents who opposed the restructuring of the service.

A total of eight respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

Key concerns raised in relation to the proposal were the need to interchange in the future and history of the service, raised by 35 respondents, and 10 respondents respectively. Additionally, 12 respondents shared concerns relating to overnight services.

A total of 29 respondents proposed alternative routing for the service, with seven respondents recommending capacity enhancements and nine respondents requesting a more frequent service.

Route 205 – Proposal: restructure to run between Parliament Hill Fields and Mile End with journey links maintained with routes 25, 27, 30

Table 30 - Euston Road route 205

Theme	Count
Oppose proposals	266
Oppose proposals - Proposals would result in a need to interchange in the future	61
Support proposals	18
Suggest alternative routing	17
Suggest more frequent service	7
Suggest capacity enhancements / bigger buses	5
Oppose any reduction in frequency	3
Services should run later / start earlier (i.e., longer hours)	2
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
Comment relating to route numbering / history of service (e.g., iconic)	2
Total count: 383	

There were 383 codes assigned to the responses related to route 205. Table 30 shows the most frequent comment was made by 266 respondents, who opposed the restructuring of the service.

A total of 18 respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

Key concerns raised in relation to the proposal were the need to interchange in the future. This was raised by 61 respondents.

A total of 17 respondents proposed alternative routing for the service, with five respondents recommending capacity enhancements and seven respondents requesting a more frequent service.

Route 214 – Proposal: Restructure the day route to run between Highgate Village and Pimlico instead of Moorgate. At night it would serve between Camden Town and Finsbury Square, via Regent Street and Victoria, to terminate at Pimlico

Table 31 - Euston Road route 214

Theme	Count
Oppose proposals	312
Oppose proposals - Proposals would result in a need to interchange in the future	54
Suggest capacity enhancements / bigger buses	47
Suggest alternative routing	21
Suggest more frequent service	18
Support proposals	18

Comment relating to route numbering / history of service (e.g., iconic)	9
Oppose any reduction in frequency	4
Services should run later / start earlier (i.e., longer hours)	3
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	3
Total Count: 489	

There were 489 codes were assigned to the responses related to route 214. Table 31 shows the most frequent comment was made by 312 respondents, who opposed the restructuring of the service.

A total of 18 respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

Key concerns raised in relation to the proposal were the need to interchange in the future, raised by 54 respondents. Additionally, nine respondents commented on the route numbering and history of the service.

A total of 21 respondents proposed alternative routing for the service, with 47 respondents recommending capacity enhancements and 18 respondents requesting a more frequent service.

4.5.5.5 North London at night including the following 24 hour and 'N' prefixed routes N16, N31, N98, N205, and new route N32

This section of the report summarises the feedback received in relation to the night routes in the North London area. A total of 196 codes were assigned in relation to this set of proposals.

Comments related to 24-hour routes 6 and 23 are contained in Edgware Road Section 4.5.5.3. Comments related to 24-hour routes 24, 88 and 214 are contained in Euston Road Section 4.5.5.4. Comments related to 24-hour route 189 are contained in Baker Street Section 4.5.5.1

Route N16 – Proposal: would no longer run

Table 32 shows there were 55 respondents opposed to the withdrawal of route N16. Two respondents noted their support for the proposal to remove the service, with the majority of feedback negative in relation to this route. Concerns raised in relation to the proposal were the need to interchange in the future, raised by 11 respondents.

Table 32 - route N16

Theme	Count
Oppose proposals to remove service	55
Oppose proposals - Proposals would result in a need to interchange in the future	11
Support proposals	2
Total count: 68	

Route N31 – Proposal: would no longer run

As shown in Table 33 below, the most frequent comment was made by 52 respondents opposing the proposed removal of the service. A total of 59 codes were assigned to the responses received regarding this route.

A single respondent noted their support for the proposal to remove the service, with the majority of feedback negative in relation to this route. Concerns raised in relation to the proposal were the need to interchange in the future, raised by six respondents.

Table 33 - Service N31

Theme	Count
Oppose proposals to remove service	52
Oppose proposals - Proposals would result in a need to interchange in the future	6
Support proposals	1
Total count: 59	

Route N98 – Proposal: reroute between Marble Arch and Oxford Circus, via Park Lane, to terminate at Victoria rather than at Holborn**Table 34 - route N98**

Theme	Count
Oppose proposals	24
Oppose proposals - Proposals would result in a need to interchange in the future	4
Suggest alternative routing	1
Suggest more frequent service	1
Total count: 30	

There were 30 codes were assigned to comments relating to route N98. Table 34 above shows the most frequent comment was made by 24 respondents opposing the proposed service rerouting. Four respondents raised concern in relation to the need to interchange in the future as a result of the proposal. There was one suggestion for alternative routing and one suggestion the service be increased.

Route N205 – Proposal: reroute between Kings Cross and Paddington, via Pancras Road and Kentish Town Road, to terminate at Parliament Hill Fields.

Table 35 - route N205

Theme	Count
Oppose proposals	22
Oppose proposals - Proposals would result in a need to interchange in the future	5
Support proposals	1
Suggest alternative routing	1
Total count: 29	

There were 29 codes were assigned to comments relating to this route. Table 35 shows the most frequent comment was made by 22 respondents opposing the proposed service rerouting.

A single respondent noted their support for the proposals to reroute the service, with the majority of feedback negative in relation to this route.

Key concerns raised in relation to the proposal were the need to interchange in the future, raised by five respondents.

New route N32 – Proposal: new route between Edgware and Oxford Circus to partially replace route N16 if it were to no longer run

Ten comments were assigned to the comments relating to route N32. Table 36 shows the most frequent comment was made by five respondents opposing the proposed new service.

A single respondent noted their support for the proposed new service, with the majority of feedback negative in relation to this route. Additionally, three respondents suggested alternative routings for the service.

Table 36 – new route N32

Theme	Count
Oppose proposals	5
Suggest alternative routing	3
Support proposals	1
Oppose proposals - Proposals would result in a need to interchange in the future	1
Total count: 10	

4.5.6 South London area proposals

This section of the report discusses the feedback received for the south London area, which is broken down by each specific bus route. A total of 4,782 codes were assigned in relation to bus services in this area.

4.5.6.1 Coldharbour Lane including changes to routes 45 and 59 in Lambeth and Southwark

Route 45 – Proposal: would no longer run

Table 37 - Coldharbour Lane - route 45

Theme	Count
Oppose proposals to remove service	251
Oppose proposals - Proposals would result in a need to interchange in the future	63
Support proposals	7
Suggest alternative routing	6
Oppose any reduction in frequency	5
Comment relating to route numbering / history of service (e.g., iconic)	3
Suggest capacity enhancements / bigger buses	2
Suggest more frequent service	2
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
Total count: 341	

Table 37 shows the most frequent comment was made by 251 respondents opposing the proposed removal of the service. There were 341 codes have been assigned to this bus route.

Seven respondents noted their support for the proposals to remove the service, with the majority of feedback negative in relation to this route.

A key concern related to the need to interchange as a result of the proposals to this service. This was raised by 63 respondents. A further five respondents posed opposition to any reduction in service frequency.

Additionally, six respondents suggested alternative routing for the service.

Route 59 – Proposal: reroute to operate between St Paul’s and Clapham Park, no longer serving stops between Euston and Holborn Station, with the route extending via High Holborn instead

Table 38 - Coldharbour Lane - route 59

Theme	Count
Oppose proposals	170
Oppose proposals - Proposals would result in a need to interchange in the future	40
Suggest alternative routing	15
Support proposals	9
Suggest more frequent service	3
Suggest capacity enhancements / bigger buses	1
Oppose any reduction in frequency	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 240	

Table 38 shows the most frequent comment was made by 170 respondents opposed to the rerouting of the service. There were 240 codes have been assigned to this bus route.

Nine respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

A key concern related to the need to interchange as a result of the proposals to this service. This was raised by 40 respondents.

Additionally, 15 respondents proposed alternative routing for the service and three respondents recommended a more frequent service.

4.5.6.2 Horseferry Road including changes to routes 3, 77, 507 and C10 in Westminster and Lambeth

Route 3 – Proposal: reroute at Lambeth Bridge to serve Victoria

Table 39 - Horseferry Road - route 3

Theme	Count
Oppose proposals	231
Oppose proposals - Proposals would result in a need to interchange in the future	55
Support proposals	17
Suggest alternative routing	11
Suggest more frequent service	7
Oppose any reduction in frequency	6
Comment relating to route numbering / history of service (e.g., iconic)	2
Total count: 329	

Table 39 shows the most frequent comment was made by 231 respondents who opposed the rerouting of the service. There were 329 codes assigned to this bus route.

Seventeen respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

A key concern related to the need to interchange as a result of the proposals to this service. This was raised by 55 respondents. A further six respondents posed opposition to any reduction in service frequency.

Additionally, 11 respondents proposed an alternative routing for the service and seven respondents recommended a more frequent service.

Route 77 – Proposal: to terminate at Taxi Road, Waterloo instead of Concert Hall Approach South Bank

Table 40 - Horseferry Road – route 77

Theme	Count
Oppose proposals	24
Support proposals	4
Suggest alternative routing	2
Suggest more frequent service	2
Oppose any reduction in frequency	1
Oppose proposals - Proposals would result in a need to interchange in the future	1
Total count: 34	

Table 40 shows the most frequent comment was made by 24 respondents, who opposed the changes to the service.

Two respondents suggested alternative routes for the proposal, two suggested the bus should run more frequently, however the majority of feedback was negative in relation to the proposal.

Route 507 – Proposal: to reroute across Westminster Bridge to Victoria, and then extend to Fulham Broadway

Table 41 - Horseferry Road – route 507

Theme	Count
Oppose proposals	84
Oppose proposals - Proposals would result in a need to interchange in the future	10
Suggest capacity enhancements / bigger buses	8
Comment relating to route numbering / history of service (e.g., iconic)	6
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	4
Support proposals	4
Suggest alternative routing	4
Oppose any reduction in frequency	3
Suggest more frequent service	2
Total count: 125	

Table 41 shows the most frequent comment was made by 84 respondents, in which they generally opposed the rerouting of the service. There were 125 codes assigned to this bus route.

Four respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

Key concerns raised in relation to the proposal were the need to interchange in the future, raised by ten respondents, and the suitability of the proposed route, commented on by four respondents. Additionally, six respondents shared concern related to the route numbering and history of the service.

Four respondents proposed an alternative routing for the service and eight respondents recommended capacity enhancements.

Route C10 – Proposal: reroute between Elephant & Castle and Lambeth Palace Road

Table 42 - Horseferry Road – route C10

Theme	Count
Oppose proposals	122
Oppose proposals - Proposals would result in a need to interchange in the future	12
Support proposals	10
Suggest more frequent service	10
Suggest alternative routing	5
Suggest capacity enhancements / bigger buses	4
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
Oppose any reduction in frequency	1
Total count: 166	

There were 166 codes assigned to this bus route. Table 42 shows the most frequent comment was made by 122 respondents, who opposed a rerouting of the service.

Ten respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

A key concern related to the need to interchange as a result of the proposals to this service. This was raised by 12 respondents.

Additionally, 10 respondents suggested a more frequent service, five respondents recommended an alternative routing and four respondents requested capacity enhancements.

4.5.6.3 Walworth Road including changes to routes 12 and 148 in Southwark, Lambeth, Westminster, and Hammersmith and Fulham

Route 12 (24-hour route) – Proposal: would no longer run

Route 12 was the second most commented upon bus route across the consultation. There were 2,340 codes assigned to this bus route.

Table 43 - Walworth Road – route 12

Theme	Count
Oppose proposals to remove service	1,663
Oppose proposals - Proposals would result in a need to interchange in the future	359
Comment relating to route numbering / history of service (e.g., iconic)	143
Comment relating to overnight services	109
Oppose any reduction in frequency	20
Suggest alternative routing	15

Suggest more frequent service	10
Support proposals	7
Suggest capacity enhancements / bigger buses	7
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	6
Services should run later / start earlier (i.e., longer hours)	1
Total Count: 2,340	

Table 43 notes the most frequent comment was made by 1,663 respondents, in which they opposed the removal of the service.

Seven respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

Key concerns raised in relation to the proposal were the need to interchange in the future, raised by 359 respondents, and concerns regarding route numbering and history of the service, commented on by 143 respondents. Six respondents also shared concerns over the suitability of the proposed route, while a further 20 respondents posed opposition to any reduction in service frequency. Additionally, 109 respondents expressed concerns relating to overnight services.

A total of 15 respondents proposed alternative routing for the service, ten respondents recommended a more frequent service and seven respondents recommended capacity enhancements.

Route 148 (24-hour route) – Proposal: restructure to run between Shepherd's Bush Green with an extension to Dulwich Library (to replace route 12 if it were to no longer run). It would no longer serve Denmark Hill or White City

Table 44 - Walworth Road – route 148

Theme	Count
Oppose proposals	235
Oppose proposals - Proposals would result in a need to interchange in the future	32
Suggest more frequent service	27
Suggest alternative routing	18
Support proposals	15
Suggest capacity enhancements / bigger buses	12
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	6
Comment relating to overnight services	6
Comment relating to route numbering / history of service (e.g., iconic)	6
Oppose any reduction in frequency	2
Total count: 359	

Table 44 shows the most frequent comment was made by 235 respondents, in which they opposed the restructuring of the service completely. There were 359 codes assigned to this bus route.

Fifteen respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

Key concerns raised in relation to the proposal were the need to interchange in the future, raised by 32 respondents, and concerns regarding route numbering and history of the service, commented on by six respondents. Additionally, six respondents also shared concerns over the suitability of the proposed route, with six respondents expressing concerns relating to overnight services.

A total of 18 respondents proposed alternative routing for the service, 27 respondents recommended a more frequent service and 12 respondents requested capacity enhancements for the service.

4.5.6.4 Waterloo including changes to routes 53, 59, 133, 171, and 521 in Westminster, City of London, Southwark, Lambeth, and Camden

Route 53 – Proposal: would no longer run between Lambeth North and Elephant & Castle

Table 45 - Waterloo – route 53

Theme	Count
Oppose proposals	120
Oppose proposals - Proposals would result in a need to interchange in the future	17
Suggest alternative routing	11
Support proposals	6
Suggest more frequent service	1
Suggest capacity enhancements / bigger buses	1
Oppose any reduction in frequency	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 158	

Table 45 shows the most frequent comment was made by 120 respondents, in which they opposed the restructuring of the service. There were 158 codes assigned to this bus route.

Six respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal. A key concern related to the need to interchange as a result of the proposals to this service. This was raised by 17 respondents.

A total of 11 respondents proposed alternative routing for the service.

Route 59 – Proposal: to reroute at Holborn Station via High Holborn and Newgate Street, subsequently terminating at St Paul's Station rather than at Euston

Table 46 - Waterloo – route 59

Theme	Count
Oppose proposals	106
Oppose proposals - Proposals would result in a need to interchange in the future	21
Suggest alternative routing	12
Support proposals	4
Suggest more frequent service	2
Suggest capacity enhancements / bigger buses	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 147	

Table 46 shows the most frequent comment was made by 106 respondents, who opposed the rerouting of the service. There were 147 codes have been assigned to this bus route.

Four respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

A key concern related to the need to interchange as a result of the proposals to this service. This was raised by 21 respondents.

Additionally, a total of 12 respondents proposed alternative routing for the service.

Route 133 – Proposal: to reroute at Monument to run to St Bartholomew's Hospital, via King William Street and Cheapside, rather than to Liverpool Street

Table 47 - Waterloo – route 133

Theme	Count
Oppose proposals	101
Oppose proposals - Proposals would result in a need to interchange in the future	24
Suggest alternative routing	9
Suggest more frequent service	4
Support proposals	4
Suggest capacity enhancements / bigger buses	1
Oppose any reduction in frequency	1
Total count: 144	

Table 47 shows the most frequent comment was made by 101 respondents, who opposed the rerouting of the service. There were 144 codes assigned to this bus route.

Four respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

A key concern related to the need to interchange as a result of the proposals to this service. This was raised by 24 respondents.

A total of nine respondents proposed alternative routing for the service and four respondents recommended a more frequent service.

Route 171 – Proposal: to reroute at Elephant & Castle to terminate at Newington Causeway, rather than terminating at St George's Road/London Road

Table 48 - Waterloo – route 171

Theme	Count
Oppose proposals	84
Suggest alternative routing	9
Oppose proposals - Proposals would result in a need to interchange in the future	8
Oppose any reduction in frequency	4
Suggest capacity enhancements / bigger buses	2
Support proposals	1
Total count: 108	

Table 48 shows the most frequent comment was made by 84 respondents, in which they opposed the restructuring of the service. There were 108 codes assigned to this bus route.

A single respondent commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

A key concern related to the need to interchange as a result of the proposals to this service. This was raised by eight respondents. A further four respondents posed opposition to any reduction in service frequency.

Additionally, a total of nine respondents proposed alternative routing for the service.

Route 521 – Proposal: would no longer run

Table 49 - Waterloo – route 171

Theme	Count
Oppose proposals to remove service	228
Oppose proposals - Proposals would result in a need to interchange in the future	21
Suggest more frequent service	3
Support proposals	3
Suggest alternative routing	3
Services should be extended to cover weekends	2
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 261	

Table 49 shows the most frequent comment was made by 228 respondents; all opposed the removal of the service. There were 261 codes assigned to this bus route.

Three respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

A key concern related to the need to interchange as a result of the proposals to this service. This was raised by 21 respondents.

Additionally, three respondents recommended a more frequent service and three respondents suggested alternative routing for the service.

4.5.6.5 South London at night including the following 24 hour and ‘N’ prefixed route: N133

This section of the report summarises the feedback received in relation to the night only route N133 in the south London area. Comments related to 24-hour routes 12 and 148 are contained in Walworth Road Section 4.5.6.3.

Route N133 – Proposal: reroute at Monument to run to St Bartholomew’s Hospital, via King William Street and Cheapside, rather than to Liverpool Street

Table 50 – route N133

Theme	Count
Oppose proposals	22
Oppose proposals - Proposals would result in a need to interchange in the future	6
Suggest alternative routing	1
Suggest more frequent service	1
Total count: 30	

Table 50 shows the most frequent comment was made by 22 respondents, in which they opposed the rerouting of the service completely. There were 30 codes assigned to this bus route.

No comments were received in support of the proposal.

A key concern related to the need to interchange as a result of the proposals to this service. This was raised by six respondents.

4.5.7 East London area proposals

This section of the report discusses the feedback received for the proposals related to the east London area. Comments are broken down by each specific bus route. There was a total of 7,717 codes assigned in relation to bus services in east London.

4.5.7.1 Commercial Street including changes to routes 15, 135, and 242 in City of London, Hackney, and Tower Hamlets

Route 15 – Proposal: minor reroute via Aldgate bus station instead of Mansell Street

Table 51 – route 15

Theme	Count
Oppose proposals	29
Suggest alternative routing	13
Support proposals	5
Oppose any reduction in frequency	2
Suggest more frequent service	1
Oppose proposals - Proposals would result in a need to interchange in the future	1
Services should run later / start earlier (i.e., longer hours)	1
Total count: 52	

Table 51 shows there were 52 codes assigned to this bus service.

The most frequent comment was made by 29 respondents, who opposed the rerouting of the service. Five respondents noted their support for the proposals to reroute the service, with the majority of feedback being generally negative in relation to this route.

A total of 13 respondents proposed alternative routing for this service.

Route 135 – Proposal: extend from Aldgate East station to Homerton Hospital, no longer serving stops between Aldgate East and Old Street.

Table 52 - Commercial Street - route 135

Theme	Count
Oppose proposals	68
Oppose proposals would result in a need to interchange in the future	15
Suggest alternative routing	13
Suggest more frequent service	7
Support proposals	6
Oppose any reduction in frequency	4
Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Comment relating to route numbering / history of service (e.g., iconic)	1
Suggest capacity enhancements / bigger buses	1
Total count: 116	

As shown in Table 52, the most frequent comment was made by 68 respondents, whereby they opposed the proposal.

Six respondents noted their support for the proposals to extend and reroute the service, with the majority of feedback being generally negative in relation to this route. Key concerns related to the need to interchange and the reduction of frequency. These themes were raised by 15 and four respondents respectively.

A total of 13 respondents proposed alternative routing for this service and seven respondents stated a need for a greater frequency in service.

Route 242 – Proposal: would no longer run

Table 53 - Commercial Street - route 242

Theme	Count
Oppose proposals	409
Oppose proposals would result in a need to interchange in the future	29
Oppose any reduction in frequency	14
Suggest alternative routing	14
Support proposals	6
Suggest more frequent service	1
Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 474	

There were 474 codes assigned to this bus service. Table 53 shows the most frequent comment was made by 409 respondents, in which they opposed the removal of the service.

Six respondents noted their support for the proposals to remove the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to the need to interchange and the reduction of frequency. These themes were raised by 29 and 14 respondents respectively.

A total of 14 respondents proposed alternative routing for this service.

4.5.7.2 Essex Road including changes to routes 4, 56, 236, and 476 in Islington, City of London, Haringey, Camden, and Hackney

Route 4 – Proposal: would no longer run

Table 54 – Essex Road - route 4

Theme	Count
Oppose proposals	1,134
Oppose proposals would result in a need to interchange in the future	207
Comment related to numbering / history of service (e.g., iconic)	10
Suggest more frequent service	10
Suggest alternative routing	9
Support proposals	7
Oppose any reduction in frequency	6
Suggest capacity enhancements / bigger buses	5
Services should run later / start earlier (i.e., longer hours)	2
Oppose proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 1,391	

There were 1,381 codes assigned to this bus route in total. As indicated in Table 54, the most frequent comment was made by 1,134 respondents, who opposed the proposal.

Seven respondents noted their support for the proposal to remove the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to the need to interchange, numbering / history of the service and the reduction of frequency. These themes were raised by 207, 10 and six respondents respectively.

A total of nine respondents proposed alternative routing for this service.

Route 56 – Proposal: reroute from St Paul's, with the service terminating at Blackfriars Station instead of at St Bartholomew's Hospital.

Table 55 – Essex Road – route 56

Theme	Count
Oppose proposals	126
Oppose proposals would result in a need to interchange in the future	15
Suggest alternative routing	11
Suggest more frequent service	6
Suggest capacity enhancements / bigger buses	3
Support proposals	3
Oppose any reduction in frequency	2
Oppose proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 167	

There were 167 codes assigned to this route. Table 55 shows the most frequent comment was made by 126 respondents, in which they opposed the proposal.

Three respondents noted their support for the proposals to remove the service, with the majority of feedback being generally negative in relation to this route.

A total of 15 respondents raised that the removal of the service would result in the need to interchange.

A total of 11 respondents proposed alternative routing for this service and six respondents stated a need for a greater frequency in service.

Route 236 – Proposal: reroute to terminate at Homerton Hospital instead of at Hackney Wick

Table 56 – Essex Road – route 236

Theme	Count
Oppose proposals	101
Suggest capacity enhancements / bigger buses	24
Suggest more frequent service	17
Oppose proposals would result in a need to interchange in the future	8
Support proposals	7
Suggest alternative routing	6
Oppose any reduction in frequency	3
Services should run later / start earlier (i.e., longer hours)	1
Total count: 167	

There were 167 codes assigned to this proposal. Table 56 shows the most frequent comment was raised 101 times, where the reroute was opposed.

Seven respondents noted their support for the proposals to rerouting the service.

Additionally, 24 respondents raised the need for capacity enhancements, 17 suggested a more frequent service and six respondents suggested that an alternative route would be required.

Route 476 – Proposal: a restructure to serve stops between Stoke Newington and Kings Cross with the route terminating at Homerton Hospital instead of at Hackney Wick.

Table 57 – Essex Road – route 476

Theme	Count
Oppose proposals	164
Oppose proposals would result in a need to interchange in the future	24
Suggest alternative routing	15
Support proposals	4
Oppose any reduction in frequency	3
Suggest more frequent service	2
Services should run later / start earlier (i.e., longer hours)	1
Suggest capacity enhancements / bigger buses	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 215	

There were 215 codes assigned to this route proposal. Table 57 shows the most frequent comment was made by 164 respondents, in which they opposed the proposal.

Four respondents noted their support for the proposals to restructuring the service. Additionally, 24 respondents raised the need for capacity enhancements.

Comments were made in relation to service improvements; 15 respondents suggested that an alternative route was required, and two respondents highlighted the need for a more frequent service.

4.5.7.3 Fleet Street including changes to routes 11, 26, 211, and 507 in City of London, Westminster, Lambeth, Kensington and Chelsea, and Hammersmith and Fulham

Route 11 – Proposal: would no longer run

Table 58 – Fleet Street – route 11

Theme	Count
Oppose proposals	1,336
Comment relating to route numbering / history of service (e.g., iconic)	123
Oppose proposals would result in a need to interchange in the future	86
Oppose any reduction in frequency	20
Suggest alternative routing	12
Support proposals	6
Suggest more frequent service	5
Oppose proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
Suggest capacity enhancements / bigger buses	2
Services should run later / start earlier (i.e., longer hours)	1
Total count: 1,593	

Table 58 shows the most frequent comment was made by 1,336 respondents, who generally opposed the proposal. There were 1,593 codes assigned to the feedback received for this proposal.

Six respondents noted their support for the proposal to remove the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to the need to interchange, numbering / history of the service and the reduction in frequency. These themes were raised by 123, 86 and 20 respondents respectively.

A total of 12 respondents proposed an alternative routing for this service.

Route 26 – Proposal: reroute at Aldwych to serve Victoria instead of Waterloo. assigned to this service

Table 59 – Fleet Street – route 26

Theme	Count
Oppose proposals	89
Oppose proposals – Proposals would result in a need to interchange in the future	25
Suggest alternative routing	4
Oppose any reduction in frequency	3

Support proposals	3
Suggest more frequent service	3
Comment relating to route numbering / history of service (e.g., iconic)	2
Oppose proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Suggest capacity enhancements / bigger buses	1
Total count: 131	

Table 59 above outlines the feedback received on this proposed change, which 131 codes were assigned. As highlighted, the most frequent comment was made by 89 respondents, in which they opposed the proposal completely.

Three respondents noted their support for the proposals to reroute the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to the need to interchange and reduction in frequency. These themes were raised by 25 and three respondents respectively.

A total of four respondents proposed alternative routing for this service.

Route 211 – Proposal: reroute at Chelsea Bridge towards Battersea Power Station instead of Waterloo

Table 60 below outlines the feedback received on this proposed change. A total of 586 codes were assigned to this route.

Table 60 – Fleet Street – route 211

Theme	Count
Oppose proposals	496
Oppose proposals – Proposals would result in a need to interchange in the future	43
Oppose any reduction in frequency	17
Support proposals	9
Suggest alternative routing	9
Suggest more frequent service	8
Suggest capacity enhancements / bigger buses	3
Oppose proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 586	

Table 60 shows the most frequent comment was made by 496 respondents, in which they opposed the proposal.

Nine respondents noted their support for the proposals to reroute the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to the need to interchange and reduction in frequency. These themes were raised by 43 and 17 respondents respectively.

A total of nine respondents proposed alternative routing for this service.

Route 507 – Proposal: reroute across Westminster Bridge to Victoria then extend to Fulham Broadway.

Table 61 – Fleet Street – route 507

Theme	Count
Oppose proposals	76
Suggest capacity enhancements / bigger buses	9
Oppose proposals – Proposals would result in a need to interchange in the future	7
Suggest alternative routing	7
Comment relating to route numbering / history of service (e.g., iconic)	6
Oppose proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	3
Support proposals	3
Suggest more frequent service	1
Oppose any reduction in frequency	1
Total count: 113	

Table 61 outlines the feedback received on this proposed change. A total of 113 codes were assigned to this service.

The most frequent comment was made by 76 respondents, in which they opposed the proposal.

Three respondents noted their support for the proposals to reroute the service. A total of seven respondents proposed alternative routing for this service and nine respondents suggested capacity enhancements.

4.5.7.4 Isle of Dogs and Wapping including changes to routes D3, D7, D8, 100, 135, and 277 in Tower Hamlets, City of London, and Hackney

Route D3 – Proposal: reroute at Westferry Circus to serve Crossharbour Asda

Table 62 – Isle of Dogs and Wapping – route D3

Theme	Count
Oppose proposals	209
Comment relating to loss of step free access	42
Oppose proposals – Proposals would result in a need to interchange in the future	28
Suggest alternative routing	20
Support proposals	8
Oppose any reduction in frequency	7
Suggest more frequent service	2
Suggest capacity enhancements / bigger buses	2
Total count: 318	

A total of 318 codes were assigned to the comments received for this proposal. Table 62 shows the most frequent comment was made by 209 respondents, in which they opposed the proposal.

Eight respondents noted their support for the proposals to reroute the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to loss of step free access and the need to interchange. These themes were raised by 42 and 28 respondents respectively.

A total of 20 respondents proposed alternative routing for this service.

Route D7 – Proposal: would no longer run

Table 63 – Isle of Dogs and Wapping – route D7

Theme	Count
Oppose proposals	202
Oppose proposals – Proposals would result in a need to interchange in the future	17
Support proposals	10
Suggest alternative routing	8
Suggest more frequent service	8
Oppose any reduction in frequency	5
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
Services should run later / start earlier (i.e., longer hours)	1
Total count: 253	

Table 63 outlines the feedback received on this proposed change, with 253 codes assigned to the comments received. The most frequent comment was made by 202 respondents, in which they opposed the proposal.

Ten respondents noted their support for the proposals to remove the service. Key concerns related to the need to interchange and the reduction in frequency. These themes were raised by 17 and five respondents respectively.

A total of eight respondents proposed alternative routing for this service and eight respondents requested a more frequent service.

Route D8 – Proposal: reroute towards Crossharbour to run via Stratford High Street and Hancock Road

Table 64 – Isle of Dogs and Wapping – route D8

Theme	Count
Oppose proposals	21
Suggest alternative routing	4
Support proposals	3
Suggest more frequent service	1
Oppose proposals – Proposals would result in a need to interchange in the future	1
Total count: 30	

This proposal received a small number of responses. There were 30 codes assigned to comments received. Table 64 shows the most frequent comment was made by 21 respondents, who opposed the proposal.

Three respondents noted their support for the proposals to reroute the service.

A total of four respondents proposed alternative routings for this service.

Route 100 – Proposal: route extension to serve additional stops between Shadwell and Bethnal Green

Table 65 – Isle of Dogs and Wapping – route 100

Theme	Count
Oppose proposals	33
Support proposals	13
Suggest alternative routing	11
Oppose any reduction in frequency	3
Oppose proposals – Proposals would result in a need to interchange in the future	3
Suggest more frequent service	2
Suggest capacity enhancements / bigger buses	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 67	

Table 65 outlines the feedback received on this proposed change, with a total of 67 codes assigned to this service. The most frequent comment was made by 33 respondents, in which they opposed the proposal.

Thirteen respondents noted their support for the proposals to extending the service.

A total of 11 respondents proposed alternative routing for this service.

Route 135 – Proposal: reroute between Westferry and Crossharbour, via Westferry Road and East Ferry Road.

Table 66 – Isle of Dogs and Wapping – route 135

Theme	Count
Oppose proposals	46
Support proposals	9
Suggest more frequent service	9
Suggest alternative routing	4
Oppose proposals – Proposals would result in a need to interchange in the future	3
Oppose any reduction in frequency	2
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Comment relating to route numbering / history of service (e.g., iconic)	1
Total count: 75	

The feedback for this route is summarised in Table 66 above, where 75 codes were assigned.

The most frequent comment was made by 46 respondents, in which they opposed the proposal.

Nine respondents noted their support for the proposals to reroute the service. A total of four respondents proposed alternative routing for this service and nine respondents suggested a more frequent service.

Route 277 – Proposal: reroute from Westferry Road and extend to Poplar

Table 67 – Isle of Dogs and Wapping – route 277

Theme	Count
Oppose proposals	74
Suggest more frequent service	17
Support proposals	6
Suggest alternative routing	5
Oppose proposals – Proposals would result in a need to interchange in the future	5
Oppose any reduction in frequency	4
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	3
Suggest capacity enhancements / bigger buses	2
Services should run later / start earlier (i.e., longer hours)	1
Total count: 117	

The feedback for this route is summarised in Table 67, where 117 codes were assigned. As shown, the most frequent comment was made by 74 respondents, in which they opposed the proposal.

Six respondents noted their support for the proposals to reroute the service. Key concerns related to the need to interchange and the reduction in frequency. These themes were raised by five and four respondents respectively.

A total of five respondents proposed alternative routing for this service and 17 respondents suggested a more frequent service.

4.5.7.5 London Bridge and Tower Bridge including changes to routes 43, 47, 78, 343, and 388 in City of London, Hackney, Southwark, Lewisham, and Tower Hamlets

Route 43 – Proposal: reroute at Moorgate and extend to Liverpool Street Station; London Bridge would no longer be served

Table 68 – London Bridge and Tower Bridge – route 43

Theme	Count
Oppose proposals	128
Oppose proposals – Proposals would result in a need to interchange in the future	29
Suggest alternative routing	7
Suggest more frequent service	2
Oppose any reduction in frequency	1
Suggest capacity enhancements / bigger buses	1
Total count: 168	

Table 68 illustrates the feedback received for route 43, where 168 codes were assigned. As shown, the most frequent comment was made by 128 respondents, in which they opposed the proposal. No comments were received in support of the proposal.

Key concerns related to the need to interchange, raised by 29 respondents. A total of seven respondents proposed alternative routing for this service.

Route 47 – Proposal: reroute between Newquay Road and London Bridge Station; no longer serving stops between London Bridge and Shoreditch

Table 69 – London Bridge and Tower Bridge – route 47

Theme	Count
Oppose proposals	104
Oppose proposals – Proposals would result in a need to interchange in the future	28
Suggest alternative routing	10
Oppose any reduction in frequency	2
Services should run later / start earlier (i.e., longer hours)	2
Suggest more frequent service	1
Support proposals	1
Total count: 148	

Table 69 illustrates the feedback received for route 47, where 148 codes were assigned to the comments. As shown, the most frequent comment was made by 104 respondents, in which they opposed the proposal.

One respondent noted their support for the proposals to reroute the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to the need to interchange; this theme was raised by 28 respondents.

A total of 10 respondents proposed alternative routings for this service.

Route 78 – Proposal: would no longer run

Table 70 – London Bridge and Tower Bridge – route 78

Theme	Count
Oppose proposals	830
Oppose proposals – Proposals would result in a need to interchange in the future	123
Comment relating to route numbering / history of service (e.g., iconic)	17
Suggest alternative routing	17
Suggest more frequent service	11
Support proposals	8
Suggest capacity enhancements / bigger buses	3
Oppose any reduction in frequency	3
Total count: 1,012	

Table 70 above outlines the feedback received on this proposed change, in which 1,032 codes were assigned. The most frequent comment was made by 830 respondents, who opposed the proposal.

Eight respondents noted their support for the proposals to remove the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to the need to interchange and route numbering / history of service. These themes were raised by 123 and 17 respondents respectively.

A total of 17 respondents proposed alternative routing for this service and 11 respondents requested a more frequent service.

Route 343 – Proposal: reroute between Tower Gateway and New Cross; no longer serving stops between Tower Gateway and Aldgate

Table 71 – London Bridge and Tower Bridge – route 343

Theme	Count
Oppose proposals	81
Oppose proposals – Proposals would result in a need to interchange in the future	8
Suggest alternative routing	5
Support proposals	4
Services should run later / start earlier (i.e., longer hours)	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 100	

Table 71 outlines the feedback received on this proposed change. A total of 100 codes were assigned to this route.

As shown, the most frequent comment was made by 81 respondents, in which they opposed the proposal.

Four respondents noted their support for the proposals to reroute the service, with the majority of feedback being generally negative in relation to this route. Key concerns related to the need to interchange, and this theme was raised by eight respondents. A total of five respondents proposed alternative routing.

Route 388 – Proposal: extend the route from London Bridge to operate between Stratford City bus station and Peckham bus station

Table 72 – London Bridge and Tower Bridge – route 388

Theme	Count
Oppose proposals	59
Suggest alternative routing	17
Support proposals	11
Oppose proposals – Proposals would result in a need to interchange in the future	5
Suggest more frequent service	5
Oppose any reduction in frequency	2
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 100	

Table 72 outlines the feedback received on this proposed change, in which 100 codes were assigned. The most frequent comment was made by 59 respondents, who opposed the proposal.

Eleven respondents noted their support for the proposals to reroute the service, with the majority of feedback being generally negative in relation to this route.

A total of 17 respondents proposed alternative routing.

4.5.7.6 East London at night including the 'N' prefixed routes: N11, N15, N26, N242 and new routes N135 and N507

This section of the report summarises the feedback received in relation to the proposals for night routes in the East London area. A total of 324 codes were assigned to comments made in relation to this set of proposals.

Route N11 – Proposal: would no longer run

Table 73 – route N11

Theme	Count
Oppose proposals to remove service	231
Oppose proposals - Proposals would result in a need to interchange in the future	15
Comment relating to route numbering / history of service (e.g., iconic)	4
Suggest alternative routing	2
Suggest more frequent service	1
Oppose any reduction in frequency	1
Total count: 254	

Table 73 shows the feedback made by respondents relating to route N11. There were 254 codes assigned to the comments received.

The majority, 231 respondents, showing opposition to the proposal and no comments were made in support of the proposal. There were 15 comments of opposition due to the need to interchange as a result of the proposals.

Route N15 – Proposal: reroute via Aldgate bus station instead of via Mansell Street

Table 74 – route N15

Theme	Count
Oppose proposals	6
Support proposals	2
Suggest alternative routing	1
Oppose proposals - Proposals would result in a need to interchange in the future	1
Total count: 10	

Table 74 shows the comments made by respondents relating to the proposed rerouting of the N15.

Few respondents cited this route in feedback, and there were 10 codes were assigned to the comments. Six respondents were generally opposed to the proposal, with one further respondent opposed due to the need to interchange. Comments in support of the proposal were made by two participants.

Route N26 – Proposal: route extension from Trafalgar Square to Victoria to partially replace route N11 if it were to no longer run

Table 75 – route N26

Theme	Count
Oppose proposals	2
Total count: 2	

Table 75 shows very few comments were provided about the proposals for route N26. Two responses specifically mentioned the route, both of which opposed the proposals.

Route N242 – Proposal: would no longer run

Table 76 – route N242

Theme	Count
Oppose proposals to remove service	39
Suggest alternative routing	2
Oppose any reduction in frequency	2
Oppose proposals - Proposals would result in a need to interchange in the future	2
Total count: 45	

There were 45 codes assigned to this proposal. Table 76 provides an overview of the comments made by respondents relating to the removal of route N242.

Few comments were made regarding this proposed service, with 39 respondents opposing the service removal. Two respondents mentioned the need to interchange if the service was removed.

No respondents commented in support of the proposal.

New route N135 – Proposal: new route proposed between Homerton Hospital and Tottenham Court Road

Table 77 – new route N135

Theme	Count
Support proposals	1
Oppose any reduction in frequency	1
Oppose proposals to remove service	1
Total count: 3	

Table 77 shows the comments made by respondents relating to the addition of new route N135.

As shown, very few direct comments were made regarding this proposed service, with a single respondent commenting in opposition to the new route, a single respondent opposing any reduction in frequency of this route, and another single respondent showing support for the proposal.

New route N507 – Proposal: new route proposed between Ealing and Trafalgar Square. Proposed to partially replace route N11 if it were to no longer run

Table 78 – new route N507

Theme	Count
Oppose proposals to remove service	4
Comment relating to route numbering / history of service (e.g., iconic)	2
Suggest more frequent service	1
Suggest capacity enhancements / bigger buses	1
Oppose any reduction in frequency	1
Oppose proposals - Proposals would result in a need to interchange in the future	1
Total count: 10	

4.5.8 West London area proposals

This section of the report looks at the feedback received for proposals in the west London Area, broken down by neighbourhood and by bus route. A total of 8,257 codes were assigned in relation to bus services in this area.

4.5.8.1 Earl's Court including changes to routes 27, 328 and C3 in Hammersmith and Fulham, Westminster, and Kensington and Chelsea

Route 27– Proposal: restructure to run between High Street Kensington and Clapham Junction, with conversion to a 24-hour route

Table 79 – route 27

Theme	Count
Oppose proposals	245
Oppose proposals - Proposals would result in a need to interchange in the future	31
Support proposals	14
Suggest alternative routing	12
Oppose any reduction in frequency	10
Suggest more frequent service	9
Suggest capacity enhancements / bigger buses	2
Total count: 323	

There were 323 codes assigned to comments specific to route 27. Table 79 shows the most frequent comment was made by 245 respondents, in which they opposed the restructure of the service completely.

Fourteen respondents noted their support for the proposals to restructure the service, with most of the feedback being generally negative in relation to this route. A key concern related to the need to interchange because of the proposals. This was comment was raised by 31 respondents.

A total of 12 respondents proposed an alternative routing for this service.

Route 328– Proposal: reroute from High Street Kensington to Hammersmith bus station

Table 80 – route 328

Theme	Count
Oppose proposals	353
Oppose proposals - Proposals would result in a need to interchange in the future	23
Suggest alternative routing	21
Oppose any reduction in frequency	12
Support proposals	8
Suggest more frequent service	4
Total count: 421	

Table 80 shows the most frequent comment was made by 353 respondents, in which they opposed the rerouting of the service completely. There were 421 codes assigned to this bus route.

Eight respondents noted their support for the proposals to remove the service, with most of the feedback being generally negative in relation to this route.

A key concern related to the need to interchange because of the proposals to this service. This was raised by 23 respondents. A total of 21 respondents proposed alternative routing for this service.

Route C3 – Proposal: would no longer run

Table 81 – route C3

Theme	Count
Oppose proposals to remove service	597
Oppose proposals - Proposals would result in a need to interchange in the future	34
Support proposals	15
Oppose any reduction in frequency	10
Suggest more frequent service	4
Suggest alternative routing	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 662	

Table 81 shows the most frequent comment was made by 597 respondents, in which they opposed the removal of the service. There were 662 codes assigned to this bus route.

Fifteen respondents noted their support for the proposals to remove the service, with most of the feedback being generally negative in relation to this route.

A key concern related to the need to interchange because of the proposals to this service. This was raised by 34 respondents.

4.5.8.2 South Kensington including changes to routes 14, 19, 49, 72, 74, 272, 283, 414, and 430 in Kensington and Chelsea, Wandsworth, Hammersmith and Fulham, Westminster, Hounslow, and Ealing

Route 14 – Proposal: would no longer run.

Route 14 received the most direct comments across the consultation. There were 2,732 codes assigned to the comments received.

Table 82 – route 14

Theme	Count
Oppose proposals to remove service	2,178
Oppose proposals - Proposals would result in a need to interchange in the future	228
Comment relating to overnight services	134
Comment relating to route numbering / history of service (e.g., iconic)	107
Oppose any reduction in frequency	30
Suggest alternative routing	19
Suggest more frequent service	17
Support proposals	11
Suggest capacity enhancements / bigger buses	4
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	4
Total count: 2,732	

Table 82 shows the most frequent comment was made by 2,178 respondents, in which they opposed the removal of the service.

Eleven respondents noted their support for the proposals to remove the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to the need to interchange, overnight services, and route numbering / history of service. These themes were raised by 228, 134 and 107 respondents respectively.

A total of 19 respondents proposed alternative routing for this service and 17 respondents suggested alternative routings.

Route 19 – Proposal: reroute via South Kensington, between Knightsbridge and Kings Road, no longer serving Sloane Square. Key journey links would be retained via interchange with the 22 and the N22

Table 83 – route 19

Theme	Count
Oppose proposals	561
Oppose proposals - Proposals would result in a need to interchange in the future	44
Oppose any reduction in frequency	24
Suggest alternative routing	17
Suggest more frequent service	11
Support proposals	10
Comment relating to route numbering / history of service (e.g., iconic)	9
Suggest capacity enhancements / bigger buses	5
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
Total count: 683	

Table 83 shows the most frequent comment was made by 561 respondents, who opposed the rerouting of the service. There were 683 codes assigned to this bus route.

Ten respondents noted their support for the proposals to rerouting of the service, with the majority of feedback being generally negative in relation to this route.

A key concern related to the need to interchange because of the proposals to this service. This was raised by 44 respondents.

A total of 24 respondents opposed any potential reduction in service frequency and 11 respondents stated they would like to see a more frequent service.

Route 49 – Proposal: rerouted to run between South Kensington and East Acton via White City, no longer serving Clapham

Table 84 – route 49

Theme	Count
Oppose proposals	412
Oppose proposals - Proposals would result in a need to interchange in the future	38
Oppose any reduction in frequency	15
Suggest alternative routing	10
Support proposals	9
Comment relating to route numbering / history of service (e.g., iconic)	6

Suggest more frequent service	2
Suggest capacity enhancements / bigger buses	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 494	

Table 84 shows the most frequent comment was made by 412 respondents, in which they opposed the rerouting of the service. There were 494 codes assigned to direct comments about this bus route.

Nine respondents noted their support for the proposals to reroute the service, with the majority of feedback being generally negative in relation to this route.

A key concern related to the need to interchange because of the proposals to this service. This was raised by 38 respondents.

A total of ten respondents proposed alternative routing for this service, and 15 opposed any potential reduction in service frequency.

Route 72 – Proposal: would no longer run

Table 85 – route 72

Theme	Count
Oppose proposals to remove service	106
Oppose proposals - Proposals would result in a need to interchange in the future	8
Support proposals	6
Suggest alternative routing	6
Comment relating to route numbering / history of service (e.g., iconic)	2
Suggest more frequent service	1
Suggest capacity enhancements / bigger buses	1
Oppose any reduction in frequency	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Total count: 132	

There were 106 codes assigned to comments about this bus route. Table 85 shows the most frequent comment was made by 106 respondents, who opposed the removal of the service.

Six respondents noted their support for the proposals to remove the service, with the majority of feedback being generally negative in relation to this route.

A key concern related to the need to interchange because of the proposals. This was raised by eight respondents. A total of six respondents proposed alternative routing for this service.

Route 74 – Proposal: would no longer run

Table 86 – route 74

Theme	Count
Oppose proposals to remove service	1,179
Oppose proposals - Proposals would result in a need to interchange in the future	99
Comment relating to route numbering / history of service (e.g., iconic)	29
Suggest alternative routing	17
Oppose any reduction in frequency	12
Support proposals	11
Suggest more frequent service	4
Services should run later / start earlier (i.e., longer hours)	2
Suggest capacity enhancements / bigger buses	1
Total count: 1,354	

There were 1,354 codes assigned to this bus route. Table 86 shows the most frequent comment was made by 1,179 respondents, in which they opposed the removal of the service.

Eleven respondents noted their support for the proposals to remove the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to the need to interchange and route numbering / history of service. This was raised by 99 and 29 respondents respectively.

A total of 17 respondents proposed an alternative routing for this service.

Route 272 – Proposal: route extension from Shepherd's Bush Green to Hammersmith Bus Station

Table 87 – route 272

Theme	Count
Oppose proposals	16
Support proposals	12
Suggest more frequent service	5
Suggest alternative routing	2
Oppose any reduction in frequency	2
Services should run later / start earlier (i.e., longer hours)	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Oppose proposals - Proposals would result in a need to interchange in the future	1
Total count: 40	

There were 40 codes assigned to this bus route. Table 87 shows the most frequent comment was made by 16 respondents, who opposed the proposed service extension.

Twelve respondents noted their support for the proposal to change the service, with most of the feedback being generally negative in relation to this route.

A total of five respondents proposed more frequent services for this route.

Route 283 – Proposal: route extension from Hammersmith bus station to Hammersmith Bridge north side

Table 88 – route 283

Theme	Count
Oppose proposals	20
Support proposals	5
Suggest alternative routing	3
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
Oppose proposals - Proposals would result in a need to interchange in the future	2
Suggest more frequent service	1
Suggest capacity enhancements / bigger buses	1
Oppose any reduction in frequency	1
Total count: 35	

There were 35 codes assigned to comments about this bus route. Table 88 shows the most frequent comment was made by 20 respondents, who opposed the proposed service extension.

Five respondents noted their support for the proposals to change the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to the need to interchange and the route suitability. These concerns were each raised by two respondents.

Additionally, three respondents proposed an alternative routing for the service.

Route 414 – Proposal: route extension from Putney Bridge station to Putney Heath
(Green Man)

Table 89 – route 414

Theme	Count
Oppose proposals	487
Oppose any reduction in frequency	48
Suggest more frequent service	42
Oppose proposals - Proposals would result in a need to interchange in the future	22
Suggest alternative routing	19
Comment relating to route numbering / history of service (e.g., iconic)	13
Support proposals	12
Suggest capacity enhancements / bigger buses	11
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
Services should run later / start earlier (i.e., longer hours)	1
Total count: 657	

Table 89 shows the most frequent comment was made by 487 respondents, in which they opposed the proposed service extension. There were 657 codes assigned to this bus route.

Twelve respondents noted their support for the proposal to change the service, with the majority of feedback being generally negative in relation to this route.

Key concerns related to any potential reduction in service frequency and the need to interchange. These themes were raised by 48 and 22 respondents respectively. Additionally, 19 respondents proposed alternative routing for the service.

Route 430 – Proposal: reroute between West Brompton and South Kensington via Earl’s Court Road and Cromwell Road

Table 90 – route 430

Theme	Count
Oppose proposals	376
Oppose proposals - Proposals would result in a need to interchange in the future	21
Suggest more frequent service	18
Suggest alternative routing	17
Oppose any reduction in frequency	14
Support proposals	6
Suggest capacity enhancements / bigger buses	4
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	4
Comment relating to route numbering / history of service (e.g., iconic)	2
Total count: 462	

There were 462 codes assigned to comments related to route 430. Table 90 shows the most frequent comment was made by 376 respondents, who opposed the proposed rerouting of the service.

Six respondents noted their support for the proposals to reroute the service, with most of the feedback being generally negative in relation to this route.

A key concern related to the need to interchange because of the proposals. This issue was raised by 21 respondents.

A total of 18 respondents proposed more frequent services for this service and 17 respondents suggested alternative routing.

4.5.8.3 West London at night including the following 24 hour and ‘N’ prefixed routes: N16, N27, N72, N74, and new routes N414 and N430

This section of the report summarises the feedback received in relation to the ‘N’ prefixed overnight routes in the west London area. A total of 262 codes were assigned in relation to this set of proposals.

Comments related to 24-hour route 14 are contained in South Kensington Section 4.5.8.2. Comments related to 24-hour route 27 are contained in Earl’s Court Section 4.5.8.1.

Note Section 4.5.7.6 the East London at night where new route N507 between Ealing and Trafalgar Square was also proposed.

Route N16 – Proposal: would no longer run

Table 91 – route N16

Theme	Count
Oppose proposals to remove service	28
Oppose proposals - Proposals would result in a need to interchange in the future	3
Total count: 31	

There were 31 codes assigned to this bus route. Table 91 shows the most frequent comment was made by 28 respondents, who opposed the removal of the service.

No comments were received in support of the proposal.

A key concern related to the need to interchange because of the proposals. This was raised by three respondents.

Route N27 – Proposal: conversion from a night route to a 24-hour route, then restructured to run between Chalk Farm and Clapham Junction, via Imperial Wharf

Table 92 – route N27

Theme	Count
Oppose proposals	9
Suggest alternative routing	5
Oppose proposals - Proposals would result in a need to interchange in the future	2
Support proposals	1
Services should run later / start earlier (i.e., longer hours)	1
Suggest capacity enhancements / bigger buses	1
Total count: 19	

There were 19 codes assigned to this bus route. Table 92 shows the most frequent comment was made by nine respondents, who generally opposed the proposal.

A single respondent commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

A key concern related to the need to interchange because of the proposals to this service. This was raised by two respondents.

Additionally, five respondents proposed an alternative routing for the service.

Route N72 – Proposal: would no longer run

Table 93 – route N72

Theme	Count
Oppose proposals to remove service	23
Oppose proposals - Proposals would result in a need to interchange in the future	3
Support proposals	2
Total count: 28	

There were 28 codes have been assigned to this bus route. Table 93 shows the most frequent comment was made by 23 respondents, who generally opposed the service removal.

A total of two respondents commented in support of the proposal, with the majority of feedback negative in relation to the proposal.

A key concern in opposition to the proposal related to the need to interchange as a result. This was raised by three respondents.

Route N74 – Proposal: would no longer run

Table 94 – route N74

Theme	Count
Oppose proposals to remove service	135
Oppose proposals - Proposals would result in a need to interchange in the future	4
Comment relating to route numbering / history of service (e.g., iconic)	3
Suggest alternative routing	1
Suggest more frequent service	1
Total count: 144	

There were 144 codes assigned to this bus route. Table 94 shows the most frequent comment was made by 135 respondents, who generally opposed the service removal.

No comments were received in support of the proposal.

Key concerns raised in opposition to the proposal were the need to interchange in the future, raised by four respondents; and concerns regarding route numbering and history of the service, commented on by three respondents.

New route N414 – Proposal: new route between Putney Heath and Tottenham Court Road via Putney, South Kensington, Green Park, and Piccadilly

Table 95 – new route N414

Theme	Count
Oppose proposals	15
Comment relating to route numbering / history of service (e.g., iconic)	5
Suggest alternative routing	3
Support proposals	1
Oppose proposals - Proposals would result in a need to interchange in the future	1
Total count: 25	

There were 25 codes assigned to proposed new route N414. Table 95 shows the most frequent comment was made by 15 respondents, who opposed the proposed new service.

A single respondent noted their support for the proposed new service, with the majority of feedback negative in relation to this route.

A key concern related to route numbering / the history of this service. This was raised by five respondents.

Additionally, three respondents proposed alternative routing for the service.

New route N430 – Proposal: new route between Marble Arch and Roehampton via Kensington, Earl's Court, Fulham, and Putney

Table 96 – new route N430

Theme	Count
Oppose proposals	7
Suggest alternative routing	3
Oppose proposals - Proposals would result in a need to interchange in the future	2
Suggest more frequent New Service	1
Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
Comment relating to route numbering / history of service (e.g., iconic)	1
Total count: 15	

There were 15 codes assigned to this proposal. Table 96 shows the most frequent comment was made by seven respondents, who generally opposed the proposed new service. No comments were received in support of the proposal.

A key concern in opposition was noted as due to the need to interchange as a result of the proposal. This was raised by two respondents. Additionally, three respondents proposed an alternative routing for the service.

4.5.9 Additional feedback received

This section of the report summarises the feedback received relating to the consultation, requests for additional information, criticism, and other comments (including out of scope comments).

Table 97 below sets out the frequency of comments left by respondents which contained criticism towards TfL, the Government or the consultation itself.

Table 97 – comments related to the Mayor, TfL, the consultation itself

Theme	Count
Criticism of Transport for London	1,100
Criticism of Mayor of London (e.g., Sadiq Khan, Labour, Mayors Office)	433
Criticism of consultation (e.g., will not be listened to / won't make a difference / insufficiently publicised)	200
Criticism of UK Government (e.g., Boris Johnson, Tory, Conservative)	196
Criticism of consultation materials (e.g., website, leaflet, maps, and info.)	124
Criticism of consultation accessibility (e.g., lack of access for those without internet)	91
Total count: 2,144	

The most frequently raised comment of this category was made by 1,100 respondents, criticising TfL. Following this, 433 respondents criticised the Mayor of London within their feedback.

Table 98 below shows the frequency of comments made by respondents which were out of scope, requesting information, or were requested contact regarding the proposals. There were 2,278 codes assigned to this feedback.

Table 98 - Other comments from respondents

Theme	Count
Other comment (out of scope) e.g., transport proposals elsewhere	1,532
Other (unrelated comments)	370
Need more information / question about proposals	295
Not sure / confused by proposals	49
Request for contact / conversation regarding proposals	30
Suggest earlier / later bus services (where a route was not specified)	2
Total count: 2,278	

Table 98 shows that the most frequently comments raised within this category were out of scope and not related to the proposals we had presented. These included comments relating to proposals elsewhere. There were 1,532 respondent comments in this category. Other comments were made but less frequently, such as unrelated comments and requests for information / questions about the proposals. These were made by 370 and 295 respondents respectively.

4.6 Summary of response to Question 10 – What do you think about the quality of this consultation?

Respondents were asked for their feedback on the quality of the consultation. They were asked the following question “What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?”

A total of approximately 16,600 respondents answered each part of the question. The actual number of respondents for each part of the question varied but averaged at approximately 16,600

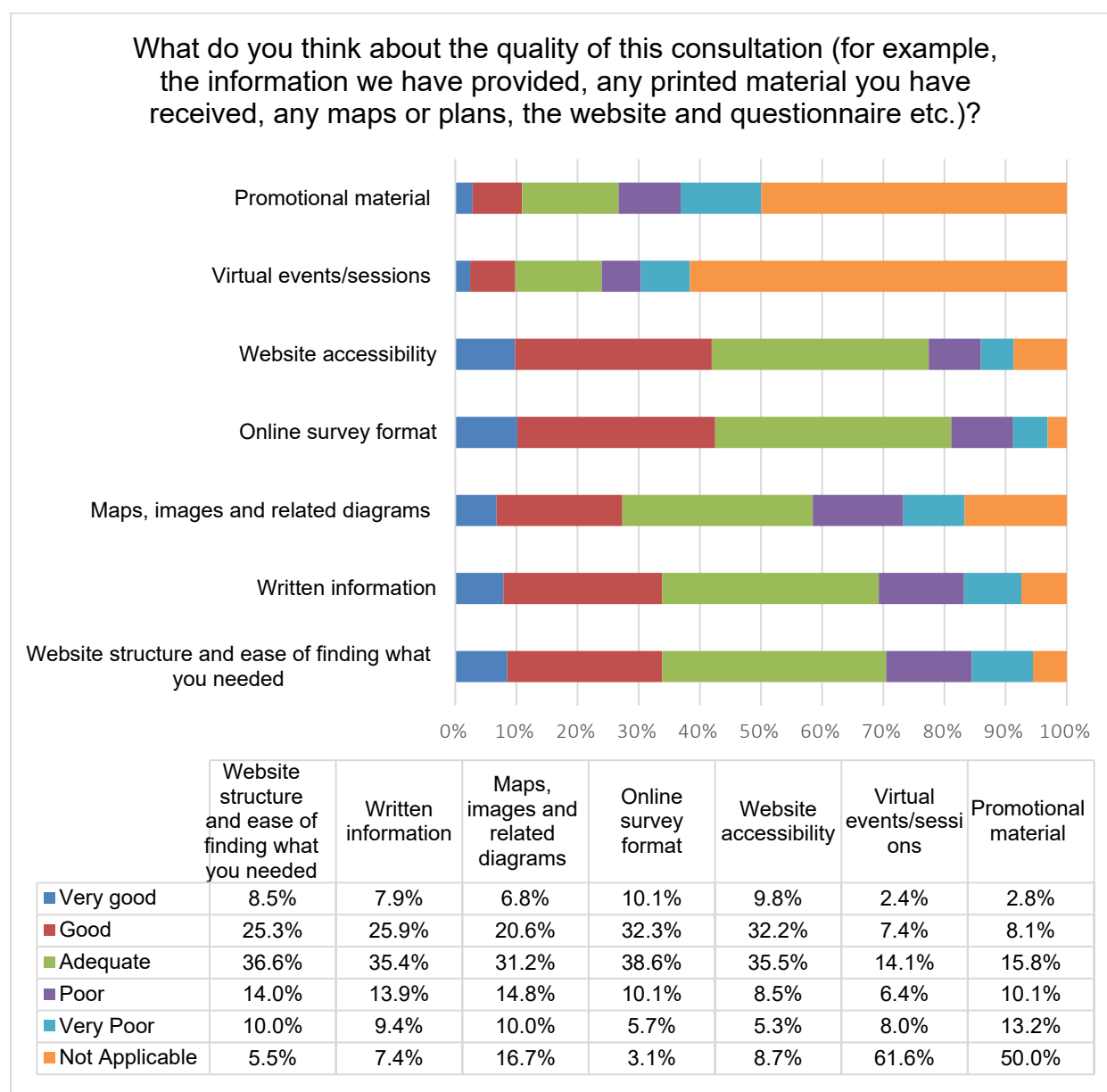


Figure 25 – Question 10 – What do you think about the quality of this consultation? (~16,600 responses)

Figure 25 shows respondent's opinions on the quality of the consultation, ranging from very good to very poor.

Website structure

Website structure and ease of finding what they needed was regarded as being 'adequate' by 6,209 respondents (36.6 per cent), followed by 4,294 respondents who thought the website was 'good' (25.3 per cent) and 2,370 respondents who thought it to be 'poor' (14 per cent). A total of 1,699 respondents thought the website structure was 'very poor' (10 per cent), 1,444 thought it was 'very good' (8.5 per cent). The website was 'not applicable' to 937 respondents (5.5 per cent).

Written information

We noted 5,945 respondents thought written information was 'adequate' (35.4 per cent), followed by 4,350 respondents who thought this was 'good' (25.9 per cent), and the 2,338 respondents who thought the written information was 'poor' (13.9 per cent). A further 1,572 respondents thought it was 'very poor' (9.4 per cent), 1,322 thought it was 'very good' (7.9 per cent), and 1,245 respondents said this question was 'not applicable' (7.4 per cent).

Maps, images, and related diagrams

For the maps, images and related diagrams which were part of the consultation, 5,182 respondents thought these were 'adequate' (31.2 per cent), followed by 3,418 who thought they were 'good' (20.6 per cent), and 2,463 who thought they were 'poor' (14.8 per cent). The maps, images and diagrams were 'not applicable' for 2,778 respondents (16.7 per cent), and a total of 1,665 thought they were 'very poor' (10 per cent), with only 1,125 respondents saying they were 'very good' (6.8 per cent).

Online survey format

The survey format was regarded as 'adequate' by 6,472 respondents (38.6 per cent), and 'good' by 5,420 respondents (32.3 per cent). A total of 1,700 respondents thought the format was 'very good' (10.1 per cent), followed by 1,694 who thought it was 'poor' (10.1 per cent). A further 949 respondents thought the format was 'very poor' (5.7 per cent) and the online format was 'not applicable' to 521 respondents (3.1 per cent).

Website accessibility

Website accessibility was regarded by 5,883 respondents as being 'adequate' (35.5 per cent), followed by 5,337 who thought it was 'good' (32.2 per cent). The accessibility was 'not applicable' to 1,442 respondents (8.7 per cent), 1,619 thought it was 'very good' (9.8 per cent), and 1,415 thought it was 'poor' (8.5 per cent). A total of 886 respondents thought the website accessibility was 'very poor' (5.3 per cent).

Virtual events/ sessions

The virtual events/sessions held as part of the consultation were 'not applicable' to 10,124 respondents (61.6 per cent). However, for those who it was applicable to, 2,321 thought they were 'adequate' (14.1 per cent), followed by 1,316 who thought they were 'very poor' (eight per cent). A total of 1,212 respondents thought the sessions were 'good' (7.4 per cent), followed by 1,053 finding them 'poor' (6.4 per cent), with 402 respondents finding them 'very good' (2.4 per cent).

Promotional material

The consultations promotional material was 'not applicable' to 8,213 respondents (50 per cent) but was regarded as 'adequate' by 2,595 respondents (15.8 per cent), or 'very poor' by 2,167 respondents (13.2 per cent). A total of 1,664 respondents found the material to be 'poor' (10.1 per cent), and 1,331 thought it was 'good' (8.1 per cent). A further 467 respondents found the consultation promotional material to be 'very good' (2.8 per cent).

4.7 Stakeholder responses

This section lists the stakeholders that responded to the consultation.

There were 281 stakeholder responses. All stakeholder replies have been read and the comments made have been used to inform our decision-making process.

The replies were analysed and coded. This analysis is contained in Section 4.7.1.

A list of the stakeholder responses is below. Summarised versions of the stakeholder replies are contained in Appendix D: Stakeholder replies

Accessibility Groups

Action Disability Kensington and Chelsea
Age UK London
Bus Users UK
City of London Access Group
Croydon Mobility Forum
Guide Dogs
Hackney Pensioners Convention
Hornsey Pensioners Action Group
Inclusion London
Lambeth Pensioners' Action Group (LAMPAG)
Latin American Disabled People's Project
LB Hammersmith and Fulham Older Persons Project
Mencap Islington
National Pensioners Convention
Pimlico Older Residents
Southwark Irish Pensioners Project
Southwark Pensioners Action Group
Transport for All

Business groups

Baker Street Quarter Partnership
Business London
Cross River Partnership
Grosvenor Property UK
Hammersmith BID
Heart of London Business Alliance
Knightsbridge Partnership and the King's Road Partnership
London Forum of Amenity and Civic Societies
New West End Company
Northbank BID
South Bank Business Improvement District
Team London Bridge
The Cadogan Estate
The Fitzrovia Partnership
The Portman Estate
UK Hospitality
Victoria BID, Victoria Westminster BID, Whitehall BID

Businesses and employers

BAS Books Ltd
Farrer Huxley Limited, N1
Flux Studios and Flux Jewellery School, Camberwell
Imperial London Hotels Limited
R&R Teamwork Limited, Fulham
Rosenstiel's Art Dealers
TaxAssist Accountants Ltd
Workhorse Software, E5

Charities, associations, and co-operatives

ECT Charity (affordable, accessible transport), Ealing
Katherine Low Settlement, Battersea
Metropolitan and Thames Valley Housing
North London Cares (Camden, Islington based charity)
The Dulwich Estate
The London Reader magazine
The Space, Isle of Dogs

Community associations and venues

Anchor Estates
Battersea Society
Bengali East End Heritage Society

Bestway International Christian Centre
British Somali Community and Brent Somali Community Centre
Burnt Oak Nepalese Community group
Camberwell Life
Castlehaven Community Centre, Camden
Chelsea Arts Club
Cheyne Walk Trust
Dulwich Society
Earl's Court Society
Fulham Good Neighbours
Hackney Marsh Partnership
Hammersmith Society
Highgate Neighbourhood Forum
Highgate Society
Islington Society
Lansdowne Evangelical Free Church
Paddington Waterways and Maida Vale Society
Putney Society
Queen's Park Community Council
SE5 Forum for Camberwell
Southwark Law Centre
Speak Out in Hounslow
St Etheldreda Church with St Clements, Fulham
St George and All Saints Tufnell Park
St Georges Mutual Aid, Islington
St John's Wood Society
St Paul's Church, Lorrimore Square
The Chelsea Society
The Danish Church in London
The Friends of Nunhead Cemetery
The Fulham Society
The Knightsbridge Association
The Markham Square Association
The Parish of Emmanuel Hornsey Road (Emmanuel Holloway Church)
The Parish of the Isle of Dogs
The Walworth Society
The Winch youth group, Swiss Cottage
Wapping Overground Station Step Free Access Campaign

Community environmental groups

Camden Friends of the Earth
Climate Emergency Camden

Community tenants and residents' associations

Alexandra and Ainsworth Tenants and Residents' Association
Barclay Road Residents
Barkantine Management Team, Isle of Dogs
Bisham Gardens Residents Association
Brent eleven streets residents' association
Brondesbury Residents and Tenants (BRAT)
Brunswick Park Area Tenants and Residents' Association
Buchan Tenants and Residents Association, Nunhead
Christchurch Residents' Association, Kensington and Chelsea
Churchill Garden Neighbourhood Forum
Clarendon Cross Residents' Association
CRASH (Combined Residents Associations of South Hampstead)
Cuddington Residents' Association
Cumberland Market Residents Association
Drake Court Residents' Association, Dulwich
Earl's Court Square Residents' Association
Fitzrovia Neighbourhood Association
Free Trade Wharf Residents Association, EC2
Gamages Tenants and Residents Association, Holborn
Hyde Park Estate Association
Kilburn Village Residents' Association
Landmark Heights Residents Association, Clapton
Lots Road Neighbourhood Forum
Loughborough Junction Neighbourhood Forum
Mapesbury Residents Association, Brent
Milner Street Area Residents' Association, Kings Road
NorthWestTwo Residents Association
Paultons Square Residents Association, Chelsea
South East Bayswater Residents' Association (SEBRA)
Southwark Group of Tenants Organisations
St George's Square Pimlico Residents' Association
St Katharine & Wapping Residents Ward Panel for Tower Hamlets
Ten Acres Estate Residents' Association, South Kensington
The Bloom RTA, Hammersmith and Fulham
The Smith Street Residents' Association, Kings Road
The Tufnell Park Residents' Association
Torrington Park Residents Association
Unwin Tenants and Residents Association, Southwark
Vaudeville Court Tenants and Residents Association
Wells House Road Residents' Association, Acton
West Wickham Residents' Association
Whitelands House Residents' Association, SW3

Education

Acland Burghley School and La Sainte Union Catholic School, Parliament Hill
Beatrice Tate School, Nunhead
Fulham Cross Academy Trust
Imperial College London
Kings College London
Middlesex University
Moreland Primary School, Islington
The Grove Nursery, N1

Greater London Authority London Assembly Members

Anne Clarke AM, LA Member for Barnet and Camden
Caroline Pidgeon MBE AM, Leader of Lib Dem Group
Joanne McCartney AM
Krupesh Hirani AM London Assembly Member for Brent and Harrow
Marina Ahmad AM, Assembly Member Lambeth and Southwark
Nick Rogers AM, Assembly Member for South West London
Sem Moema AM, Labour Assembly Member for North East London - Hackney, Islington and Waltham Forest
Siân Berry AM, Green Party member of the London Assembly
Unmesh Desai AM, London Assembly Member- City and East London Assembly
Labour

Healthcare and emergency services

NHS North West London
Royal Free London NHS Foundation Trust
University College Hospitals NHS Foundation Trust
Chelsea and Westminster Hospital NHS Foundation Trust
Guys and St Thomas' NHS Foundation Trust
Hampstead Group Practice
Healthwatch City of London
Kings College Hospital NHS Foundation Trust
Moorfields Eye Hospital
The Barkantine Practice, Isle of Dogs

Local authorities & statutory bodies

Brent Cross Cricklewood Regeneration Programme
City of London Corporation
City of Westminster
Lee Valley Regional Park Authority
London Councils
London Borough of Barnet
London Borough of Brent (Cllr Krupa Sheth)

London Borough of Camden
London Borough of Croydon
London Borough of Ealing
London Borough of Enfield
London Borough of Hackney
London Borough of Hammersmith and Fulham
London Borough of Haringey
London Borough of Hounslow
London Borough of Islington
London Borough of Lambeth
London Borough of Lewisham
London Borough of Southwark
London Borough of Tower Hamlets
London Borough of Waltham Forest
London Borough of Wandsworth
Royal Borough of Greenwich
Royal Borough of Kensington and Chelsea

Local authority ward councillors

Cllr Abrams, Streatham St. Leonard's ward, LB Lambeth
Cllr Ali Sadek, Kings Park ward, LB Tower Hamlets
Cllr Anton McNulty-Howard, Mortlake and Barnes Common ward, LB Richmond upon Thames
Cllr Barrie Hargrove, Peckham ward, LB Southwark
Cllr Bashir Ibrahim, Arsenal ward, LB Islington
Cllr Cassandra Brown, South Bermondsey ward, LB Southwark
Cllr Claire Bonham, Crystal Palace and Upper Norwood ward, LB Croydon
Cllr David Harvey, Vincent Square ward, City of Westminster
Cllr Emily Hickson, London Bridge and West Bermondsey ward, LB Southwark
Cllr Esme Hicks, Champion Hill ward, LB Southwark
Cllr Finella Craig, Arsenal ward, LB Islington
Cllr Gary Heather, Finsbury Park ward, LB Islington
Cllr Gavin Edwards, Nunhead and Queen's Road ward, LB Southwark
Cllr Gerry Lyons, Lea Bridge ward, LB Waltham Forest
Cllr Irfan Mohammed, Clapham Park ward, LB Lambeth
Cllr Jackie Meldrum, Knights Hill ward, LB Lambeth
Cllr Janet Burgess MBE, Junction Ward LB Islington
Cllr Jason Williams, Pimlico South ward, City of Westminster
Cllr Jenny Kay, Mildmay ward, LB Islington
Cllr Joanna Biddolph, Chiswick Gunnersbury ward, LB Hounslow
Cllr John Fletcher, Portsoken ward, City of London
Cllr Kaya Comer Schwartz, Junction ward, LB Islington
Cllr Linda Wade, Earl's Court ward, RB Kensington and Chelsea
Cllr Lynne Troughton, Kings Park ward, LB Hackney

Cllr Martin Tiedemann, Clapham Park ward, LB Lambeth
 Cllr Melvyn Caplan, Little Venice ward, City of Westminster
 Cllr Nigel Young, Cllr Giulia Innocenti, Cllr Matthew Perlberg, Childs Hill ward; Cllr Anne Clarke, Cllr Alan Schneiderman, Cricklewood ward, LB Barnet
 Cllr Pat Callaghan, Camden Town ward, LB Camden
 Cllr Paul Convery, Caledonian ward, LB Islington
 Cllr Penny Wrout, Victoria Ward, LB Hackney
 Cllr Peter Golds, Island Gardens ward, LB Tower Hamlets
 Cllr Renata Hamvas, Peckham Rye ward, LB Southwark
 Cllr Richard Cotton, Camden Town ward, LB Camden
 Cllr Robert Eagleton, South Pimlico ward, City of Westminster
 Cllr Roulin Khondoker, Arsenal ward, LB Islington
 Cllr Satnam Gill, Tufnell Park ward, LB Islington
 Cllr Scarlett O'Hara Brixton Windrush ward, LB Lambeth
 Cllr Sharon Patrick, LB Hackney
 Cllr Sian Berry, Highgate ward, LB Camden
 Cllr Tricia Clarke, Tufnell Park ward LB, Islington
 Cllr Verity McGiven, Clapham Park ward, LB Lambeth
 Cllr Victor Chamberlain, Lib Dem Group Leader and Borough and Bankside ward, LB Southwark
 Cllr Zoë Garbett, Dalton ward, LB Hackney

Parliamentary bodies and politicians

All Party Parliamentary Group for Cycling and Walking, Lord Russell of Liverpool
 Andy Slaughter MP, Member of Parliament for Hammersmith
 Bell Ribeiro-Addy MP, Member of Parliament for Streatham
 Catherine West MP, Member of Parliament for Hornsey & Wood Green
 Fleur Anderson MP, Member of Parliament for Putney, Roehampton and Southfields
 Harriet Harman QC MP, Member of Parliament for Camberwell and Peckham
 Helen Hayes MP, Member of Parliament for Dulwich and West Norwood
 Jeremy Corbyn MP, Member of Parliament for Islington
 Jon Cruddas MP, Member of Parliament for Dagenham and Rainham
 Julia Lopez MP, Hornchurch and Upminster
 Karen Buck MP, Member of Parliament for Westminster North
 Kate Osamor MP, Member of Parliament for Edmonton
 Kier Starmer MP, Member of Parliament for Holborn and St Pancras
 Lord Bruce of Bennachie
 Marsha de Cordova MP, Member of Parliament for Battersea
 Matthew Offord MP, Member of Parliament for Hendon
 Nickie Aiken MP, Member of Parliament for the Cities of London and Westminster
 Rt Hon Greg Hands MP, Member of Parliament for Chelsea & Fulham
 Tulip Siddiq MP, Member of Parliament for Hampstead and Kilburn

Political groups

Camberwell & Peckham Constituency Labour Party
Camden Lib Dems group - Cllrs Tom Simon, Nancy Jirira, Judy Dixey, Matthew Kirk,
Communist Party London District
Islington Liberal Democrats
Islington Green Party
Southwark Liberal Democrat Group
Tower Hamlets Aspire Group, Deputy Mayor, and Isle of Dogs councillors
Twickenham Constituency Labour Party

Transport and road user groups

Abellio London
British Ports Association
Campaign for Better Transport
Chiltern Railways
Clapham Junction Action Group
East Surrey Transport Committee
Freedom for Drivers Foundation
Future Transport London (transport 2000)
Go-Ahead London
London Cycling Campaign
London TravelWatch
Metroline
Paddington Residents' Active Concern on Transport (PRACT)
Potters Bar and St Albans Transport User Group
Save Our Buses
TfL Youth Panel
UK Coach Operators Association
Wandsworth Living Streets

Unions

Unite the Union
Unite Community Lambeth and Southwark
Unite London Digital and Tech branch
Unite The Union Abellio Southall branch
Unite: Croydon Retired Members branch

Visitor attractions

Imperial War Museums
Tate Modern

4.7.1 Analysis of responses received by stakeholders

Through the coding exercise we were able to identify the comments most frequently made by the 281 stakeholders that responded to the consultation. Table 99 below shows the top 10 comments across all stakeholders.

Table 99 – Most frequently mentioned issues by stakeholders

Theme	No. of comments
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	154
Concern - Will worsen access to services (e.g., healthcare / essential shops)	97
Healthcare facility (Hospital, Medical Centre)	89
Negative - Will mean taking more buses / more interchanges	84
Negative - Will mean taking more buses / more interchanges	84
Negative - Will make journeys longer / more time-consuming	81
Negative - Will make journeys longer / more time-consuming	81
Concern - Will worsen access to jobs / employment	80
Concern - Proposals will negatively impact on low-income groups (e.g., those on benefits, single parents, older people, deprived areas, etc)	75
Links to major areas in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	72
Total: 897	

4.7.2 Stakeholder responses by category

A table of the (up to) 10 most frequently made comments is provided for each stakeholder type (Business, Education, Political etc). Due to the volume of such comments, those mentioned only once have been excluded.

4.7.2.1 Accessibility groups

Of the 218 stakeholders that responded to the consultation, 18 were captured within the Accessibility Groups category. Table 100 below summarises their most frequently expressed comments.

Table 100 - Most frequent comments - Accessibility groups

Theme	No. of comments
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	12
Negative - Will mean taking more buses / more interchanges	8
Concern - Reduction in services will mean more overcrowding / less space on buses	7

Negative - Will make journeys longer / more time-consuming	6
Other comment (out of scope) e.g., transport proposals elsewhere	6
Healthcare facility (Hospital, Medical Centre)	5
Negative - Not in favour of proposals (Generally / All routes)	4
Negative - Will reduce bus use / increase car use / mode shift to car	4
Negative - Will result in needing to walk further / more distance to access transport	4
Concern - Will worsen access to services (e.g., healthcare / essential shops)	4
Total: 60	

4.7.2.2 Business Groups

Of the 281 stakeholders that responded to the consultation, 17 fell within the Business Groups category. Table 101 below summarises their most frequently expressed comments.

Table 101 - Most frequent comments - Business groups

Theme	No. of comments
Concern - Will worsen access to jobs / employment	11
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	8
Concern - Proposals will negatively impact on low-income groups (e.g., those on benefits, single parents, older people, deprived areas, etc)	7
Suggestion - Consider impact of changes on tourists / visitors to London	6
Concern - Personal safety and security issues (e.g., anti-social behaviour / feeling vulnerable)	5
Will limit access to areas with night life / make it difficult to get home	5
Service 24: Oppose proposals to remove service	5
Link to local destination (e.g., street, avenue)	5
Total: 52	

4.7.2.3 Businesses and employers

Of the 281 stakeholders that responded to the consultation, eight fell within the Business and employer's category. Table 102 below summarises their most frequently expressed comments.

Table 102- Most frequent comments - Businesses and employers

Theme	No. of comments
Concern - Will worsen access to jobs / employment	3
Negative - Not in favour of proposals (Generally / All routes)	2
Negative - Not in favour of removal of / changes to bus route - route not specified	2
Links to other major areas in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	2
Transport Hub (Bus station, Rail Station, Underground, DLR, Overground, Crossrail)	2
Total: 11	

4.7.2.4 Charities, associations, and co-operatives

Of the 281 stakeholders that responded to the consultation, seven fell within the Charities, associations, and co-operatives category. Table 103 below summarises their most frequently expressed comments.

Table 103 - Most frequent comments - Charities, associations, and co-operatives

Theme	No. of comments
Negative - Not in favour of proposals (Generally / All routes)	3
Negative - Will make journeys longer / more time-consuming	3
Negative - Will reduce bus use / increase car use / mode shift to car	2
Negative - Will result in needing to walk further / more distance to access transport	2
Negative - Will mean taking more buses / more interchanges	2
Negative - The proposed changes will impact residents / communities	2
Concern - Reduction in services will mean more overcrowding Negative - Lack of alternatives for those without car / dependent on bus service / less space on buses	2
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	2
Service 12: Oppose proposals to remove service	2
Total: 22	

4.7.2.5 Community associations and venues

Of the 281 stakeholders that responded to the consultation, 41 fell within the Community associations and venues category. Table 104 below summarises their most frequently expressed comments.

Table 104 - Most frequent comments - Community associations and venues

Theme	No. of comments
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	25
Concern - Will worsen access to services (e.g., healthcare / essential shops)	13
Healthcare facility (Hospital, Medical Centre)	12
Negative - Will mean taking more buses / more interchanges	11
Negative - The proposed changes will impact residents / communities	9
Links to other major areas in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	9
Negative - Lack of alternatives for those without car / dependent on bus service	8
Concern - Will worsen access to jobs / employment	8
Concern - Changes to buses will result in higher fares / less cost-effective	8
Service 14: Oppose proposals to remove service	8
Total: 111	

4.7.2.6 Community environmental groups

Of the 281 stakeholders that responded to the consultation, two fell within the community environmental groups category. Table 105 below summarises their most frequently expressed comments. Comments with one mention have been excluded.

Table 105 - Most frequent comments - Community environmental groups

Theme	No. of comments
Negative - Will reduce bus use / increase car use / mode shift to car	2
Concern - Concerned by impact of proposals on air quality, climate change and the environment generally	2
Service 24: Oppose proposals to remove service	2
Total: 6	

4.7.2.7 Community tenants and residents' associations

Of the 281 stakeholders that responded to the consultation, 42 fell within the Community tenants and residents' associations category. Table 106 below summarises their most frequently expressed comments.

Table 106 - Most frequent comments - Community tenants and residents' associations

Theme	No. of comments
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	23
Negative - Lack of alternatives for those without car / dependant on bus service	16
Concern - Will worsen access to services (e.g., healthcare / essential shops)	14
Negative - The proposed changes will impact residents / communities	13
Negative - Will reduce bus use / increase car use / mode shift to car	11
Local destination (e.g., street, avenue)	11
Other major area in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	11
Negative - Will mean taking more buses / more interchanges	9
Criticism of Transport for London	9
Transport Hub (Bus station, Rail Station, Underground, DLR, Overground, Crossrail)	9
Total: 126	

4.7.2.8 Education

Of the 281 stakeholders that responded to the consultation, eight fell within the education category. Table 107 below summarises their most frequently expressed comments.

Table 107 - Most frequent comments – Education groups

Theme	No. of comments
Concern - Will worsen access to jobs / employment	5
Link to Education facility (School, College, University, Library)	5
Negative - Will make journeys longer / more time-consuming	4
Concern - Will worsen access to education	4
Need to ensure link to workplace	4
Negative - Will reduce bus use / increase car use / mode shift to car	3
Negative - Will mean taking more buses / more interchanges	3
Negative - The proposed changes will impact residents / communities	3
Concern - Proposals will negatively impact on low-income groups (e.g., those on benefits, single parents, older people, deprived areas)	3
Other (unrelated comments)	3
Total: 37	

4.7.2.9 Greater London Authority (GLA) London Assembly Members

Of the 281 stakeholders that responded to the consultation, nine fell within the GLA London Assembly Members category. Table 108 below summarises their most frequently expressed comments.

Table 108 - Most frequent comments - GLA London Assembly Members

Theme	No. of comments
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	7
Other comment (out of scope) e.g., transport proposals elsewhere	6
Negative - Will make journeys longer / more time-consuming	5
Negative - Will mean taking more buses / more interchanges	5
Concern - Will worsen access to services (e.g., healthcare / essential shops)	5
Concern - Proposals will negatively impact on low-income groups (e.g., those on benefits, single parents, older people, deprived areas, etc)	5
Need to ensure link healthcare facility (Hospital, Medical Centre)	5
Negative - The proposed changes will impact residents / communities	4

Need to ensure link to other major area in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	4
Need to ensure link transport Hub (Bus station, Rail Station, Underground, DLR, Overground, Crossrail)	4
Total: 50	

4.7.2.10 Healthcare and emergency services

Of the 281 stakeholders that responded to the consultation, 10 fell within the Healthcare and emergency services category. Table 109 below summarises their most frequently expressed comments.

Table 109 - Most frequent comments - Healthcare and emergency services

Theme	No. of comments
Concern - Will worsen access to services (e.g., healthcare / essential shops)	9
Need to ensure link healthcare facility (Hospital, Medical Centre)	8
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	6
Concern - Will worsen access to jobs / employment	4
Ensure link to other major areas in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	4
Negative - Loss of connectivity / access	3
Negative - Will result in needing to walk further / more distance to access transport	3
Negative - Will make journeys longer / more time-consuming	3
Negative - Will mean taking more buses / more interchanges	3
Negative - The proposed changes will impact residents / communities	2
Total: 45	

4.7.2.11 Local authorities and statutory bodies

Of the 281 stakeholders that responded to the consultation, 24 fell within the Local authorities and statutory bodies category. Table 110 below summarises their most frequently expressed comments.

Table 110 - Most frequent comments - Local authorities and statutory bodies

Theme	No. of comments
Negative - Will make journeys longer / more time-consuming	17
Concern - Proposals will negatively impact on low-income groups (e.g., those on benefits, single parents, older people, deprived areas, etc)	17

Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	16
Negative - Will mean taking more buses / more interchanges	14
Healthcare facility (Hospital, Medical Centre)	14
Negative - Will make journey times less reliable / more delays	12
Concern - Will worsen access to jobs / employment	12
Concern - Concerned by impact of proposals on air quality, climate change and the environment generally	12
Other comment (out of scope) e.g., transport proposals elsewhere	12
Concern - Will worsen access to services (e.g., healthcare / essential shops)	11
Total: 137	

4.7.2.12 Local authority ward councillors

Of the 281 stakeholders that responded to the consultation, 43 fell within the Local authority ward councillor's category. Table 111 below summarises their most frequently expressed comments.

Table 111 - Most frequent comments - Local authority ward councillors

Theme	No. of comments
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	25
Concern - Will worsen access to services (e.g., healthcare / essential shops)	23
Ensure access to healthcare facility (Hospital, Medical Centre)	19
Concern - Proposals will negatively impact on low-income groups (e.g., those on benefits, single parents, older people, deprived areas, etc)	17
Negative - The proposed changes will impact residents / communities	16
Concern - Will worsen access to jobs / employment	14
Ensure access to other major area in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	12
Negative - Will mean taking more buses / more interchanges	11
Concern - Reduction in services will mean more overcrowding / less space on buses	11
Concern - Will worsen access to education	11
Total: 159	

4.7.2.13 Parliamentary bodies and politicians

Of the 281 stakeholders that responded to the consultation, 19 fell within the Parliamentary bodies and politician's category. Table 112 below summarises their most frequently expressed comments.

Table 112 - Most frequent comments - Parliamentary bodies and politicians

Theme	No. of comments
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	9
Concern - Proposals will negatively impact users during a time of high cost of living	9
Negative - Will make journeys longer / more time-consuming	7
Negative - Lack of alternatives for those without car / dependant on bus service	6
Concern - Will worsen access to services (e.g., healthcare / essential shops)	6
Concern - Personal safety and security issues (e.g., anti-social behaviour / feeling vulnerable)	6
Ensure link to other major areas in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	6
Ensure link to healthcare facility (Hospital, Medical Centre)	6
Positive - Will improve access to jobs / employment	5
Negative - Loss of connectivity / access	5
Total: 65	

4.7.2.14 Political groups

Of the 281 stakeholders that responded to the consultation, eight fell within the Political groups category. Table 113 below summarises their most frequently expressed comments.

Table 113 - Most frequent comments - Political groups

Theme	No. of comments
Concern - Proposals will negatively impact on low-income groups (e.g., those on benefits, single parents, older people, deprived areas, etc)	7
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	6
Negative - Lack of alternatives for those without car / dependant on bus service	5
Concern - Will worsen access to education	5

Healthcare facility (Hospital, Medical Centre)	5
Negative - Will reduce bus use / increase car use / mode shift to car	4
Negative - Will make journeys longer / more time-consuming	4
Negative - Will mean taking more buses / more interchanges	4
Concern - Will worsen access to services (e.g., healthcare / essential shops)	4
Concern - Personal safety and security issues (e.g., anti-social behaviour / feeling vulnerable)	4
Total: 48	

4.7.2.15 Transport and road user groups

Of the 281 stakeholders that responded to the consultation, 18 fell within the transport and road user groups category. Table 114 below summarises their most frequently expressed comments.

Table 114 - Most frequent comments - Transport and road user groups

Theme	No. of comments
Other comment (out of scope) e.g., transport proposals elsewhere	9
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	8
Negative - Will mean taking more buses / more interchanges	7
Suggestion - Suggest changes to the routing of other bus routes / Suggest the removal of other bus routes / Suggest new bus routes and connections	7
Negative - Will reduce bus use / increase car use / mode shift to car	5
Negative - Will make journeys longer / more time-consuming	5
Concern - Reduction in services will mean more overcrowding / less space on buses	4
Suggestion - Provide improved customer information (e.g., real-time information)	4
Suggestion - Suggests changes to the frequency / timings of other services	4
Service 31: Oppose proposals to remove service	4
Total: 57	

4.7.2.16 Unions

Of the 281 stakeholders that responded to the consultation, five fall within the unions category. Table 115 below summarises their most frequently expressed comments.

Table 115 - Most frequent comments - Unions

Theme	No. of comments
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	3
Negative - Will mean taking more buses / more interchanges	1
Negative - Will reduce bus use / increase car use / mode shift to car	1
Total: 5	

4.7.2.17 Visitor Attractions

Of the 281 stakeholders that responded to the consultation, two fall within the visitor attractions category. Table 116 below summarises their most frequently expressed comments.

Table 116 - Most frequent comments – Visitor attractions

Theme	No. of comments
Other major area in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	2
Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	1
Total: 3	

4.8 Petitions and campaigns

We received 15 petitions in response to the consultation. A further 12 petitions were also identified as being organised in response to the consultation, however these were not formally submitted to us, or were received too late to be considered as part of our decision-making process. These further petitions are included in Section 4.8.16.

The number of signatures on each formal petition has not been included in our total of responses received. All formal petitions have been included in the analysis of the consultation. We only include the number of completed questionnaires and email responses received in our final analysed figures.

Where appropriate, each petition submitted to us was acknowledged by email or letter. This correspondence is shown in Appendix G: Petition correspondence

4.8.1 Petition submitted by West Branch, Hampstead and Kilburn Constituency Labour Party (CLP)

The West Branch, Hampstead and Kilburn CLP organised a petition and collected signatures from members of the public at a community festival in West Hampstead on Saturday 2 July 2022.

The signatures were digitally scanned and emailed to the Deputy Mayor for Transport at the Greater London Authority on 21 July 2022.

There were 101 signatures in support of the following statement:

“We need a thriving bus network and urge TfL to save our busy 16 and 31 local bus routes and not make related changes to the 189 and 113.

We call on the Government to restore long term funding for London’s public transport and to withdraw its demand for savage cuts to our bus network.”

4.8.2 “Save the no. 4 bus route” Petition submitted by J Sparkes, London N5

A petition organised by Joolz Sparkes, named “Save the no. 4 bus route”, was created via Change.org. and could be viewed online here:

<https://www.change.org/p/save-the-no-4-bus-route?redirect=false>

People signing this petition had the option to add a comment, called a ‘reason for signing’. We received the petition so far, and a list of ‘reasons for signing’ by email on Friday 29 July 2022 via the office of our Chief Operating Officer.

Upon receipt of the email on 29 July, there were 39 comments and 419 signatures in support of the following statement:

“TfL have announced that they plan to completely axe the no 4 bus route which goes from Blackfriars to Archway. This route is a vital lifeline for hundreds of people who live and work locally or in the city and for thousands of tourists (and locals) who use the route to reach cultural institutions such as the Barbican, St Paul's Cathedral, Tate Modern, the London Museum and retail opportunities such as Holloway Road, Upper Street and One New Change.

The no 4 bus route connects together local areas of Islington, providing access to Highbury shops and bars, an alternative route to Arsenal Emirates Stadium avoiding overcrowded tubes, and provides religious communities with access to their places of worship such as Finsbury Mosque and St Georges in Tufnell Park. For some roads in Islington, the no 4 is the only bus service provided, such as Tufnell Park Road. The route also allows access to the Whittington Hospital in Archway.

The no 4 bus service is important for livelihoods, tourism, school children, key workers and general mental health of local people. If the route is axed, countless people, many who will be carrying pushchairs and heavy shopping, or have mobility issues, are older and infirm, plus women traveling alone, will be forced to get two buses, making journeys longer and more difficult and dangerous at night time or abandoned altogether.

On top of this, Islington is cited as being the borough with the most amount of car owners per capita. If the no 4 bus is removed, it will encourage shorter journeys by car, completely negating the carbon emission decrease hoped for by the implementation of LTNs.

Please help the fight to keep the no 4 bus route by signing this petition to ask TFL to reconsider their decision. Also, express your opinion on the TFL website here: <https://haveyoursay.tfl.gov.uk/busreview>

Thank you.”

4.8.3 Petition submitted by P Moran, London SW1

A petition organised by P Moran concerned with the proposal to withdraw bus route 24 from Pimlico was received by post during week commencing Monday 1 August.

There were 67 signatures in support of the following statement:

“We have been told that the Mayor of London wants to discontinue the 24 bus service from Pimlico to Hampstead Heath. By doing that he is leaving without any service to take us from Pimlico to Victoria Street and all the way to Hampstead Heath. By discontinuing the bus 24 service, the Mayor of London is depriving the older people, disabled people etc., to be able to do their shopping at a regular basis at Sainsburys in Wilton Road. Please support us by signing this petition and stop the Mayor from discontinuing the 24 bus service. Thank you ever so much.”

4.8.4 Petition submitted by Councillor Linda Wade, Earl's Court Ward, Royal Borough of Kensington and Chelsea

A petition was organised by Councillor Wade in conjunction with the London Liberal Democrats. It collected signatures from three older people's residents' homes in the Earl's Court area wishing to object to proposals for bus routes in Kensington and Chelsea. These were Sybil Thorndike House, Inkerman House, and Mary Smith Court.

The signatures were digitally scanned and delivered by email to TfL via the office of the London Assembly Liberal Democrat Group on Friday 5 August 2022.

There was a combined total of 49 signatures in support of the following statement:

"We, the residents of Sybil Thorndike House/Inkerman House/Mary Smith Court, object to the withdrawal of bus routes 414, 14, 72, 74, N74 and C3 and alterations to bus routes 328, 19, 430, 49, N27 NS 27. These cuts will have a significant impact on how we access our hospitals, GPs, shops, our carers, and services that we rely. We ask that TfL re-examine these vital links considering the future Earl's Court development and the existing poor air quality because of heavy traffic congestion on our roads"

4.8.5 Petition submitted by the London Borough of Hammersmith & Fulham Youth Council

The London Borough of Hammersmith & Fulham Youth Council, with the consent of the Youth Council and the local Police, organised a petition and collected signatures from members of the public at Fulham Broadway.

The signatures were digitally scanned and emailed to TfL via the council's Smarter Transport team, Environment Department on Friday 5 August 2022.

There were 118 signatures in support of the following statement:

"We the Hammersmith and Fulham Youth Council object to the Bus Reduction program. We, after gathering all the people's opinions, concluded that it will have a massive impact towards the local community. We hope TFL can take this petition into account."

4.8.6 Petition submitted by Councillor Caroline de La Soujeole, St Mary's ward, London Borough of Wandsworth

Councillor de La Soujeole submitted a petition signed by 2,030 people from the London Borough of Wandsworth. The petition was sent to us by email on Sunday 7 August 2022.

The petition was a combined response, supported by and submitted on behalf of Councillors Ravi Govindia and George Crivelli, East Putney ward; Councillor Steffi

Sutters, West Putney ward; and Councillors Ethan Brooks, James Jeffreys and John Locker of Thamesfield ward.

All objected to proposals to change bus routes in Battersea, Putney and Roehampton due to concern there would be a detrimental impact on the provision of local bus services.

The following statement was supported by 693 signatures:

“We, the undersigned, call upon The Mayor of London and TfL to re-think the proposed changes to buses such as the C3, 19, N91 and 49 which will impact residents of Battersea.”

The following statement was supported by 1,337 signatures:

“We, the undersigned, call upon The Mayor of London and TfL to re-think the proposed changes to buses such as the No 14, N72, 430 and 74 which will impact residents from Putney and Roehampton.”

4.8.7 Petition submitted by Councillor Maium Talukdar, Deputy Mayor and Canary Wharf ward councillor, London Borough of Tower Hamlets

Councillor Maium Talukdar submitted a petition signed by residents of the Isle of Dogs in the London Borough of Tower Hamlets, with the support of Councillor Saied Ahmed, Canary Wharf ward; and Councillors Belal Uddin, Ahmodur Rahman Khan and Abdul Malik, Blackwall and Cubitt Town ward

The petition signatures were digitally scanned and emailed to TfL on Monday 8 August via the office of Sadiq Khan, Mayor of London.

There was a total of 278 signatures in support of the following statement:

“I oppose TfL’s plan to cut the D7 bus route and submit this view to the formal consultation. The route should remain the same without any reduction or changes to the service. I am aged 13 or over.

4.8.8 “Save Bus Route 12” Petition submitted by G Mavrias, London

A petition organised by George Mavrias, named “Save Bus Route 12”, was created via Change.org and can be viewed online here: <https://www.change.org/p/we-have-less-than-6-weeks-to-save-the-bus-route-12>

People signing this petition had the option to add a comment, called a ‘reason for signing’. We received the petition and a list ‘reasons for signing’ by email on Monday 3 September 2022.

The petition organiser also reported the petition had received 94,263 online views and was shared by 5,083 people.

At the close of consultation on 7 August, there were 584 comments and 7,126 signatures in support of the following statement:

“Transport For London are having a consultation starting 01/06/22 - ending 12/07/22

They are proposing to [cut 42 Routes across London](#), one of which is our beloved Route 12 - Oxford Street to Dulwich Library.

South London does not have any London Underground stations and vast amount of people rely on the Bus route, commuting to work will become a nightmare if we lose the no. 12 route.

TFL are concluding all decisions on 12th July, meaning we have less than 6 weeks to let our voices be heard and save the 12 bus!

Please sign and share this petition, to spread the word and let TFL know we don't want this to go ahead.

Thank you”

4.8.9 “Save the D3 Bus Service” Petition presented by Caroline Pidgeon MBE AM to the London Assembly (Plenary) meeting of Thursday 8 September 2022

A petition organised by Rabina Khan, named “Save the D3 Bus Service” was created online in conjunction with the Tower Hamlets Liberal Democrats.

The petition was presented by Caroline Pidgeon MBE AM to the London Assembly (Plenary) meeting of Thursday 8 September 2022. The petition can be viewed online here: <https://www.towerhamletslibdems.org.uk/savethed3>

4.8.10 “Save Our Route 14 and 74 Buses” Petition submitted by J Harris and the Putney Bus Garage community

A petition organised by London bus driver Joanne Harris, named “Save Our Route 14 and 74 Buses”, was created via Change.org. and could be viewed online here: <https://www.change.org/p/save-our-route-14-and-74-buses>

The petition was signed with drivers from Putney Bus Garage, local residents and shop workers. There was also an option to add a comment, called a ‘reason for signing’. The petition was submitted to the Mayor with a list of ‘reasons for signing’ by email on Wednesday 14 September 2022.

At the close of consultation on 7 August, there were 256 comments and 3,662 signatures in support of the following statement:

“The routes 14 and 74 from Putney to Russell Square and Baker Street respectively have served Putney and Fulham for over 100 years and are an important lifeline for many of our residents including the older people and disabled as these routes also pass three major hospitals, The Brompton, Chelsea and Westminster and The Cromwell. The route 74 being heavily used by wheelchair bound passengers.

These routes have been a major link for people in West and South West London travelling to the West End and will literally cripple our area of London. There are also plans to remove the number 11 route which runs from Fulham Broadway through Victoria. This will leave only the 414 (which gets rerouted) and the 22. Buses will be over subscribed and many will have to wait as buses roll past with the full sign up.

This will also impact on bus driver jobs. The 14/74 route use 38 buses to run the route with each bus requiring 3 drivers per 24 hours, that's a potential loss of 114 jobs in one garage alone. Please complete the consultation at TFL <https://haveyoursay.tfl.gov.uk/busreview> and sign the petition. TfL save our route 14 and 74."

The petition was considered at a public meeting where the Assembly agreed that that it be forwarded to Sadiq Khan, Mayor of London for a response.

The official report from the Plenary meeting is published online here:
<https://www.london.gov.uk/about-us/londonassembly/meetings/documents/s100285/05%20Petitions.pdf>

There were 851 signatures in support of the following statement:

"We, the undersigned, are opposed to the planned cuts to the D3 bus route and ask Transport for London (TfL) and the Mayor of London, Sadiq Khan, to cancel the proposed changes to this service."

4.8.11 "Save Our Route 24 Bus" Petition submitted by J Harris and the Putney Bus Garage community

A petition organised by London bus driver Joanne Harris, named "Save Our Route 24 Bus", was created via Change.org. and could be viewed online here:
<https://www.change.org/p/save-our-route-24-bus>

The petition was signed with drivers from Putney Bus Garage, local residents and shop workers. There was also an option to add a comment, called a 'reason for signing'. The petition was submitted to the us with a list of 'reasons for signing' by email on 22 October 2022.

At the close of consultation on 7 August, there were 116 comments and 1,628 signatures in support of the following statement:

"The government has launched a consultation to scrap 16 of London's bus routes, this includes our own Route 24. The 24 has served South London for over 100 years and is an important lifeline for those going to the west end and North London. Many older people and disabled people rely on these iconic routes and we cannot afford to lose them. Mayor Khan wants to reduce pollution in London but this will only drive more people back into their cars. The government are holding a consultation on bus routes which can be accessed from this link: <https://haveyoursay.tfl.gov.uk/busreview>

We advise as many people as possible fill in this consultation and sign the petition to stop the government from destroying London's public transportation network. This is just another attempt by the Tory party to make us Londoners pay for voting for a Labour Mayor. We cannot let them get away with this. Please do the consultation and sign the petition. Let's save London's buses including our own 24."

4.8.12 Petition submitted by Unmesh Desai AM on behalf of Tower Hamlets Labour Party

Unmesh Desai AM, London Assembly Member for City and East London submitted a petition organised by the Tower Hamlets Labour Party opposing bus proposals on the Isle of Dogs. The petition was presented in paper copy in person to Seb Dance, Deputy Mayor for Transport on 25 October 2022. Prior to the consultation closing date of 7 August 2022 the following statement had been signed by 290 people:

'New proposals from Transport for London (TfL) mean residents will be forced to wait longer, in more crowded buses, and less easily reach services like surgeries, hospitals and schools – all while the local population is rising.

'These proposals are a result of Boris Johnson's Conservatives' harsh spending cuts on TfL.

'Labour are campaigning to protect vital bus routes on the Isle of Dogs and the D3 bus route from closure'.

4.8.13 Campaign and petition organised by Greg Hands MP, Member of Parliament for Chelsea and Fulham

Campaign activities included video footage, community activity, and the distribution of flyers. There was also a petition, organised online here:

<https://www.greghands.com/campaigns/sign-my-petition-stop-mayor-khan-and-tfls-chelsea-fulham-bus-cuts>

A petition was submitted to us by hand on 28 October 2022 with 5,933 signatures in support of the following statement:

"We, the undersigned, call upon The Mayor of London and TfL to urgently rethink their proposed cuts to the 11, N11, 14, 31, 74, N74, C3 bus routes and reductions to the 19, 27, 49, 211, 328, 414, 430 bus routes"

4.8.14 “Stop TfL's West Central bus cuts petition organised by Felicity Buchan MP, Member of Parliament for Kensington and Kensington, Chelsea and Fulham Conservatives

A petition was hosted online here: <https://www.kcfc.org.uk/saveourbusroutes> and submitted to us by hand on 28 October 2022 with 2,387 signatures in support of the following statement:

“We, the undersigned, call upon The Mayor of London and TfL to urgently rethink their proposed cuts to the 11, N11, 14, 31, 74, N74, C3 bus routes and reductions to the 19, 27, 49, 211, 328, 414, 430 bus routes”

4.8.15 “Save our Buses” campaign and petition organised by Nickie Aiken MP, Member of Parliament for the Cities of London and Westminster

Campaign and petition hosted online to save bus routes across the Cities of London and Westminster – opposed to the proposed removal of routes 4, 11, 12, 14, 16, 24, 74, 78, 113, 189, 205, 211, 242, 521, N11, N16, N74, N205 and N242 and proposed changes to routes 3, 6, 15, 23, 43, 47, 88, 98, 133, 343, 507, C10, N98 and N133.

<https://www.nickieaiken.org.uk/campaigns/save-our-buses-sign-petition>

We received 2,121 signatures of opposition by hand on 28 October 2022.

4.8.16 Other campaigns and petitions related to the consultation

This section lists the further 10 petitions and campaign activities related to the consultation where TfL or the Mayor were not being petitioned, where the petition was not officially submitted to us, or where the petition was received too late to be considered as part of the decision-making process.

4.8.16.1 “Save Our Buses from Tory Cuts!” Petition to Government organised by the Westminster Labour Party –

<https://www.westminsterlabour.org.uk/issues/2022/06/01/dont-let-the-government-cut-our-buses/>

4.8.16.2 “Save Southwark Buses” Petition to Government organised online by Southwark Labour and hosted by Change.org. 3,227 signatures noted at consultation close on 7 August – <https://www.change.org/p/save-southwark-buses-76a6cd96-80f9-41d6-be68-dd7ccbc18e67?redirect=false>

4.8.16.3 “Save our buses!” Petition to Government organised online by Islington Labour - <https://www.islington-labour.org.uk/buses/>

4.8.16.4 “Save Hackney’s buses” Petition to Boris Johnson, Prime Minister organised online via Change.org: <https://www.change.org/p/save-hackney-s-buses?signed=true>

- 4.8.16.5 Three petitions to the Mayor and TfL organised online by London Assembly Liberal Democrats Group. Received by the Mayor on 4 November 2022
- (i) “Save London Buses”
<https://www.londonlibdems.org.uk/savelondonbuses>
 - (ii) “Save our Buses – Sign our petition against bus cuts across Kensington & Chelsea” (Kensington & Chelsea Liberal Democrats)
 - (iii) *“We, the undersigned, call on TfL and Labour Party London Mayor Sadiq Khan to: immediately halt any plans to reduce bus services in London; Scrap the environmentally damaging and widely unpopular Silvertown tunnel and use that money to maintain existing public transport options including buses; Invest in alternative public transport options for South London including the Bakerloo Line extension; Hold public consultation events before reducing the frequency of any bus routes; Extend the length of the consultation to 12 weeks and hold public meetings to reflect the potential severity of the proposed cuts and ensure as many voices are heard as possible.
We further call on the Conservative government to: Provide TfL with the funding necessary to maintain the current bus routes; Reach a funding settlement with the TfL that ensures there can be continued investment in sustainable and affordable public transport in London.”*
- 4.8.16.6 “Back London’s Bus Routes” Campaign and petition organised by Unite the Union. Activities included flyers on board bus routes and at bus garages, polling, prompt to contact TfL on social media, and a central London rally from Waterloo to a TfL head office building. There was also a petition, organised online here:
<https://www.unitetheunion.org/campaigns/back-london-s-bus-routes/>
- 4.8.16.7 “Save our D7 bus route!!!!” Petition organised online by Umor Uddin, hosted by Change.org with 2,279 signatures noted at consultation close on 7 August – <https://www.change.org/p/save-our-d7-bus-route?redirect=false>
- 4.8.16.8 “Save 24 bus Hampstead” Petition organised online by Daniele Sidoli, hosted by Change.org with 2,418 signatures noted at consultation close on 7 August – <https://www.change.org/p/save-our-d7-bus-route?redirect=false>

4.8.16.9 “Save the number 4 bus” Petition to the Mayor of London organised online by the Islington Green Party with 1,659 signatures noted at consultation close on 7 August - [https://actionnetwork.org/petitions/save-the-number-4-bus?source=direct link&](https://actionnetwork.org/petitions/save-the-number-4-bus?source=direct_link&)

4.8.16.10 “Cricklewood to lose all bus services into central London (16, 189)”
Campaign organised in the Cricklewood area. Flyers noted in the Cricklewood area prompting residents to respond to the consultation.

A selection of campaign literature can be found in Appendix C: Consultation publicity

Appendix A: Proposal summary

Route in scope	Proposal	Summary	Neighbourhood
3	Route change	Reroute at Lambeth Bridge to serve Victoria	South London Horseferry Road
C3	Would no longer run	Retain key links via route 27	West London Earl's Court
D3	Route change	Reroute at Westferry Circus to serve Crossharbour Asda	East London Isle of Dogs & Wapping
4	Would no longer run	Retain key links via routes 56, 236, 476	East London Essex Road
6 24-hour route	Route change	Run between Willesden and Oxford Street to Holborn	North London Edgware Road
		Would no longer serve stops between Marble Arch and Aldwych	North London at night
D7	Would no longer run	Retain key journey links by restructuring other local routes	East London Isle of Dogs & Wapping
D8	Route change	Reroute towards Crossharbour to run via Stratford High Street and Hancock Road	East London Isle of Dogs & Wapping
C10	Route change	Reroute between Elephant & Castle and Lambeth Palace Road	South London Horseferry Road
11	Would no longer run	Retain journey links with proposed changes to routes 26, 211, 507	East London Fleet Street
N11	Would no longer run	Retain journey links with proposed changes to the N26 and with new route N507	East London at night
12	Would no longer run	Retain journey links with proposed changes to route 148	South London Walworth Road

Route in scope	Proposal	Summary	Neighbourhood
24-hour route		Retain journey links using the N53 or 24-hour route 453	South London at night
14	Would no longer run	Retain journey links with proposed changes to routes 19 and 414	West London South Kensington
24-hour route		Partially replaced by proposed new route N414 between Putney Heath and Tottenham Court Road	West London at night
15	Minor route change	Reroute via Aldgate bus station instead of Mansell Street	East London Commercial Street
N15			East London at night
16	Would no longer run	Retain key links via routes 32, 98, 189, 316	North London Edgware Road
N16	Would no longer run	Retain journey links with proposed new route N32 between Edgware Road and Oxford Circus, and interchange with N98 and N32	North London at night

Route in scope	Proposal	Summary	Neighbourhood
19	Route change	Reroute via South Kensington, between Knightsbridge and Kings Road – no longer serving Sloane Square	West London South Kensington
N19	Route change	Retain key journey links via interchange with the 22 and the N22	West London at night
23	Route change	Extend from Hyde Park Corner to Aldwych via Piccadilly Would no longer serve Hammersmith bus station Proposal would partially replace 24-hour route 6 if it were to no longer run	North London Edgware Road
24-hour route			North London at night
24	Would no longer run	We propose to maintain journey links with proposed changes to parts of 24-hour routes 88 and 214	North London Euston Road
24-hour route			North London at night
26	Route change	Reroute at Aldwych to serve Victoria instead of Waterloo	East London Fleet Street
N26	Route change	Extend from Trafalgar Square to Victoria to partially replace the N11 if it no longer ran	East London at night
27	Route change	Restructure to run between High Street Kensington and Clapham Junction Convert to a 24-hour route	West London Earl's Court
N27	Route change	Convert the N27 to 24-hour route 27, restructure to run between Chalk Farm and Clapham Junction, via Imperial Wharf	West London at night

Route in scope	Proposal	Summary	Neighbourhood
31	Would no longer run	Maintain journey links with proposed changes to parts of routes 113 and 189	North London Baker Street
N31	Would no longer run	Alternative travel available via routes N28, 24-hour route 27 and N19	North London at night
N32	New route	Between Edgware and Oxford Circus Would partially replace the N16 if it were to no longer run	North London at night
43	Route change	Reroute at Moorgate and extend to Liverpool Street Station Would no longer serve London Bridge	East London London Bridge & Tower Bridge
45	Would no longer run	Maintain journey links with proposed changes to route 59	South London Coldharbour Lane
47	Route change	Reroute to run between Newquay Road and London Bridge Station Would no longer serve stops between London Bridge and Shoreditch	East London London Bridge & Tower Bridge
49	Route change	Reroute to run between South Kensington and East Acton via White City – no longer serving Clapham Junction	West London South Kensington
53	Route change	Would no longer run between Lambeth North and Elephant & Castle	South London Waterloo
56	Route change	Reroute at St Paul's to terminate at Blackfriars Station instead of at St Bartholomew's Hospital	East London Essex Road

Route in scope	Proposal	Summary	Neighbourhood
59	Route change	Reroute to operate between St Pauls and Clapham Park Would no longer serve stops between Euston and Holborn Station, extending via High Holborn instead	South London Coldharbour Lane
59	Route change	Reroute at Holborn Station via High Holborn and Newgate Street to terminate at St Pauls Station instead of at Euston	South London Waterloo
72	Would no longer run	Key journey connections maintained with proposed changes to routes 49, 283, 272	West London South Kensington
N72	Would no longer run	Key journey links maintained with routes N7, 220, N33 and 85 – also proposed new route 430	West London at night
74	Would no longer run	Reroute the 430 between Lillie Road and South Kensington. Key journey connections retained with routes 430 and 414	West London South Kensington
N74	Would no longer run	Key journey links maintained with proposed introduction of new route N430	West London at night
77	Route change	Terminate at Taxi Road instead of Concert Hall Approach	South London Horseferry Road
78	Would no longer run	Key journey links maintained with a proposal to extend route 388 from	East London London Bridge & Tower Bridge

Route in scope	Proposal	Summary	Neighbourhood
		London Bridge to Peckham bus station	
88 24-hour route	Route change	Restructure to run between Hampstead Heath and Clapham Common	North London Euston Road
		Reroute between Trafalgar Square and Hampstead Heath via Charing Cross and Camden Town	North London at night
98	Route change	Reroute to run between Willesden and Victoria. No longer serving stops between Marble Arch and Red Lion Square	North London Edgware Road
N98	Route change	Reroute between Marble Arch and Oxford Circus, via Park Lane to terminate at Victoria instead of at Holborn	North London at night
100	Route change	Extend to serve additional stops between Shadwell-Bethnal Green	East London Isle of Dogs & Wapping
113	Route change	Rerouted to operate between Edgware bus station and White City No longer serving stops between Swiss Cottage and Marble Arch	North London Baker Street

Route in scope	Proposal	Summary	Neighbourhood
133	Route change	Reroute at Monument to run via King William Street and Cheapside to St Bartholomew's Hospital instead of Liverpool Street	South London Waterloo
N133			South London at night
135	Route change	Route extended from Aldgate East station to Homerton Hospital. No longer serving stops between Aldgate East and Old Street	East London Commercial Street
135	Route change	Reroute between Westferry and Crossharbour, via Westferry Road and East Ferry Road	East London Isle of Dogs & Wapping
N135	New route	Between Homerton Hospital and Tottenham Court Road	East London at night
148	Route change	Restructure to run between Shepherd's Bush Green and extending to Dulwich Library, no longer serving Denmark Hill or White City Extending to Dulwich Library would replace route 12 if it were to no longer run	South London Walworth Road
24 hr route			South London at night
171	Route change	Reroute at Elephant & Castle to terminate at Newington Causeway instead of St George's Road/London Road	South London Waterloo
189	Route change	Reroute to operate between Belsize Road and extend to Camden Town Would no longer serve stops between Belsize Road and Marble Arch	North London Baker Street

Route in scope	Proposal	Summary	Neighbourhood
189 24-hour route	Number change	Minor adjustment to rename the night-time element of the route to N189 No change of route	North London at night
205	Route change	Restructure to run between Parliament Hill Fields and Mile End Journey links maintained with routes 25, 27, 30	North London Euston Road
N205	Route change	Reroute between Kings Cross and Paddington, via Pancras Road and Kentish Town Road to terminate at Parliament Hill Fields	North London at night
211	Route change	Reroute at Chelsea Bridge towards Battersea Power Station instead of Waterloo	East London Fleet Street
214	Route change	Restructure to run between Highgate Village and Pimlico, instead of between Highgate Village and Moorgate	North London Euston Road
214	Route change	Reroute between Camden Town and Finsbury Square, via Regent Street, Victoria, to terminate at Pimlico	North London at night
236	Route change	Reroute to terminate at Homerton Hospital instead of Hackney Wick	East London Essex Road
242	Would no longer run	Key journey links maintained by proposed changes to route 135	East London Commercial Street
N242	Would no longer run	Proposed new route N135 would directly replace this service	East London at night

Route in scope	Proposal	Summary	Neighbourhood
254	Route change	Restructure to operate between Aldgate bus station and Finsbury Park only Would no longer run between Finsbury Park and Holloway Nags Head	North London Caledonian Road
259	Route change	Restructure to operate between Ponders End and Holloway Nag's Head Would no longer serve stops between Kings Cross and Holloway Nag's Head	North London Caledonian Road
272	Route change	Extended from Shepherd's Bush Green to Hammersmith bus station	West London South Kensington
277	Route change	Reroute from Westferry Road and extend to Poplar	East London Isle of Dogs & Wapping
279	Route change	Restructure to operate between Waltham Cross station and Stamford Hill Would no longer serve stops between Seven Sisters and Manor House station	North London Caledonian Road
283	Route change	Extend from Hammersmith bus station to Hammersmith Bridge north side	West London South Kensington
328	Route change	Reroute from High Street Kensington to Hammersmith bus station	West London Earl's Court

Route in scope	Proposal	Summary	Neighbourhood
343	Route change	Reroute to operate between Tower Gateway and New Cross Would no longer serve stops between Tower Gateway and Aldgate	East London London Bridge & Tower Bridge
349	Would no longer run	Maintain journey connections via proposed restructure to route 279	North London Caledonian Road
388	Route change	Extend the route from London Bridge to operate between Stratford City bus station and Peckham bus station	East London London Bridge & Tower Bridge
414	Route change	Extend from Putney Bridge station to Putney Heath (Green Man)	West London South Kensington
N414	New route	Between Putney Heath and Tottenham Court Road via Putney, South Ken, Green Park, Piccadilly	West London at night
430	Route change	Rerouted between West Brompton and South Kensington via Earl's Court Road and Cromwell Road	West London South Kensington
N430	New reroute	Between Marble Arch and Roehampton via Kensington, Earl's Court, Fulham, and Putney	West London at night
476	Route change	Restructure to serve stops between Stoke Newington and Kings Cross only	East London Essex Road

Route in scope	Proposal	Summary	Neighbourhood
507	Route change	Reroute across Westminster Bridge to Victoria then extend to Fulham Broadway	South London Horseferry Road
			East London Fleet Street
N507	New route	Between Ealing and Trafalgar Square, a partial replacement of the N11 if it were to no longer run	East London at night
521	Would no longer run	Alternative travel options available via routes 59, 17 and 133	South London Waterloo

Appendix B: Consultation questions

Question 1

We would like to understand more about how you currently use London bus services. Please tell us which bus routes you use now:

North London area Routes (please circle all that apply)

Baker Street	31	113	189
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Caledonian Road	254	259	279	349
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Euston Road	24	88	205	214
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Edgware Road	6	16	23	98
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North London at night Routes (please circle all that apply)

24 hour and 'N' prefixed routes	6	23	24	88	189	214
	N205	N16	N31	N98		

South London area Routes (please circle all that apply)

Coldharbour Lane	45	59
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Horseferry Road	3	77	507	C10
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Waterloo	53	59	133	171	521
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Walworth Road	12	148
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South London at night Routes (please circle all that apply)

24 hour and 'N' prefixed routes	12	146
	N133	

East London area **Routes (please circle all that apply)**

Commercial Street	135	242
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Fleet Street	11	26	211	507
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Isle of Dogs & Wapping	100	135	277	D3	D7	D8
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Essex Road	4	56	236	476
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London Bridge & Tower Bridge	15	43	47	78	343	388
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East London at night **Routes (please circle all that apply)**

24 hour and 'N' prefixed routes	N11	N15	N26	N135	N242
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West London area **Routes (please circle all that apply)**

South Kensington	14	19	49	72	74	272	283	414	430
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Earl's Court	27	328	C3
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West London at night **Routes (please circle all that apply)**

24 hour and 'N' prefixed routes	14	27	148		
	N16		N27	N72	N74

I use all of the above	
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I don't use London buses	
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I use none of the above	
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Question 2

When travelling on public transport in London do you currently change buses or change between buses and other public transport options to complete your journey? (i.e., London Underground, London Overground, London Trams, Docklands Light Railway)

Please tick one option:

Yes	
No	
Only if public transport is disrupted	
Don't use public transport	
No opinion	

Question 3

When you need to change bus to complete your journey, we want to help make this easier and more accessible to you. Please tell us what is important to you, when changing services.

You can leave a comment in question five below to tell us if there is anything else of importance, that is not listed below.

Please place a tick in the relevant box:

	Very important	Important	Slightly important	Not important	No opinion
Length of waiting time between buses					
Personal space while waiting					
Signage/local directions					
Distance between bus stops when changing service					
Lighting at bus stops					
Seating at bus stops					
Shelter at bus stops					
Customer information about bus services					
Time until next bus/digital displays at bus stops (Countdown)					

Question 4

We would like to understand more about how the proposed changes may affect you.

Under these proposals how might your public transport journey change? (Please click all that apply)

Please tick all that apply:

I believe my journey would be quicker	
I believe my journey time would stay the same	
I believe my journey would take longer	
I believe my journey would become more convenient	
I believe my journey would become less convenient	
I believe my journey would cost less	
I believe my journey would cost the same	
I believe my journey would become more expensive	
Don't know/No opinion	

Question 5

We recognise these proposals may change the way our customers use bus services, and we have described some ways that we would want to make this easier and more accessible. We are keen for you to tell us if there is more we need to consider, and what else we could do to make any potential changes easier.

Based on your bus route selections in question one, please use this space to share your views about how these proposals may affect you, positively or negatively.

Please add your comments here. You can continue on page six and add additional sheets if required.

Please state route numbers where applicable

About you

Question 6

Can you please confirm if you are responding as an individual or as an official representative of an organisation (e.g., interest group, charity, or trade body).

Please tick one box

As an individual	
As an official representative of an organisation	

Question 7

If you are responding as an official representative of an organisation then please provide your organisation name below.

Question 8

How did you hear about this consultation? **Please select the main way by which you heard**

Radio advertisement	
Bus stop poster	
Bus station signage	
Email	
Read about it in the press	
Online advertisement	
Disability Horizons website/ newsletter	
Metro newspaper	
Other – please specify below	

--

Question 9

What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?

Please place a tick in the relevant box:

	Very good	Good	Adequate	Poor	Very poor	Not applicable
Website structure & ease of finding what you needed						
Written information						
Maps, images & related diagrams						
Online survey format						
Website accessibility						
Virtual events/sessions						
Promotional material						

Please note responses to the survey may be made publicly available after the consultation has closed, this would typically be in the form of a report on the results of the consultation exercise, but any personal information will be kept confidential.


Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, please visit our privacy policy. <https://haveyoursay.tfl.gov.uk/privacy>

If you would like to be updated on the outcome of the consultation, please leave your details here:


Name
Address
Postcode
Email

Appendix C: Consultation publicity

Consultation web page and supporting document snapshots

TRANSPORT FOR LONDON

HomeAll ProjectsQ SearchSign inRegister



Home / London's buses, taxis and private hire vehicles / Central London Bus Review


Central London Bus Review

Consultation has concluded

Update 8 August 2022

Our Central London Bus Review consultation has now closed. Thank you to everyone that responded. We are now considering the feedback we received and aim to publish our consultation report and next steps later in the year.

-update ends-



Type of conversation:
Consultation

Learn more about [Transport for London's types of conversations](#)

Central London bus review – South London area

2. Horseferry Road proposals

Routes in scope:

3

77

507

C10

Our proposals in detail:


[Click here](#) to read about route 3
[Click here](#) to read about route 77
[Click here](#) to read about route 507
[Click here](#) to read about route C10

To leave this page:

[Click here](#) to return to our consultation website. The 'Documents' section contains consultation maps showing current and proposed bus routes
[Click here](#) to complete the survey and have your say

What we would like you to know

- Access to a number of key destinations would be changed by the proposals for routes 3, 77, 507 and C10. These include St Thomas' Hospital, Westminster Cathedral, Westminster Abbey, Victoria Station, Waterloo Station, the South Bank and Westminster Kingsway College
- Although we propose to change other bus routes to keep key journey links, seven per cent of customers may need to change buses to continue making their journey in future
- Routes 3 and C10 would form part of a core bus network on which a high frequency service (a minimum 12-minute scheduled wait time between buses) would be provided on all days of the week from early in the morning to late at night
- Providing these high frequency routes would help limit the length of time that most customers have to wait at bus stops – helping to mitigate the impact of occasions where there is a need to change between bus routes in the future
- Our proposals would also result in a lower frequency of service for a small number of routes. Here, some customers may also have to wait longer at stops
- All our buses are low floor and 95 per cent of bus stops are accessible. This will also help to minimise difficulty for customers alighting and changing between buses in future
- The Hopper fare provides the ability to make a second journey within 60 minutes of boarding the first bus. Most journeys that may require interchange would be able to take advantage of the Hopper fare

MAYOR OF LONDONTRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Central London bus review

North London at night

Routes in scope:

6
24hr

23
24hr

24
24hr

88
24hr

189
24hr

214
24hr

N16

N31

N98

N205

New route:

N32
24hr

Our proposals in detail:


[Click here](#) to read about route 6
[Click here](#) to read about route 23
[Click here](#) to read about route 24
[Click here](#) to read about route 88
[Click here](#) to read about route 189
[Click here](#) to read about route 214
[Click here](#) to read about route N16
[Click here](#) to read about route N31
[Click here](#) to read about route N32
[Click here](#) to read about route N98
[Click here](#) to read about route N205

To leave this page:

[Click here](#) to return to our consultation website. The 'Documents' section contains consultation maps showing current and proposed bus routes
[Click here](#) to complete the survey and have your say

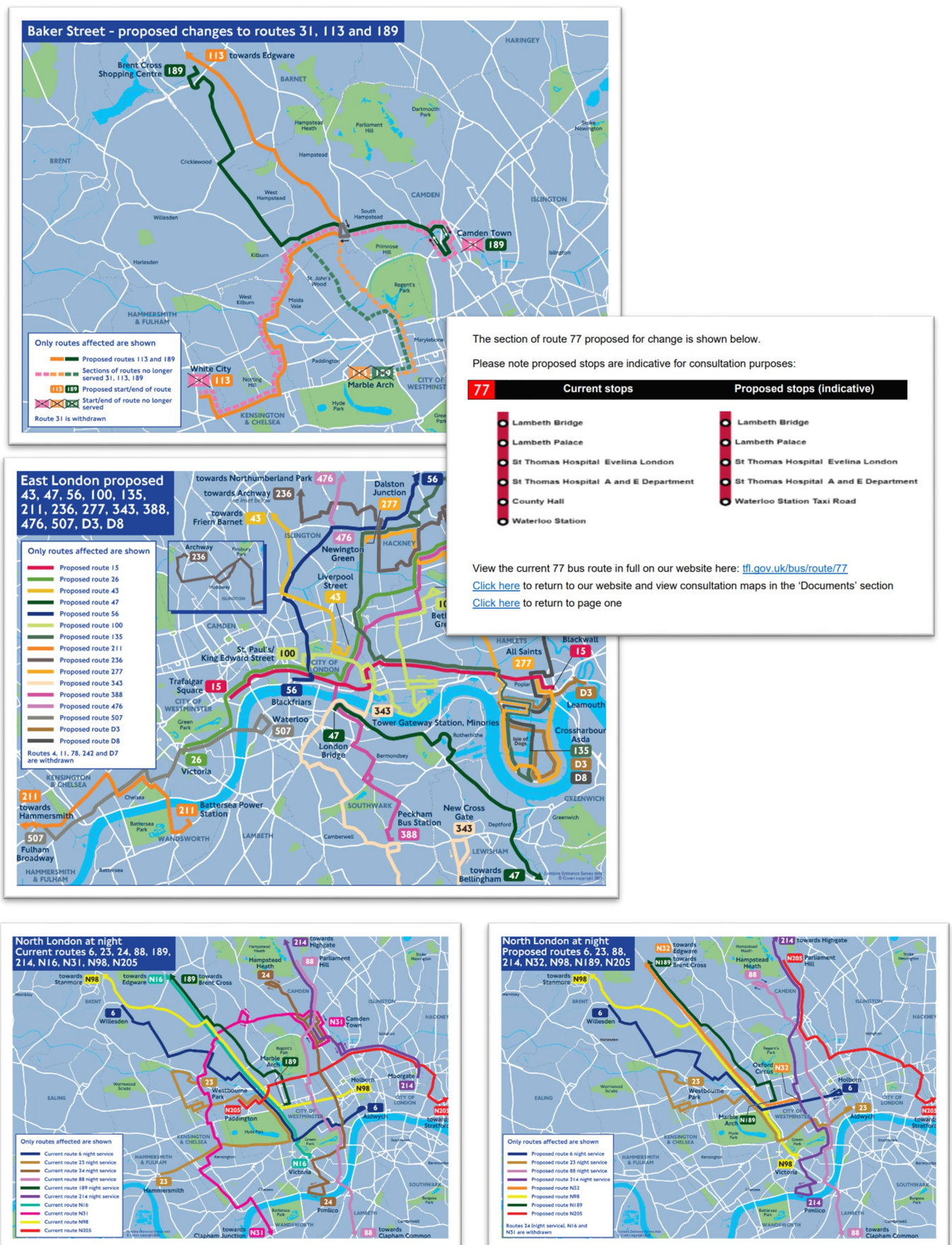
What we would like you to know

- Where routes numbers are followed by (N) this indicates a 24hr route
- Access to a number of destinations would be changed by these proposals. This includes various night-time venues in the West End such as Park Lane, Soho, and Chinatown; and hospitals including Chelsea and Westminster and St Mary's which both have 24-hour Accident and Emergency departments
- Although we propose to withdraw some night-time routes where there is surplus capacity, we will restructure other services to ensure that links to key destinations are still available
- The Hopper fare applies at night and allows customers to board a second bus without being charged again if the second bus is boarded within an hour of the first

MAYOR OF LONDONTRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

147

Proposal map snapshots



Easy Read materials and British Sign Language video

Changes to bus routes into central London



What do you think about the changes to bus routes into central London?

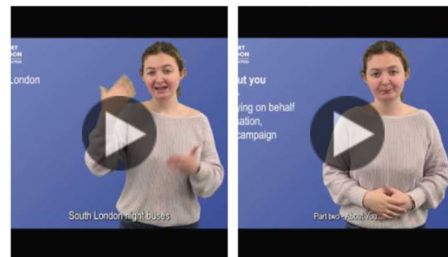


survey

Possible changes to bus routes into central London South Kensington Area



BSL Videos



Stakeholder and customer emails

From: [TfL Have Your Say](#)
To: [TfL Have Your Say](#)
Subject: Central London Bus Review
Date: 01 June 2022 11:14:13

Good morning

TfL's reliance on passenger fares for the majority of its income, means the effect of the pandemic on TfL's finances has been devastating, requiring Government support to keep public transport in London operating. The Government set a number of conditions before it would provide emergency funding to keep TfL operating, including requiring a plan to set out how we would achieve significant financial savings.

We have had to undertake a detailed review of London's bus network in order to achieve these significant financial savings required by the Government.

As part of this work, we've reviewed key bus corridors from the north and west into the centre of the city. This is because demand has reduced on some roads leading into central and inner London due to changes in travel patterns which have been accelerated by the pandemic.

Today we have launched a public consultation that proposes a number of changes to bus routes into central London and would like to hear your views. The changes being consulted on are intended to cause as little disruption to passengers as possible, while making the savings required by the Government.

For further information, to see which bus routes are included in our proposals, please visit our online survey, please visit <https://haveyoursay.tfl.gov.uk/busreview>

Alternatively you can submit your response to us by email or in writing (if needed) to:

- haveyoursay@tfl.gov.uk; or
- FREEPOST TFL HAVE YOUR SAY (CLBR)

Consultation closes Tuesday 12 July 2022

We are keen to hear from anyone that wants to comment on this consultation. Please do pass on these details to your own contacts as you may find them useful.

Please do not hesitate to contact us on the above email with any queries you require any further information.

Yours faithfully,

Louise Cheeseman
Director of Buses, Transport for London

Deadline to have your say on bus route changes has been extended

Can't see this email? [View online](#)

[Home](#)

[Plan a journey](#)

[Status updates](#)

Have your say on proposed changes to bus routes into central London



Buses



Dear Jon,

We are extending the closing date for the Central London Bus Review consultation until Sunday 7 August 2022.

Following exceptionally high interest in the consultation, we wanted to make sure that customers, communities and stakeholders, who are now starting to review our consultation materials, have enough time to provide feedback on our proposed changes.

If you would like to respond to the consultation, you can find out more about our proposals and have your say by [visiting our consultation page](#). The consultation will be open until 23:59 on Sunday 7 August 2022.

If you have already responded to the consultation, then no further action is required. Your comments have already been received and recorded, and do not need to be resubmitted.

Yours sincerely,

Louise Cheeseman
Director of Buses

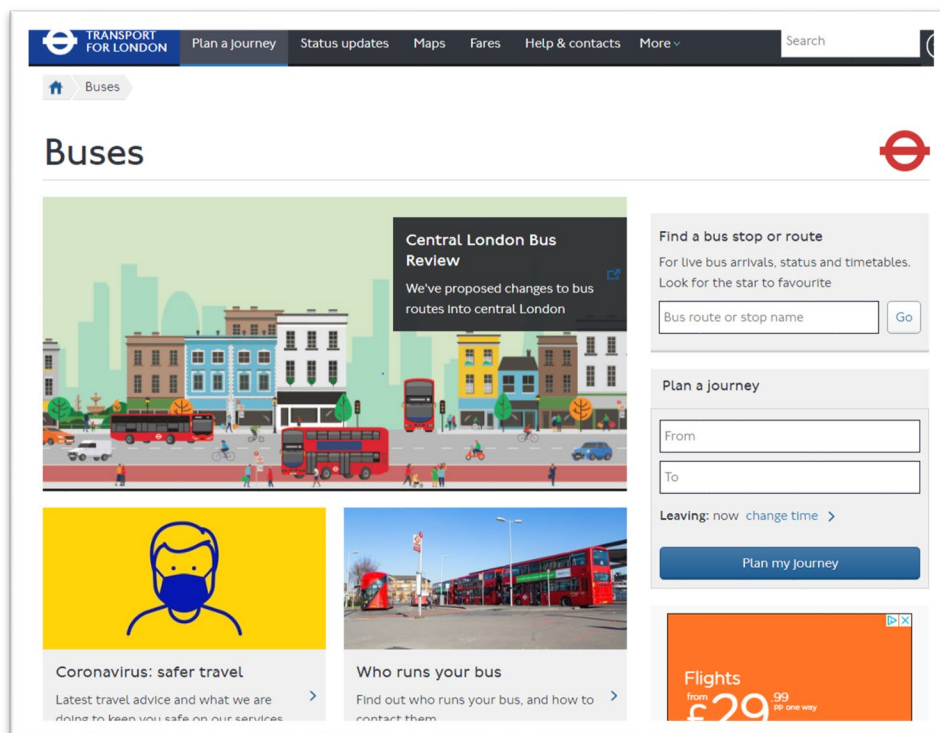


MAYOR OF LONDON

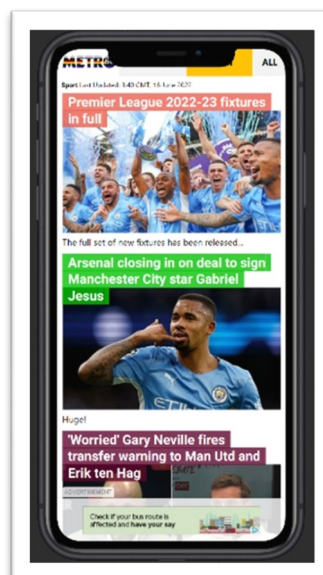
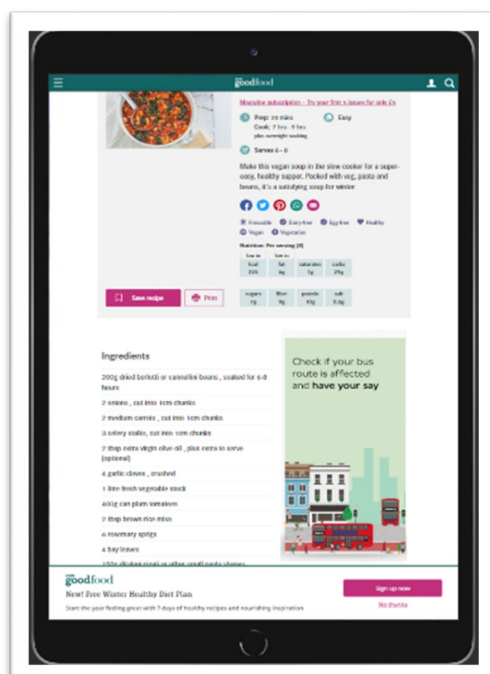


© Transport for London. These are our getting around London email updates. If you no longer wish to receive these emails, you can [unsubscribe](#)

Digital advertising feature on the TfL website



Digital advertising using geo-location to deliver adverts to mobile devices of people using London buses or completing internet searches about London buses



Bus stop poster

Have your say on proposed changes to bus routes into central London

We're proposing changes to bus routes, including night bus services, into central London.

To see if your bus route is included, and to find out more and have your say, please scan the QR code or visit tfl.gov.uk/busreview

Alternatively, you can:

Email: haveyoursay@tfl.gov.uk

Write to: **Freepost TfL Have your say (CLBR)**
No stamp needed

Telephone: **020 3054 6037**
Please leave your name and number and we will call you back (quote ref 'CLBR' in your message)

Consultation extended to 7 August 2022







MAYOR OF LONDON



TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

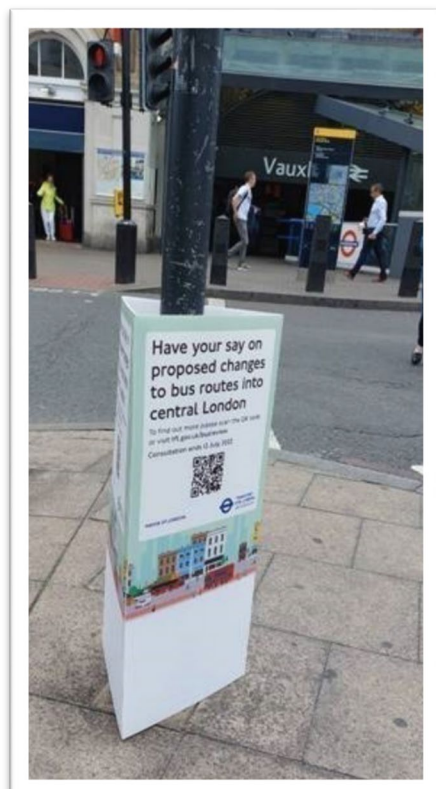
On street - Brixton Road



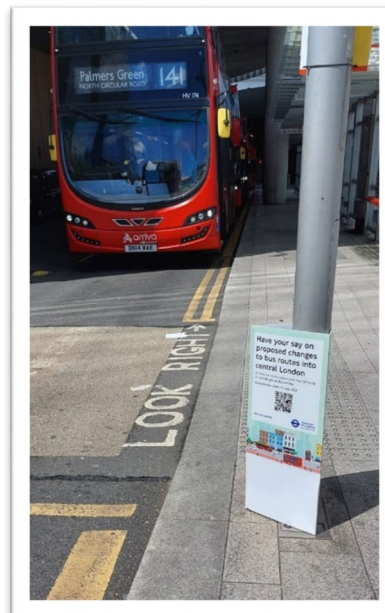
Three-sided on-street signage



On street - Vauxhall




White City



London Bridge




Press release



Wednesday 1 Jun 2022

TfL Press Release - TfL seeks views on reshaping the central and inner London bus network following Government requirement for significant savings



[Download](#)

PN-053

- Emergency Government funding needed as a result of the pandemic was provided with conditions, including the need for TfL to reduce operating expenditure
- Proposals aim to mitigate effect on passengers as much as possible while fulfilling Government requirement for savings
- Plans mean most customers are still able to use a single bus for their journey, TfL having worked to ensure the impact of the reduction in bus services is minimised
- Mayor's 'Hopper' fare available for any passengers needing to change buses

Proposals on reshaping the central and inner London bus network, following a Government requirement for significant savings, have been outlined by Transport for London (TfL) today.

These proposals have been set out by TfL due to the Government requiring TfL to reduce service levels on London's bus network.

Before the Coronavirus pandemic, TfL had made huge strides to improve its financial resilience. Due to TfL's reliance on passenger fares for the majority of its income, the effect of the pandemic on its finances has been devastating, requiring Government support to keep public transport in London operating. Passenger numbers continue to recover, but are still significantly below pre-pandemic levels.

The Government set a number of conditions before providing emergency funding to enable TfL to keep operating, including requiring a plan setting out how to achieve significant financial savings and reduce service levels. This plan included reducing the extent of the bus network by four per cent by 2024/25.

Proposals to achieve this reduction, by changing and withdrawing some bus routes in and around central London, have today (Wednesday 1 June) been published for consultation. This six-week consultation sets out how TfL will ensure the bus network continues to provide Londoners with the service they need while responding to Government requirements to make further savings.



[Download](#)

TfL has worked to ensure that the bus kilometres removed from the network are in locations that already have a higher provision of buses. The bus routes proposed for changes or withdrawal are already well served by other routes meaning services would more than meet demand and allow passengers to still make the same journeys, with an additional interchange in some instances. Taking this approach reduces the effect on passengers as much as possible and will allow for investment in outer London where there is a clear need for more buses due to higher demand, whilst ensuring a continued reliable network of routes in central and inner London. Passengers can also make use of the 'Hopper' fare introduced by the Mayor, meaning no extra costs will be incurred by passengers for changing buses within an hour.

While buses remain the most popular form of transport in London, demand on many central and inner London bus routes has reduced. Ridership on some routes has been declining since 2014, and by 2019 passenger levels had fallen by nine per cent as improvements to rail services and walking and cycling infrastructure provided new alternatives, especially in central and inner London.

TfL's current short-term funding deal expires on the 24th of June. If a sustainable new agreement cannot be achieved, TfL could be required to reduce bus services by nearly 20 per cent – an outcome that TfL is working hard to avoid. A 20 per cent reduction of the bus network would see Londoners disconnected from communities and places of work, with damaging impacts to the economy.

Deputy Mayor for Transport, Seb Dance, said: "No one wants to see reductions to our bus network, but TfL is having to consider these changes because of the savings demanded by the Government as part of the emergency funding deals during the pandemic.

"TfL has looked carefully at the routes affected in order to reduce the impact on passengers as much as possible. Routes changed are ones where there are very similar existing services or where passengers would make use of the Mayor's 'Hopper' fare to reach their destination.

"If TfL is to avoid further cuts which would damage our city's economic recovery from this pandemic, the Government must do the right thing and come forward with a long term funding deal to support the capital's public transport – as governments of almost all other major global cities do."

Geoff Hobbs, Director of Public Transport Service Planning at TfL, said: "Significant changes in how people use transport in central and inner London mean that – as we work to meet the requirements of our funding agreement with Government – the proposals we are consulting on have been designed to minimise the impact on customers and ensure that the majority still have a direct bus for their journey.

"Adapting the capital's bus service – such a significant part of our transport network – is what we have always done to ensure it keeps up with changing needs of Londoners. The flexible nature of the bus network means we can respond to changes in demand, both now and in the future.

"We know that these plans will have some impact on some of our customers, but we are trying very hard to ensure that we can still have the right level of service where it is needed and can deliver our long-term positive vision for the bus network."

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"We know that these plans will have some impact on some of our customers, but we are trying very hard to ensure that we can still have the right level of service where it is needed and can deliver our long-term positive vision for the bus network."

TfL is inviting feedback on plans to withdraw some individual bus routes or sections of routes where they are duplicated by other high-frequency services, or are very close to alternative stops. These changes would ensure buses can operate where they are most needed. To give customers a more holistic view of how their journeys might be affected, the proposals are set out in 'neighbourhoods'. For example, as part of the Horseferry neighbourhood proposals, the 3 and the C10 would be re-routed and become core high frequency routes. Changes would be made to the 77 and 507 to improve access to Waterloo station and replace parts of routes 11 and 211.




[Download](#)

Media coverage snapshots

TimeOut LONDON EN SUBSCRIBE

Things to Do Food & Drink Art Theatre Travel Offers Love Local News More



Photograph: Chaz Bhaj / Shutterstock.com

Everything you need to know about the largest London bus cuts in a decade

As many as 100 bus services per hour could be slashed

BBC Sign in Home News Sport Weather

NEWS

Home Cost of Living War in Ukraine Coronavirus Climate UK World Business

England Local News Regions London

Central London buses could be reduced by fifth, TfL warns

1 June



REUTERS

1 The number 12 is one of the routes that would be cut.


Evening Standard

Nearly 80 London bus routes face cuts amid funding deal row

TfL's decision to launch a six week consultation on 78 of its 620 routes in central London has sparked a fierce row

London Borough of Hounslow / **Hounslow Matters**

Get on board and have your say



Transport for London (TfL) want your views on proposed changes to reshape the central and inner London bus network. TfL want to make sure that the routes reflect the thoughts of passengers. See what routes are included and complete the survey, which is open until 12 July.

Have your say

BARNET Post.

News Features Comment BP Arts & Culture History Sport

TfL proposes Barnet bus cuts

Changes to the 16, N16, 113 and 189 routes are part of plans for a 4% reduction in bus kilometres drawn up following a collapse in revenue



The 189 would run between Belsize Road and Camden Town and would no longer serve stops

Disability Horizons web page and social media coverage

disability

HORIZONS

GIVING YOU A VOICE

SUPPORT OUR W

BY SHOP!

SHOP.DISABIL

News Lifestyle Wellbeing & Fitness Relationships & Sex Travel & Holidays Assistive tech & Products Ent

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Home » Travel & Holidays » Have your say on proposed changes to bus routes into central London

Have your say on proposed changes to bus routes into central London

Home Disability Horizons 06/06/2022

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[Instagram](#)
[YouTube](#)
[RSS](#)
[Email](#)

Transport for London (TfL) is working to improve air quality in London, minimise the impact of climate change and reduce congestion on the roads. Key to this is a strong, frequent and reliable bus service.

A more efficient bus service would also help TfL make the financial savings required of it by Government as part of its emergency funding arrangement. To achieve these things, TfL is proposing to reduce the number of bus routes into central London.

How will this impact you, particularly if you have a disability or health condition and live in London or visit regularly? Will you need to change your route? Will the new routes be less accessible for you? Read on to find out how you can make your voice heard.

Take TfL's survey on London bus routes to give your views by 7th August. There is also an [Easy Read version of the survey](#) and a [British Sign Language video with audio](#).

fashioneyesta2012 • Follow

Paid partnership London, United Kingdom

fashioneyesta2012 Calling All Disabled Londoners

Are you disabled or chronically ill and travel around London?

@transportforlondon want to hear from you.

Let's talk about traveling around London as a disabled person. As someone who can't legally drive due to sight loss and who works with a guide dog, I heavily rely on public transport and private hire vehicles to commute around London.

As some of you might have heard, Transport for London is working to reduce air pollution and improve air quality in London. To do this, TfL is currently exploring the possibilities of widening the ULEZ further and reducing the number of bus services routes entering central London.

But this could have a huge impact on the disability community and those with limited mobility. So that is why TfL is working with Disability Horizons to spread the word and ask disabled or chronically ill people, who either live or travel to London, to share their thoughts by taking part in two surveys.

77 likes

ADD COMMENT...

emmaslittlewanderings Gorgeous girls out and about in London ❤️❤️

12 w 2 likes Reply

emmasometimes Thank you for sharing this. So important that we can have our say on this!

12 w 2 likes Reply

deborahdaves64 2 Beautys

12 w 2 likes Reply

shouldhavebeenvictorian Rosie 🤔🤔🤔

12 w 2 likes Reply

whentaniatalks Fantastic that our voices are actively being sought. Good bus services are so important, particularly with so few tube stations being step free/accessible. 💜

12 w 2 likes Reply

Instagram

Search

LAST CHANCE

To #HaveYourSay

disabilityhorizons • Follow

disabilityhorizons LAST CHANCE to #HaveYourSay on proposed changes to some of #London's bus routes.

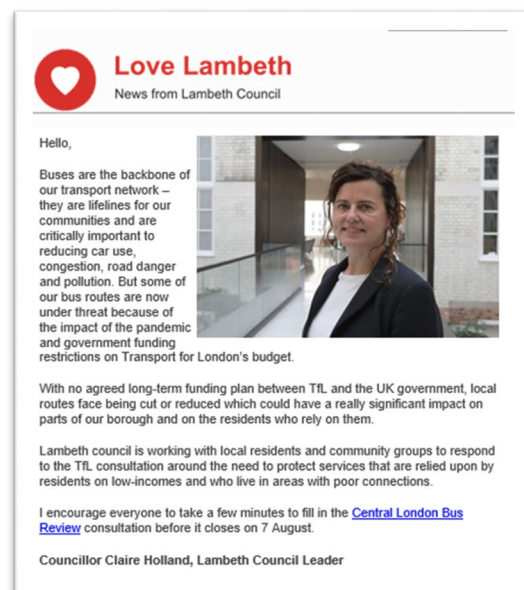
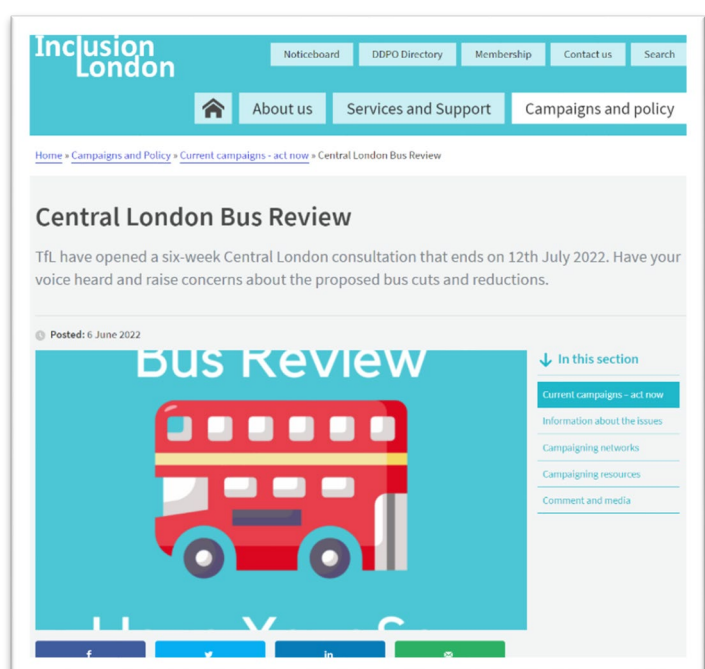
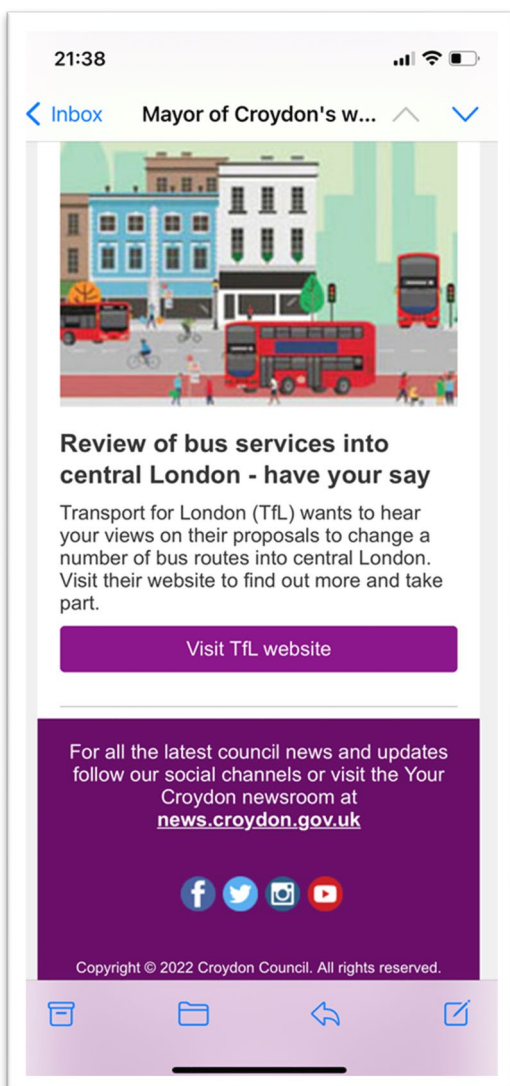
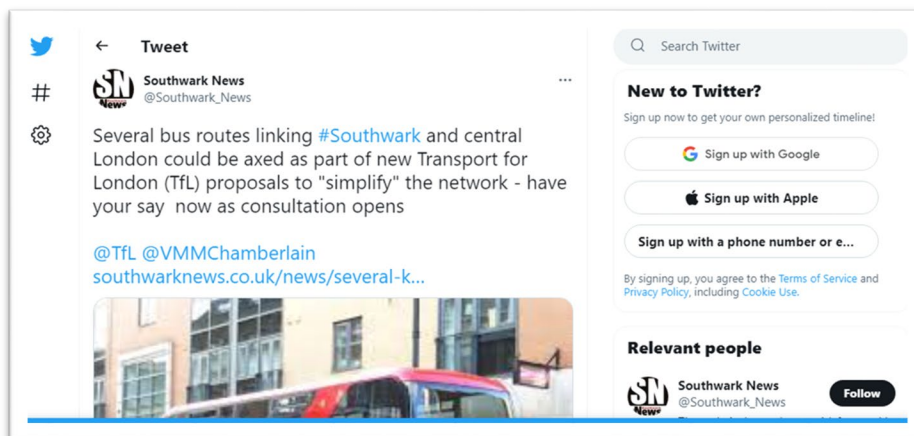
DON'T MISS your opportunity to #MakeYourVoiceHeard 🗣️ Head to the Linktree in our bio or copy and paste this link: <https://bit.ly/3GUrNMt>

The changes aim to make London's #bus services more efficient, but @transportforlondon is mindful of how this will impact people, particularly those with a #disability or

3 likes

ADD COMMENT...

Stakeholder social media coverage, campaign action and comment





STOP THE CUTS

unite the UNION

SAVE LONDON'S BUSES

250 buses axed

16 routes axed

MANY jobs lost

Please back the fight to save our buses. #NoBusCuts
Go to: uniteunion.org/NoBusCuts

f UniteLondonEast @UniteLondonEast @uniteunion

CRICKLEWOOD TO LOSE ALL BUS SERVICES TO CENTRAL LONDON

16 Cricklewood Bus Garage to Victoria
This service will be **CUT!**

189 Brent Cross to Marble Arch
This service will be **RE-ROUTED** to Camden Town!

HAVE YOUR SAY!

DEADLINE 12 JULY 2022

<https://haveyoursay.tfl.gov.uk/busreview>

1 June 2022

ROUTES 11,12,14,74,521 AND D7

Following an extensive review of the bus network, Transport for London (TfL) have today announced their intention to permanently remove the six Go-Ahead London routes detailed above.

Combined, their loss impacts about 350 drivers, five garages and the likely withdrawal of approximately 95 buses. Discussions have therefore commenced with Unite on the potential implications and the company will enter dialogue from a position of working collectively to maintain jobs. We do not envisage any redundancies.

In addition to the six routes highlighted, TfL additionally intends to remove a further ten other bus services (4, 16, 24, 31, 45, 72, 78, 242, 349 and C3), run by a combination of Abellio, Arriva, Metrolink and RATP. Subject to a six-week consultation, starting today, these 16 routes will progressively be withdrawn from later this year and into 2023.

It is right that TfL reviews the bus system on a regular basis, not least because demand changes. It is also accepted that TfL have been managing the impact of fewer passengers due to coronavirus, while attempting to secure a long-term funding deal.

The bus has a vital role to play in achieving TfL's dual aspirations of increased public transport ridership and improved air quality. It is my belief that today's consultation represents a retrograde step and, if implemented, London's buses will become less attractive, with a corresponding reduction in use, as people choose other modes, including private transport. Please be assured that the company will respond to TfL's consultation and make these points.

Although today's disappointing news is not what any of us would have wished for, I will ensure that you are regularly updated and, as always, thank you for serving the people who rely on us.

John Trayner
 Managing Director

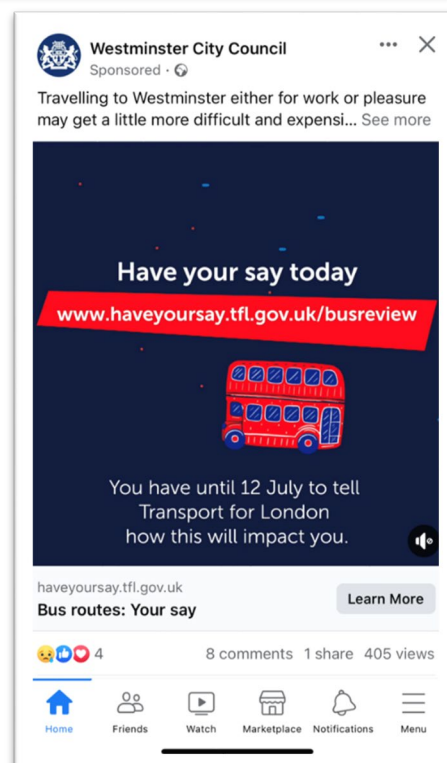
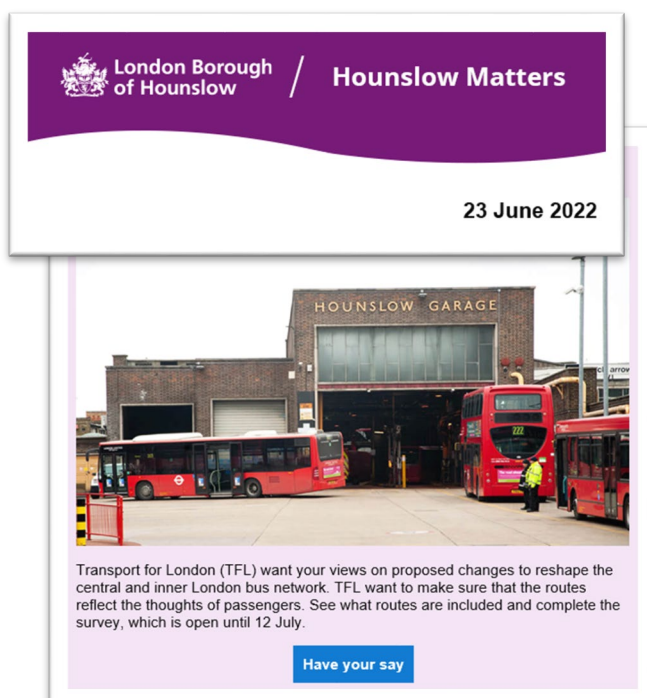
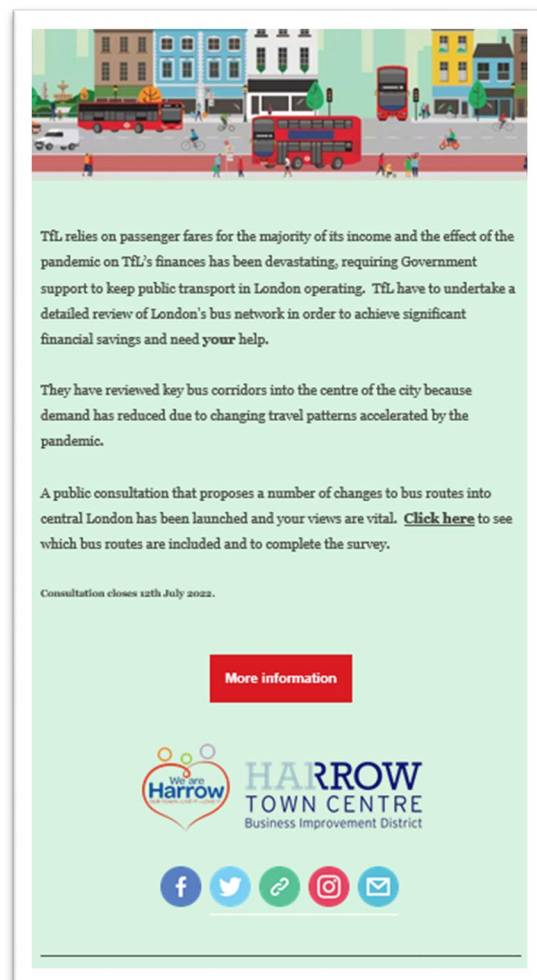
SIGN MY PETITION to stop Mayor Khan and TfL's Chelsea & Fulham bus cuts

[Tweet](#)

From: London Vision Info <info@londonvision.org>
Sent: 30 June 2022 15:37
Subject: London Vision Newsletter - London Scene July 2022

LONDON VISION

London Scene



Appendix D: Summary of Stakeholder replies

This section provides summaries of the feedback we received from stakeholders. We sometimes condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

Accessibility Groups

Action Disability Kensington and Chelsea

The stakeholder is a membership organisation with around a thousand members representing those with a range of physical, sensory, and other disabilities. The stakeholder believed that changes to the bus network in the Kensington and Chelsea area would negatively impact its members in several ways.

The greater need to change between buses was seen as very negative and would limit access for people with disabilities to engage in society as they would be less likely to access cultural sites, places of worship, schools or college or workplaces – therefore restricting access to employment. In addition, the increased need to change buses created additional difficulties and inconvenience for those who were mobility impaired and would be confusing for those who had neurodivergent disabilities or dementia.

Longer waits at bus stops due to reduced frequency of services may be physically and mentally challenging for many disabled and older people. People who were visually impaired may find changing bus stops a challenge.

Many members of the organisation relied on the bus service as it was accessible when many London Underground stations in the area did not have step-free access. There were only a small number of accessible seats on board most buses and this may make it more difficult for a mobility impaired person to access one of these seats.

Particular concern was raised about access to hospitals and medical centres in the area, including Royal Marsden, Royal Brompton and Chelsea and Westminster Hospitals.

The stakeholder noted that longer bus journeys and the need to change bus more often may negate the impact of the Hopper fare as journeys and interchanges may take longer than an hour.

The stakeholder made a number of suggestions for how TfL could improve their services such as increased step free access at tube stations and improvements to the Dial A Ride and Taxicard schemes.

Age UK London

Expressed concern that older bus users may be less able to stand or walk for long periods of time and may find it hard to negotiate busy interchanges.

Bus Users UK

Said the proposals would disproportionately negatively impact on people with disabilities, mobility issues and low travel confidence, and that the proposals would cause additional barriers to travel for some groups.

Increasing the number of journeys requiring a change of bus would have extensive impacts on people with restricted mobility, sensory impairments and cognitive impairments that went beyond mere inconvenience. This would require some passengers to re-learn routes and wheelchair users risked being stranded mid-journey if the wheelchair space on the bus they were changing to was occupied.

Stated that less reliable and fewer buses would make connections harder to plan and make it difficult for passengers to be sure of getting to personal commitments on time, it may also make journeys more expensive if the Hopper fare time period was not extended.

Provision of Countdown displays at stops was noted but stakeholder stated that these did not have an audio facility, and many had been removed and not replaced, even at busy bus stops.

Stakeholder said there was a poor environment at bus stops, particularly at stops where there was a bus stop by-pass. Also, that no seating, lighting or poor information was a further barrier to travel. Poor access between stops where a change of bus stop was needed would be yet another barrier.

Stated there was an over reliance on smartphones to access information about travel and those without a smartphone or internet access were digitally excluded and even less likely to travel.

Noted that as well as causing difficulty for those who relied on the network, reducing bus services, frequencies or increasing the need to change buses could also make private car use a more appealing option than public transport.

Said that specific efforts needed to be made to engage with groups most likely to be negatively affected by the proposals and also to the way any changes were communicated, particularly to those who were digitally excluded or needed information in an accessible format.

City of London Access Group

Stated the proposals would deter people from protected groups from using public transport for the following reasons:

- Lack of bus stop accessibility, many bus stops only provided 'perching bars' for seating, which could not be used by many disabled people
- An increased need to change buses, in some instances making complicated, lengthy and multiple changes involving walks of several hundred metres
- Excessive waiting times caused by reduced frequencies and fewer buses operating – a wait of 12 minutes would not be perceived as a 'high frequency' service by those waiting, especially those with protected characteristics and/or those who were concerned for their personal safety while waiting
- Reduced access to key destinations such as hospitals (such as St Bartholomew's), mainline and underground stations (such as Bank, Cannon Street, Monument, Moorgate and Liverpool Street), schools (City of London school), religious and cultural destinations (such as St Paul's Cathedral and City Temple) as well as visitor attractions (such as the Barbican Centre and Museum of London)
- Overcrowding due to reduced capacity on some key corridors, the busier buses were, the more difficult it was for disabled people to use them as there was reduced access to wheelchair spaces and already limited numbers of step free seats. Existing tensions between wheelchair users and those with buggies would be exacerbated
- Increased cost – longer journeys mean that the one-hour 'Hopper' fare may become ineffectual leading passengers who do not hold Freedom Passes to need to pay for multiple journeys where they currently did not have to
- Insufficient mitigations – keeping walking distances between bus stops to a minimum did not do anything to help those who were mobility impaired, pregnant or who find it physically demanding to move around. In some cases no mitigation at all is identified

Stakeholder states that TfL had only assessed the proposals in terms of impact on those with mobility or sensory impairments and not the full range of impairments which those in protected groups may have to deal with, for example, those who were neurodivergent or suffering from chronic fatigue.

Described the Equality Impact Assessments as based on insufficient data as only details about bus usage based on age and disability were included not the other nine protected characteristics. Described the analysis as flawed particularly in terms of intersectionality across different protected groups.

While noting that some aspects of the proposals may be beneficial to those with accessibility requirements – for example the rerouting of route 59 to serve St Barts Hospital – these were outweighed significantly by negative impacts.

Stakeholder states that their group would be happy to work with us to develop proposals that are at least as accessible and inclusive as they are currently and asks for a more extensive consultation with protected groups such as those representing older and disabled people.

Croydon Mobility Forum

Noted their mobility impaired members preferred to use bus services into and around central London as they found the tube and train less accessible. There was a general concern around mobility impaired members finding it difficult to change buses and potentially experiencing longer waits at bus stops in inclement weather. They also stated that many members use the bus service to access hospitals in London and raised several specific concerns and comments about the routes and hospitals involved. They also raised concerns about the curtailments proposed to routes 47 and 343 stating that these were important cross-river routes where alternative tube options were not viable for the mobility impaired.

Guide Dogs

Noted that bus travel was the most common form of public transport used by blind and partially sighted people.

The response further noted that the proposals would result in 88 more locations where passengers would need to change buses to complete their journey and that this is potentially difficult for someone with sight loss as they may be unfamiliar with the stops they now need to use. Even a same-stop interchange could be disorienting for a visually impaired person. Concern was also raised that some stops involved may not have seating, shelters, or lighting. This may lead to visually impaired passengers choosing to no longer make some journeys by themselves.

Also pointed out there are few accessible seats on board most buses and fewer buses running would result in more demand for these seats. If a visually impaired person found themselves unable to secure an accessible seat this may cause anxiety and discomfort. For a guide dog user, it was important to have access to an accessible seat as these had space for their guide dog, who would otherwise have to stand in the bus aisle, risk injury and cause a trip hazard.

Furthermore, concern was raised that changing buses would increase journey times and may incur additional expense if the journey ran over the Hopper one hour fare limit.

Finally, Guide Dogs emphasised the need for clear communication of all changes to be made to the bus network through media accessed by the visually impaired community. This included sight-loss support organisations in London and the boroughs, along with talking newspapers and onboard audio announcements on affected routes.

Hackney Pensioners Convention

Is concerned the proposals would have a significantly negative impact on people in Hackney and pensioners in particular. Many members of the Convention relied on bus services to attend meetings and social events, which improved their quality of life. Public transport supported wider growth and regeneration in the borough, where car ownership is not commonplace.

The Convention believed the proposals would affect members in the following ways: necessities such as paying bills and food shopping, attending medical appointments, visiting family and friends and carers being unable to carry out home visits.

They were also concerned that overcrowded buses would make journeys less pleasant, with longer journey times. This would be especially difficult for those with mobility or cognitive issues and may impact on decisions to attend social events. There was concern this could lead to general issues with mental health and wellbeing for Hackney residents.

Hornsey Pensioners Action Group

Pointed out that many of their group members were mobility impaired and the group selected venues for meetings based on easy access by bus. Members preferred to use bus stops with shelters and information as many did not have smartphones.

The group made comments about the difficulties caused to members when bus routes or stops were closed or changed at short notice, particularly in inclement weather.

The group stated its support for more east-west bus routes through Hornsey and referenced their own long-term campaigning for improved services in this regard.

In general, the group stated it was unable to condone a reduction in bus routes and there was a preference for more buses where changing was not necessary. They supported more small buses for housing estate residents and commented that where Hail and Ride operated it could be difficult for mobility impaired passengers to attract the driver's attention when wishing to alight.

The group made several comments about lost useful journey links which would be caused by changes to routes 43, 254 and 279. However, changes to routes such as the 24 and 88 route proposals may be less problematic as the group regularly travel to Parliament for lobbying purposes.

Finally, the group noted its view that TfL should receive sufficient investment from the Government as was the case in other capital cities.

Inclusion London

Stated the proposals in general would disproportionately negatively impact disabled Londoners, especially wheelchair users and those with other mobility or sensory impairments. Said that for many disabled people buses were the only accessible form of transport – only a third of tube stations have step free access for example. Many disabled people relied on the bus network to attend medical appointments, attend school, or work, and visit friends and family.

Lambeth Pensioners' Action Group (LAMPAG)

LAMPAG stated that older and disabled people relied on bus travel for hospital appointments, to carry out caring responsibilities, essential shopping, volunteering, adult education, and socialising. This was due to other modes of transport being less accessible for them.

The stakeholder raised concerns that having to change buses where this is not the case now may lead to longer walks on challenging terrain such as hills, less frequent bus services, longer waits at bus stops – which may not have adequate seating, and overcrowded buses which were uncomfortable to use while Covid exists.

The stakeholder commented that Freedom Pass holders were unable to use these for travel before 9am.

Concern was also raised that fewer buses would mean drivers from outer London driving into London then parking and using public transport leading, to more air pollution in inner London.

LAMPAG also raised concerns about bus driver employment including possible job losses, loss of overtime and fewer welfare stops.

Concern was raised about several specific routes involved in the proposals, mainly objecting to buses which would no longer serve various rail stations and hospitals.

The stakeholder raised concerns that the Route Summary information had not been made widely available enough and noted that while LAMPAG members had been given an opportunity to review the materials at a meeting, other pensioners beyond LAMPAG may not have. Subsequently those without access to the internet may also not have had the opportunity. It was felt that the scale of the changes could be confusing for passengers and needed to be communicated better.

Latin American Disabled People's Project

Urged TfL to think about public well-being and safety when using public transport services.

LB Hammersmith and Fulham Older Persons Project

Stakeholder stated that many of its attendees were aged in their 80s or 90s and regularly used the bus network. Concerns raised that the changes could cause a great deal of confusion for passengers.

General comments were made about current poor bus driver behaviour creating concern that in the event of extensive changes to the network, passengers finding the changes confusing would not find it easy to get help and directions.

There were comments about the behaviour of the public and a lack of awareness that an older or disabled person may need longer to board/alight the bus. In addition, able bodied passengers frequently took up accessibility seats on buses. Older people had experienced verbal abuse on the bus network in this regard. The proposals were likely to exacerbate this.

Buses were described as a lifeline for older people as Tube access as limited and older people were not likely to want or be able to cycle. The proposals mean that more older people will stay at home and become more isolated.

Mencap Islington

Stakeholder explained that it offered community activities in Islington with an aim to reduce social isolation amongst the learning disability community. Some of the buses affected by the consultation were described as a lifeline for the people supported by the organisation. Particular concern was raised about the loss of the number 4 bus service to Whittington Hospital and changes to the 56 which served Moorfields Eye Hospital.

National Pensioners Convention

Stakeholder observed the status of London as capital city and the need for good transport links between key destinations such as rail termini, airports, and hospitals. Its response focussed on those visiting London from other parts of the country – local branches will make submissions relating to their own local areas.

Stakeholder noted that many visitors from outside London only had basic hours free bus travel available to them rather than Tube and train benefits that resident London Freedom Pass holders enjoyed. It was also noted that many Tube stations in London did not have step-free access.

Said that while it agreed with many points made in the Equalities Impact Assessments for the proposals, the mitigations proposed were insufficient. An increased need to change buses would cause difficulties for those who were unfamiliar with the area they were in or were visually or mobility impaired. Said that a higher number of proposed interchanges should take place at the same bus stop. Added that the Hopper fare was not available to those from outside London using a national bus pass.

Concluded by listing several proposed changes which would break links to key transport and health destinations which were considered to have major detrimental impacts, particularly on visitors to London such as links between rail termini.

Pimlico Older Residents

Stated that older and disabled residents in Pimlico would be very adversely affected in the extreme by the removal of routes 24, C10 and 11.

Further stated that many of the group could not easily change buses due to fatigue, frailty and poor mobility and went on to say it was vital that older residents did not lose those direct services. Highlighted the importance of route 24 which provided a direct journey to reach support services in the West End of London.

Southwark Irish Pensioners Project

Raised concern that online consultations excluded older people as many did not have access to the internet. Said that buses were a key mode of transport for those aged over 65 but many had not been asked for their views in a format they had access to.

Also noted that older people were less likely to ride a bike or own a car and relied on public transport, particularly buses, to access GP and hospital appointments, shops, and social events.

Concerned the proposals would mean members of the group having to change buses more often than they do now which would make it more onerous to complete their journeys. Older people could trip and fall when boarding or alighting buses and they may need to walk further to change bus when their mobility may not be good.

Ultimately, the stakeholder believes that by making bus journeys more difficult, members may be discouraged from going out and become more isolated, leading to increased depression and reduced mobility as seen during the coronavirus lockdowns.

Noted the Dial a Ride and Taxicard services were being promoted as alternatives to bus use but stated these services were often oversubscribed and unreliable and were therefore not a viable alternative.

Southwark Pensioners Action Group

Asked us to particularly take account of the needs of older people getting around and the fact that they tend to use the bus network rather than other forms of public transport. Stakeholder further noted that in the past the group had raised the importance of driver training to ensure their needs were met - better signage, more time to get off, pulling up at bus stops were vital. The stakeholder also described consistent good bus driver behaviour as patchy at present.

Transport for All

Opposed the proposals in the strongest terms. Stakeholder stated that the proposals would increase inequalities in health, education, and wellbeing for the 1.2million Londoners who were deaf or disabled.

Said that many deaf and disabled Londoners used the bus as it was more accessible than other transport modes. Deaf and disabled Londoners already experienced longer journey times, and the proposals would worsen this by making bus journeys more complex and difficult.

Added that impacts on disabled people included more crowded services, increased waiting times, complicated changes between buses and impacts on personal safety and finances. Disabled people already suffered from poor bus driver behaviour and hostility from non-disabled passengers.

Highlighted concerns about reductions in night bus network and the increased need to change bus after dark as many people would feel unsafe and may even avoid travel.

Also pointed out that for people with a disability any kind of change could create a barrier to travel, especially for guide dog users, where the dog would need to be retrained to use the altered route. Change would also be confusing for those with cognitive impairments or learning disabilities.

Detailed comments were submitted about the equalities related monitoring and evaluation of the proposals, and the consultation materials. There were several alternative suggestions for how the bus network might be improved for disabled passengers.

In addition to its written response to the consultation, on 4 August 2022 the stakeholder shared a social media video in partnership with London TravelWatch to share concerns over the impact of longer interchanges and journey splits on Disabled passengers because of the proposed bus route changes. The video can be viewed online here: <https://www.instagram.com/p/CgzJ61doBIR/>

Business groups

Baker Street Quarter Partnership

Noted positive changes in terms of air quality which had been achieved through previous changes to the bus network in the area and noted they had previously supported TfL's efforts in this regard.

Outlined its concerns about the proposals in the consultation relating to routes 113 and 189. Noted the importance of the bus network in the area and the relative lack of access at Baker Street Underground station.

Also noted that many of its member organisations were hospitality based. These businesses were badly impacted by the pandemic and already struggled to recruit and retain staff. Easy and accessible travel to and from work was therefore important

for staff especially where they worked unsociable hours and needed to travel to and from work safely.

Referenced the University of Westminster as one of its member organisations, having a key campus located nearby, which was accessed by bus by many students. A requirement to change buses to travel between home and university could significantly increase journey times and waits between buses, which was a particular concern for young female students and international students. It was noted this was especially important during times when the night tube is not running.

There was also concern that changes to route 189 could impact negatively on residents of Church Street ward, one of the most deprived wards in Westminster.

Business London

Noted the proposals constituted a significant loss to London's bus network across 23 boroughs and would affect the attractiveness of public transport in the capital city. Of particular concern was the projected increase in the number of passengers needing to change bus to complete their journey along with lower reliability on newly lengthened routes, longer wait times and potentially more congestion/slower journeys as former passengers chose to use private cars or taxis.

Stated that buses were London's most used transport mode and played a substantial role in the London economy.

Supported the ambitions of the Bus Action Plan to increase bus patronage by 2041 and sought clarity on how the proposals would support those ambitions, since they seemed to facilitate accepting a decline in ridership rather than to reverse it.

There was concern that too much emphasis was being placed on low ridership numbers at termini locations and the proposals did not reflect that many routes became busier through their central sections. It was also noted that the post-pandemic recovery of travel into central London was still in flux and stated the proposals were premature and may lead to previous workers in central London to defer or abandon their plans to return more regularly.

Expressed concern about a 'significant increase in 'broken links'' and for some routes such as the 12 and 78 up to a third of current passengers would be forced to change bus where they did not now. This could create a barrier that would be enough for some people to seek alternative modes of travel or choose not to travel at all.

The stakeholder discussed equalities impacts, noting that groups sharing protected characteristics as well as those on a low income, were more likely to travel by bus and that the bus was often the only accessible mode available to people.

It also noted the needs of those working in the night-time economy and working unsocial hours and the need for safe means to get to and from work. Said that London's economy relied on a diverse range of talent being able to travel at all times of the day or night.

Supported proposals that ensured developments at Battersea Power Station and Nine Elms were well connected. Suggested more multi-modal connectivity at bus hubs, with hire bikes and e-scooters available as a positive development. Also supported freeing up road space for buses using strategic interventions in infrastructure, traffic management and parking.

Suggested a review of the Hopper fare to ensure the one-hour limit was still appropriate in light of the proposals, along with a general review of fares and exemptions considering the cost-of-living crisis.

Finally, stakeholder noted that clear communications of all changes using a wide range of methods should be deployed if changes were implemented.

Cross River Partnership

Expressed understanding of TfL's financial situation but expressed disappointment at the proposals and stated that maintaining bus routes was of significant strategic importance.

Said that buses were used by lower income Londoners more than any other transport mode and changes to the Freedom Pass meant those using these tickets were also impacted financially. Further stated that buses were more likely to be used by disabled passengers as they are more accessible than the Underground. Also considered the removal of night services may impact on the ability of night-time economy users' ability to return home safely.

Said that buses were crucial for improving London's air quality and noted recent improvements to the bus fleet to reduce emissions. Stated that if Londoners were put off bus travel by these changes, they may switch to private car travel at a detriment to London's air quality.

It was also noted that bus routes provided links between all its partner boroughs and connectivity between boroughs was crucial for a number of projects and initiatives.

There was also concern the proposals may worsen existing inequalities in London and make it more difficult for disconnected communities to become more connected.

Considered that projected savings for TfL should be found somewhere other than the bus network.

Hammersmith BID

Stated that employers and employees across Hammersmith travelled from across London to get to work. By eliminating some of the services that made these journeys feasible, Hammersmith would become a less attractive area to work, reducing the number of businesses drawn to this central hub in West London.

Added that reducing bus routes and making traveling into Hammersmith less convenient would mean the number of visitors to the area would be inadvertently reduced. There was concern therefore that footfall would be brought down, subsequently limiting the income generated across the town centre.

There was also concern the proposals would make Hammersmith a less convenient place to live, work, and visit. Stated that the very thing which shaped Hammersmith - its people - would be deterred and its sense of community compromised.

Heart of London Business Alliance

Expressed concern that reduced transport connectivity into central London may lead to impacts on London's economic performance which could increase pressure on public finances.

They express further concern that the proposed changes:

- may further hamper efforts of employers in the West End to attract staff – the area already had a large job vacancy rate
- may make the West End less affordable, as bus travel was cheaper than the Underground
- may lead to a less attractive visitor offer for the West End, which was already affected by the aftermath of the pandemic
- may have impacts on night-time travel, especially as staff and customers of the night-time economy relied on night buses to get home safely
- may discourage bus use overall due to the increased need to change between bus services

Welcomed the three key proposed improvements – reviewing bus stops and street design in locations where a same stop interchange was not possible, improving bus stops with new bus shelters, improved lighting and Countdown information and continuing to deliver bus priority measures to improve journey times.

The stakeholder has undertaken its own design work on key corridors and public realm schemes and would welcome the opportunity to discuss these ideas with TfL in more detail.

Knightsbridge Partnership and the King's Road Partnership

These stakeholders submitted a joint response as they represented two roads that were major destinations for Londoners and visitors from elsewhere in the UK and the world. They noted Knightsbridge as one of only two International Centres designated by the Mayor's London Plan. The King's Road had an iconic status and

several major visitor attractions on it or nearby, as well as three major hospitals – the Royal Brompton, the Chelsea and Westminster and the Royal Marsden. The two BID areas were linked by Sloane Street, part of the International Centre.

The response further noted this meant the area served a mix of residents, large numbers of visitors and a range of employers, including those working in retail and hospitality and medical staff. Added that these staff may work long and unsociable hours and relied on the bus network as a safe, affordable, and reliable means of travel.

Raised concern the proposals may leave its districts poorly served by public transport given the lack of alternative affordable modes, difficulties with driving and a lack of parking in the area. Considered therefore, the proposed service reductions would have a disproportionately negative impact on the area.

Expressed concern the proposals may impact on the economy in an important shopping, hospitality, and cultural centre, which was already suffering the effects of the pandemic and relied on international visitors. Said that reducing bus services in the area would make things more difficult for these visitors to access Knightsbridge and the King's Road.

Supported was noted for proposed enhancements of bus stops and shelters and priority bus measures. Both stakeholders would welcome the opportunity to discuss areas of concern with TfL, as well as the opportunities they had identified to create a more fitting environment for an International Centre on the Brompton Road.

London Forum of Amenity and Civic Societies

Stated that the bus was, for many, the most accessible and affordable choice of public transport. Noted the proposed reductions were a result of falling ridership and the need to make financial savings. Suggested this could be better addressed by making bus travel more attractive rather than reducing services and changing routes, not least since the population of London was expected to rise in the coming years. Once an upturn in demand for travel happens bus services would need to be enhanced.

Stated that clarity was required about bus service frequency changes as this had not been set out in the proposals. Also stated that the impact of proposed changes that involved a single deck vehicle taking over a part of a route currently served by double decker bus had not been considered fully. (For example, where the 214 was proposed to take over part of the current 24 route). Added that it would be better to reduce frequencies, rather than restructure routes as this offset the disbenefit of removing direct journeys which could currently be made.

Stated concern that disabled people, who found buses the only means of accessible travel, would be deterred from travelling due to the loss of a direct journey. For

others the need for high frequency services was important as they could not stand or walk for long distances.

Concern that a perceived preference to provide one high frequency route over a choice of several less frequent ones, could result in long waits in the event of disruption.

Stated that TfL should give more regard to the fact that bus stops were not the passengers ultimate destination, and many people lived or worked close to more than one bus route. Concern was expressed that TfL's modelling may not reflect this adequately. In some places it was difficult to predict how journeys may change and if the obvious alternative involved changing to Tube or rail services, ability to pay or mobility may limit some people's ability to change their travel in that way.

Considered the proposals had an over-emphasis on the availability of turning points. Suggested it would be more cost effective to use existing bus stands for buses travelling in the direction of greater need and to consider the need for bus stands whenever road layouts were altered. Also stated that Low Traffic Neighbourhoods should be bus friendly environments.

Called for same stop interchange where changes were needed. If this was not possible, the minimum distance should be kept to 70 yards (as used to be the criteria for Mobility Allowance). Countdown and seating at all interchange stops was described as imperative. A safe environment, free of conflict with cycles and e-scooters should also be ensured at stops where interchange took place.

There was a call for the restoration of bus lanes and other measures to reduce bus journey times to encourage bus use. Also, for a clear policy on bus access to hospitals as this has been a Mayoral priority.

Noted the importance of bus travel to tourists visiting London and raised concern that they may not have been afforded an adequate opportunity for those involved with tourism to raise their views. They considered that recent bus changes had reduced access to various tourist attractions and this latest set of proposals would further reduce access to a range of venues.

The stakeholder also set out its concerns about the impact of changing familiar route numbers as this may be confusing to both tourists and irregular bus users.

Commenting on the consultation process itself, the stakeholder considered that the consultation materials had not made clear that some journeys could be covered by a different route number. Is also said the although the consultation had been extended, it was much shorter than the time given for the ULEZ consultation, despite containing much more complex proposals.

New West End Company

New West End Company and its partners held a long-standing aspiration to significantly reduce bus frequencies on Oxford Street and support the principles of TfL's approach.

However, it stated that while several proposals would reduce the number of buses on parts of Oxford Street, it was disappointed the opportunity for further reductions was not taken as part of these proposals. The stakeholder would like to see bus stops rationalised and shortened and road widths adjusted where possible. Ideally, they would like to see zero bus standing in the Oxford Street District area, particularly the north-south routes across Oxford Street.

Said that the proposals should support changes to the highway in Oxford Street which could be introduced temporarily as part of a future public realm scheme.

Stated that Oxford Street remained heavily congested at a time when pedestrian footfall was increasing following the pandemic and the opening of the Elizabeth line. Urged is to work with Westminster City Council on proposals to improve the public realm. There was an aspiration to create a pedestrian area linking Cavendish Square and Hanover Square – however this would not be possible with the current bus arrangements in the area.

Northbank BID

Acknowledged that bus passenger numbers had been in decline, however stated that this was a sensitive period for central London following the pandemic and stressed that economic recovery should not be compromised for a short-term financial gain.

Stated it was essential workers in central London could easily return to work and move around the city, complemented by visitors and leisure travellers. This needed to remain the case if London was to compete favourably with international competition from other world cities. Added that London needed to offer transport users an integrated network with varying price points to maximise travel choices.

Bus services into London were described as an integral part of the network that were accessible and more cost-effective especially for passengers coming to central London from areas not served by the Underground, Elizabeth Line, Overground or London Trams. Noted that accessibility was vital for older, disabled or less mobile people, parents with children and those with luggage.

The stakeholder said it welcomed TfL's proposed changes which aligned to the BID's strategic ambitions to enhance the public realm and rationalise street furniture, particularly on the Strand.

However, the stakeholder also trusted that TfL would ensure a balanced provision was maintained for passengers with accessibility needs and to ensure access to visitor attractions in the area.

Concern was noted about impacts of the proposals on safe travel, especially for night-time or shift workers and those who may be on the lower end of pay scales. The BID emphasised its work with programmes locally to support women's safety and noted that the presence of buses and their drivers could reassure the public.

The stakeholder also expressed concern the proposals might lead to increased demand on other transport modes in the area, particularly Temple, Embankment and Charing Cross Underground stations, all of which it considered needed modernisation.

Stakeholder expressed a wish to work with us to review bus stops and stands in its area to maximise public realm advantages, notably in Strand, Trafalgar Square, Northumberland Avenue and Riverside.

Finally, the stakeholder noted the highly complex nature of the consultation proposals and suggested in future that a 'dashboard' style arrangement might make a useful engagement tool for consultations of similar complexity and impact.

South Bank Business Improvement District

Understood the financial predicament that TfL was in, however it considered there were also significant strategic benefits in maintaining bus routes across London.

Was concerned the proposals would have a disproportionate effect on groups such as those on low incomes, those with mobility issues and older people. This was due to changes to the Freedom Pass scheme and because it considered that less than half of London Underground stations were accessible. Said the proposals would impact on the night-time economy as staff and users of night-time economy provision relied on buses to travel home safely.

There was also concern the proposals may incentivise those disproportionately affected groups to purchase their own motor vehicles, potentially increasing congestion.

Noted that bus services were crucial for connections across London and considered the proposals would worsen inequality and make it more difficult for less well-connected areas to become connected.

Added that various research work was being carried out on the future of the Central Activity Zone and a new tourism vision for London. It therefore suggested we pause all work on reviewing the bus network until this was concluded. Noted that recovery from the pandemic remained fragmented and partial. Its priority was attracting key

audiences back to the South Bank and its businesses and amenities and there was concern the proposals may present difficulties in achieving this.

Team London Bridge

Stated many buses passed through or terminated in the area, providing sustainable transport for many of the people who worked, visited, and lived there.

Expressed concern that a reduction in bus services would make access to London Bridge more difficult, at a time when the area was trying to recover from the effects of Covid lockdowns and the changes to the ways people were now working and moving around London. Pointed out that vulnerable people needed to have easy access to the hospitals in the area, therefore 24-hour access was needed to the area.

Stakeholder noted the Hopper fare was useful in terms of keeping travel costs down where there were fewer services, and this could have a positive impact.

However also observed that buses in the area were now much busier, and the bus lane and traffic reduction measures on London Bridge had improved passenger numbers on buses in the area. Said that this, along with a need to maintain the vibrancy of the area, should be considered when decisions are being made

The Cadogan Estate

Objected to the proposal to remove route 19 from the eastern part of King's Road, Duke of York Square, Sloane Street and Sloane Square, which were all major destinations for shopping and cultural attractions such as the Saatchi Gallery and the Royal Court Theatre. Noted TfL's PTAL (Public Transport Accessibility Level) ratings, that showed this part of the King's Road did not enjoy the highest level of public transport accessibility, despite being a central London commercial destination.

Noted footfall through the area had reached 2019 levels and continued to rise. Said it credited Chelsea's 'bounce back' from the pandemic as due to the existing wide range of public transport modes. Considered the proposals would inflict damage on those retailers who were still struggling.

Described it as unrealistic to expect customers currently using route 19 to interchange to route 22 at the King's Road/Carlyle Square bus stops and this may lead to a loss of potential customers and workers travelling from south of Battersea Bridge – as the 22 crosses Putney Bridge. Also noted there was no indication of the frequency of route 22 increasing, which may mean the overall service level would decrease, which was described as unacceptable.

The Fitzrovia Partnership

Stated bus services needed to be protected as they were an important element of the Healthy Streets approach, enabling people to get to various locations and providing a less polluting option than private car use.

Said that the West End relied upon 24-hour frequent, affordable, and accessible public transport. Therefore a 24/7 bus service was described as a vital part of the West End economy as it enabled staff and customers to travel safely at night.

Urged the retention of night bus services so that women in particular could travel safely, noting that many staff at University College London Hospital were women.

Further noted that a reduction in bus services could make recruiting and retaining staff in the West End more challenging, and that there were already significant levels of job vacancies in the area. It was noted bus travel offered a more affordable means of travel for those on lower incomes.

Expressed support for proposed improvements referenced in the consultation such as reviewing bus stops and street design at locations where same-stop bus interchange was not possible to continue one's journey and improving the customer experience at bus stops by providing more seats, lighting, and real time bus information. Noted in particular, Euston Road bus stop V which would benefit from such improvements.

The stakeholder also stated its support for the continued roll out of bus priority measures.

The Portman Estate

Expressed concern the proposal to reroute the 113 and 189 bus services away from the Baker Street area would impact vulnerable passengers including students from the University of Westminster and local workers and residents. There was concern that a need to change buses at Swiss Cottage or Priory Road may increase journey times by up to 24 minutes which was especially not ideal at night.

Stated that continued good public transport services in the Baker Street area were essential and asked for the proposals relating to the 113 and 189 to be reconsidered.

UK Hospitality

Described the proposed reduction of the bus network as a further blow to hospitality businesses, many of whom were battling for survival after the pandemic. Said the proposals would have significant impacts on the ability of hospitality staff in London to get to work as well, as impacting on customer footfalls and tourism at London venues.

Called on the Government to work with TfL, businesses, and stakeholders to mitigate the impacts of any changes and noted that it was positive to see TfL was also working towards improvements to the transport network despite these changes.

Victoria, Victoria Westminster, and Whitehall BID/London HQ

Provided a detailed overview of its current priorities and strategies for its combined footprint, an area which was served by a range of bus routes terminating in the Victoria and Whitehall area, in addition to Victoria Coach station.

Expressed concern that economic recovery of the city relied on an efficient transport network and while the recovery from the pandemic was still ongoing and developing, this should not be compromised by reducing bus services for short term financial gain.

Particular concern was noted by the proposed reduction in bus services running on an hourly basis through Victoria Street, Horseferry Road, Grosvenor Gardens, Buckingham Palace Road, Wilton Road and Vauxhall Bridge Road. There was concern that buses were not being increased through this area. Argued this would compromise the ability of workers in the area to return to work regularly and move around the area efficiently as well as impacting on visitors and leisure travellers. Said that to maintain a vibrant city, London must offer fully integrated travel options with a range of price-points - buses formed a vital part of this.

Stated that buses provided a frequent, convenient, accessible, and affordable choice for travellers to move around the city and were particularly attractive for passengers who needed to access central London from parts of outer London not served by the Tube or Overground network.

The stakeholders welcomed TfL's review of services and those aspects which supported the BID's ambitions to improve the public realm in its areas but did raise concerns about the impact on night-time travellers. The stakeholders noted their involvement in various community safety initiatives, particularly in relation to women's safety in the area; and therefore, urged TfL to fully consider the impact of the proposals on workers in the night-time economy who relied on the bus network to get to and from work. There was also concern raised about the impact of the proposals on other transport services in the BID area, particularly the Underground stations.

Concern was also raised about accessibility and the impact of the proposals on those who needed step-free travel, especially noting that increased walking distances to change buses would create a barrier for some including older and less mobile people, buggy users and those carrying luggage.

Also said that the consultation contained a large amount of detailed information, and a 'dashboard' approach could have been a more accessible way of presenting

information in future exercises of this nature. Added that they looked forward to working with TfL going forward, particularly in relation to work in Elizabeth Street and the C1 bus route.

Businesses and employers

BAS Books Ltd

Stakeholder expressed concern that the loss of the 4 between Blackfriars and Archway would be significant for them and their work.

Farrer Huxley Ltd, N1

Objected to changes to bus route 205, noting the company and employees used the service as a link from east London to west London via the City Road route. This provided access to connections between Liverpool Street, Kings Cross, St Pancras, Euston, and Paddington mainline rail stations.

This key link was only provided via route 205. The business uses the service every day, often with luggage for easy access and would not support any changes to the service.

Flux Studios and Flux Jewellery School, Camberwell

The users of the studio in Camberwell travel by bus to get to and from home. The bus was a vital connection to Peckham, Denmark Hill, and Loughborough Junction for connections with train services and to Elephant and Castel, Oval or Brixton for the tube. Said the proposed changes would seriously impact how people were able to get to the studio.

Grosvenor Property UK

Stakeholder raised concerns about route C1 in Victoria and its potential negative impact on public realm improvement works in the area.

Imperial London Hotels Limited

Stakeholder objected to the proposal to reroute route 59 as its hotel guests would need to change bus or carry luggage from Holborn Station to Russell Square which could cause difficulty and inconvenience potentially impacting the business. Also commented that the route had already been changed as it no longer went to Kings Cross as it used to. There was objection to another change.

R&R Teamwork Ltd, Fulham

Stated they used buses in the Earl's Court and South Kensington neighbourhoods and were concerned of a negative impact to services due to longer bus journeys because of the proposals.

Rosenstiel's Art Dealers

Objected to the proposed changes to bus routes 19 and 11 as this would be of huge detriment to their business which had been established in Chelsea since 1977, and in London since 1880. In particular the proposals would make it difficult for their employees who used these routes to get to and from work.

Stakeholder also raised concerns that the changes had put off potentially good employees due to added complexity of their journey to work should the changes go ahead.

Concluded that while changes were always resisted, in this case there was very little in the way of viable alternative transport and based on personal knowledge the stakeholder stated that many residents and visitors in Chelsea depended on these services.

TaxAssist Accountants Ltd

Stated that businesses were already faced with a shortage of staff, and changes to the bus services would increase their difficulty with recruiting staff. This would cause difficulties for small businesses who may ultimately have to close.

Workhorse Software, E5

Stakeholder states that the changes will affect them, their employees, and their children and urged TfL not to make these changes.

Charities, associations, and co-operatives**ECT Charity (Ealing)**

Stakeholder expressed concern that a reduction in bus services was likely to mean increased crowding, increased waiting times, an increased number of interchanges, increased need to move between bus stops, concerns about personal security and financial impacts for passengers.

Stakeholder represents a charity providing transport for people with mobility issues and it is aware that concerns about bus journeys becoming more stressful and the need to travel longer distances between bus stops or at the start of their journey may cause people to stop travelling at all on TfL services.

Katherine Low Settlement (Battersea)

Stakeholder expresses concern the proposals would impact on those who were unable to get on and off buses easily and quickly, to walk between bus stops or to stand for periods of time to wait for buses. Further noted that seating at bus stops was often not available or was inadequate for those with disabilities.

Metropolitan and Thames Valley Housing

Expressed concern about the impact of the proposal to withdraw route 45 on local residents and the major estate improvement and regeneration programme they were delivering at Clapham Park.

Stated that the regeneration work was around halfway through with 750 new homes having been completed and a similar number refurbished. Once completed, Clapham Park would comprise over 4,000 homes, more than 50 per cent of which would be affordable – this was an increase of 1,900 homes. As part of the programme, it had committed to a strategy aimed at encouraging new and existing residents to use more sustainable forms of transport such as local buses. Having a choice of reliable bus services available was vital to this. As part of the regeneration works, it had funded improvements to the bus gyratory (Poynders Road/Atkins Road) and multiple bus stop upgrades.

Stakeholder refers to the Public Transport Accessibility Levels (PTAL) across the Clapham Park estate which, given the large area covered by the estate, ranged from 2 (poor) to 6 (excellent). For homes in the vicinity of the current route 45, the PTAL was currently around 4 (good) which would be negatively impacted by the withdrawal of the 45 route. At the time that the planning application for the regeneration programme was submitted there were, on average, 75 buses per hour serving the Clapham Park area including 14 buses an hour on route 45 towards St Pancras. This would mean a reduction, should the 45 be withdrawn of around 20 per cent of bus services in the area and the re-routing of the 59 was not considered adequate mitigation. Went on to discuss the high numbers of bus journeys made by Clapham Park residents and stated that route 45 provided a valuable direct service to Kings College Hospital, which would not be replicated by route 59.

Stakeholder stated that much of the Clapham Park community was situated far from retail centres, and residents were more reliant than most on public transportation as the community was described as the furthest from an Overground or Underground station of anywhere else in Lambeth. Good access to public transport was key to ensuring Clapham Park was an area where residents enjoyed living, and the 45-bus route formed an important part of the transport infrastructure. Stakeholder further stated that the negative impacts would include pressure on other services, increased journey times and reduced sustainable transport options for the growing community.

Concluded that should the changes proceed, the re-routed 59 service through Clapham Park would need to be at least as frequent as the current 45 service. Stakeholder would welcome dialogue with TfL to discuss how residents' journey impacts could be mitigated.

North London Cares (Camden, Islington)

Stakeholder works with older people and states that many of this group would not be able to respond to this survey as it was considered too complicated to register and

engage with - and many did not use a computer. Suggested that printed consultation materials with pre-paid envelopes should be provided to community centres and libraries. Noted their service users would become less confident to travel independently if bus routes were changed and this may lead to them becoming more isolated and vulnerable.

The Dulwich Estate

Objected to the proposed withdrawal of bus route 12 and changes to bus route 148, citing following reasons:

- Loss of direct connection to the West End
- Potential overcrowding of services
- Impact of extended route on reliability and service separation
- Lack of impact assessment

Stated concern upon hearing long standing route 12 service may be withdrawn. Said that while it was apparent route 12 may be replaced by changes to route 148, this route would not provide useful connections.

Added that the consultation was deemed as flawed due to the absence of data to quantify the impact the proposals may have on the transport network. Stated the proposals should be withdrawn until such a time that it could be quantitatively demonstrated as beneficial to residents and Londoners overall. Additionally, the stakeholder said it was not possible to take a balanced view of the positive and negative impacts of the proposals without data.

Said the existing 12 service provided residents with a direct connection to Elephant and Castle, Parliament Square and Trafalgar Square, before terminating at Oxford Circus. It connected Dulwich directly to a range of Westminster (and West End) destinations and was described as an essential connection for many, providing step free access lacking from rail services.

The proposals for an extended 148 service were described as a less attractive transport option due to the need to transfer onto alternative services at Elephant and Castle to access Whitehall, Trafalgar Square and Oxford Circus.

There was concern that while the service frequency between Dulwich and Camberwell Green would remain consistent under the proposals, frequencies along the Walworth Road would significantly reduce and this section of the route could be overcrowded.

Cited concern the proposed extended 148 service would be considerably longer than the existing 12 route which may reduce the reliability of the service and increase the potential for bunching of services.

Said there was an expectation that due to the scale of the proposed changes to bus routes across inner London, we should quantify the impacts on different users and the overall transport network. And that the results of such an exercise should have been published. It was suggested that a reason not to have done so could have been the results do not support the proposals.

The London Reader magazine

Stated that route 12 was vital to Peckham and southeast London, to the people and to the livelihood of the community which depended on it. Further stated that in Peckham many people, including friends, colleagues, and neighbours used the 12 as their primary mode of transport and without the service neighbourhood will face increased difficulties.

The Space (arts centre, Isle of Dogs)

Stated that the Isle of Dogs was expected to see the number of residents dramatically increase from already high levels. Further stated that in light of this it is difficult to believe the area was proposed to lose the D7 bus. There was concern that loss of the route would lead to an increase in car use, particularly for short journeys such as the school run.

Community associations and venues

Anchor Estates

Stakeholder wrote as manager of a block of retirement properties in the SW10 area. Stated that the proposal to withdraw routes 11 and 14 would be harmful to local users, commuters, tourists, and to businesses that served the routes. Also stated that the 11 bus route was iconic and provided a universally accessible mode of transport from one side of London to the other.

Objected to the proposed changes, and strongly feels that the 11, 14, 74, C3 and N11 services should be protected, to continue to provide all members of the local community, and visitors to the area with a cost-effective and efficient means of travel. Described alternative modes of transport, like the Underground and Overground, as an impractical option for some older people, those with disabilities, and anyone caring for very young children; for which these proposed changes would likely have the greatest impact. Criticised TfL's lack of care and understanding as to why people use these buses and routes, and how they formed such an important part of the City's' core transport infrastructure. We were urged to abandon what was described as a 'reckless plan for unnecessary change', that would likely affect lots of people, and disrupt thousands of journeys.

Battersea Society

The routes that the society are most concerned about were those north of Clapham Junction and in the Waterloo, Victoria, Chelsea, and Kensington areas.

The routes affecting Battersea residents were noted as: 11, 14, 24, 74 and C3. Also route changes for the 3, 19, 27, 49, 77, 88, 211, 414, 507 and C10. In addition, routes 44, 137, 170, 319, 344, 345, 436 and 452 unaffected in terms of route but possibly by capacity/frequency.

It is concerned that the reduction in numbered services and rationalisation of routes could reduce passenger capacity on the newly organised routes.

Said it had made previous requests, from day-to-day experience, that the current bus services were overloaded and, at peak times, failed to meet local demand, and noted the lack of more than one route west from Vauxhall through Battersea to York Road.

Highlighted that within the Battersea area buses were very heavily used for much of the day. Said that recent large scale residential developments running from Vauxhall through to Wandsworth Town has been predicated, and there would need to be high capacity in local public transport to enable new residents to readily access services and work within London.

They state that, in the case of the 507 this single decker service as proposed for an extended route currently covered by double decker buses. Said it was imperative that passenger capacity should be enlarged rather than reduced, especially to meet sustainability targets. A further concern was the lack of wheelchair and buggy space in single decker buses.

Commented that the material presented in the consultation required intricate analysis to distinguish between the physical route covered and numbered services in future. They noted that geographic listing of proposals meant it was not easy to follow what was being proposed. Added that a clearer, simpler, presentation should have been provided comparing new routes alongside old routes together with service numbers.

Noted some of the new interchange points involved small walks between stops or crossing junctions to reach another bus stop. These must be kept to a minimum.

Suggested that shelters at interchange stops must have real time bus arrival information, be positioned with seating facing away from the road and have sufficient space for pedestrians to pass the shelter with buggies and wheeled luggage without disturbing those waiting. They also suggested a drastic reduction of, or legislation against all parking on bus routes particularly on former red routes.

Bengali East End Heritage Society

Considered the proposals as unfair and prejudice to the community. Stated that a publicly funded organisation, to hold online consultations and feedback, where its community could not have a fair say due to digital exclusion was bias.

Bestway International Christian Centre

Noted the proposals meant a loss of links between Camberwell Green to Tulse Hill and Peckham Rye/Dulwich areas would mean members of its church had longer and more expensive bus journeys.

British Somali Community and Brent Somali Community Centre

Said the proposals would impact on their community as many members used buses daily as part of their work as carers. Buses were described as affordable and accessible to the community. The changes would therefore impact on them greatly.

Burnt Oak Nepalese Community group

The group was concerned about the north-west London area i.e., Edgware, Mill Hill, Burnt Oak, Colindale, Hendon for proposed changes to route 113.

It considered that the changes would make travel from the area into central London more difficult and expensive.

Camberwell Life

Said its community was impacted by the cuts in 2019 with changes to the route 45 and 171. It considered route 12 a hugely vital link to the centre of town - being the community's most frequented bus. Considered the changes would have a devastating impact on people commuting between St Thomas's and King's College hospitals. The proposals would also affect access to work for all cleaners working in the city in the early hours.

Castlehaven Community Centre, Camden

Urged a review of the proposals to lessen the impact on Camden residents. Noted its area as well served by buses. The most common routes for its community to take were the 24 and 31. Both routes were proposed to be withdrawn. As a result of these proposals people would have to change buses to complete their journey to hospitals.

Concern was also noted about the impact the changes would have on the older population in the area, as well as people with young children and babies.

Chelsea Arts Club

The club stated the proposals went against everything the group was trying to achieve.

Cheyne Walk Trust

The trust state that changing buses was inconvenient and added to journey times. It considered that older people, people with small children and those with shopping would find travelling harder.

Dulwich Society

The society object to the removal of route 12 and the replacement 148 route. They suggest renumbering route 148 to route 12 for historical reasons.

Noted a need for more bus services not less, especially due to local rail cuts that had taken place.

Considered there were positives and negatives from the re-routing of the number 3 bus to Victoria and, provided there was no reduction in service, the Dulwich Society was neutral on this.

A re-routing of route 201 to provide a service to Dulwich Village, and for the P4 bus route to be served by electric buses were also suggested.

Earl's Court Society

Said it welcomed proposals to improve the access between Earl's Court and the north and south of the borough to improve access to medical and social facilities within these areas. Suggested a new route within the area to help support community travel needs.

Fulham Good Neighbours

Objected to the proposals due to a negative impact on older people and those with limited mobility. Said the proposals would reduce opportunities and have a negative impact on wellbeing.

Hackney Marsh Partnership

Objected to the removal of route 242. Stated that the route provided essential links to services and schools in the borough and provided a vital link for children travelling to and from school and for people accessing vital services.

Noted many route 242 users were based at a bottom of a hill and could not walk up the hill to reach public transport.

Hammersmith Society

Referred to TfL's 'Travel in London 2019' report which stated that buses carried the largest number of disadvantaged people. Opposed the loss of the peak-time bus lane in Hammersmith in favour of cycle lanes which it considered were mostly used in good weather, and which in their view benefitted only a very small group of people. Argued the proposals were a politically motivated decision. Also stated that it considered bus bypasses as dangerous.

Highgate Neighbourhood Forum

Reiterated support for transport in London and urged the Government to provide funding for bus services. Welcomed proposals that created improved connections with the West End but recognised this was at the expense of connectivity to the City.

Suggested we should look at reducing routes where the Underground was a viable alternative rather than routes where there were few other transport options. The Forum did however note that the Underground was not always a viable alternative and raise a concern with the loss of the 214. Also referred to the loss of the 271 while acknowledging that the 263 service would replace it.

The Forum referred to opposition from older residents to the loss of routes into Kings Cross and St Pancras in particular, noting that travel to these hub stations was difficult for these residents due to no step free access at Archway, Kentish Town and Kings Cross/St Pancras Underground stations. Expressed disappointed the proposals had not included improved links with Hampstead, Crouch End and Dartmouth Park, or with the hospitals, green spaces, and retail in Muswell Hill and East Finchley.

Highgate Society

Confirmed it had consulted widely with the wider Highgate community about the proposals. Noted its opposition to reduced funding grants from Government, stating that this has led to bus service cuts which adversely affected people who use buggies, older people, and wheelchair users; and contributed to climate change and congestion. Stated that TfL needed a sustainable funding arrangement so that reliable transport could be provided.

Noted Highgate as a hilly area and therefore there was a reliance on buses over walking and cycling, particularly amongst people with disabilities. Acknowledged that the post-pandemic recovery must not be car lead and stated that TfL must be prepared to increase bus services if demand requires.

Opposed the proposed loss of the 214 and were concerned that the consultation did not consider the loss of the 271 bus route. Therefore, called for the previous consultation on the 271 route to be reopened to take into account changes to the 214 and 263.

The Society also raised concerns about loss of routes into Kings Cross / St Pancras and the adverse impact on older people – it suggested the 214 should continue to travel via Kings Cross / St Pancras then on to the West End to Pimlico.

The stakeholder wants to engage with TfL on these proposals and calls for continuous monitoring of any new service patterns and routes to understand the impact.

Islington Society

The Islington Society note their view that the proposed cuts were due to lack of funding from Government, falling demand to the pandemic and the removal of bus lanes in favour of cycle lanes. Noted evidence given to the GLA Transport Committee that loss of bus services would adversely impact people with disabilities and suggested that TfL should instead look at reducing frequencies rather than revising routes.

Suggested several principles which should be followed should TfL make the changes proposed in the consultation. Stated there should be same stop interchange when through routes were not available, or that there should be a limit of no more than 50 yards between stops. There should be Countdown facilities and seating at all stops, and bus lanes should be restored to reduce journey times. They also suggested safe environments around bus stops to avoid conflict between pedestrians and cycles or e-scooters.

Raised concern about the impact of the proposals, and previous cut routes, on tourism, most notably with the proposed loss of routes 4, 11, 12, 14, 16 and 24.

Described the consultation materials as confusing, as the neighbourhood titles did not necessarily tell respondents which services were included. The subsequent extension to the consultation period was supported.

The Society acknowledged positives from the proposals, such as retaining the 476, but were concerned at the proposed loss of the 21 and asked that the effects of the changes be reviewed and reconsidered if needed.

Lansdowne Evangelical Free Church

Concerned about reductions to the 133 and 59 from Streatham and the impact on routes into central London. Also raised concerns with changes to bus route 3 and the impact on members of the congregation who are older. A proposed reduction of the N133 would also make it harder for people to travel at night.

Paddington Waterways and Maida Vale Society

Noted and added its support to the points outlined in the consultation response from Paddington Residents' Active Concern on Transport.

Said buses should be at the heart of any transport strategy describing the provision as the easiest, most-connected, readily accessible, local system of transport. Stated this was especially true in the area they served where there were limited other accessible transport options. Called for a London bus strategy to set out the role that buses played and said the proposals should be held until there was a strategy in place. Acknowledged that funding played a part in the proposed changes but opposed funding was the main reason behind them.

Noted the importance of north/south routes through the area they represented and referred to the loss of previous routes such as the 414 and the 46. Opposed the proposed loss of route 16 due to the Church Street area being reliant on this service due to the demographics of the area and the lack of Tube services. Stated that an 'outreach-based consultation' should be done that engaged directly with people most likely impacted by the changes, for example vulnerable people who might rely on buses for community support. Also called for the needs of ordinary bus users to be prioritised.

Putney Society

Opposed proposals for routes 14, 74 and 430 and expressed concern that the alternative routes included a change of bus which would be inconvenient and mean a longer journey. Stated that the proposed changes would mean less people using public transport, also that they would adversely affect older people and people on low incomes.

Queen's Park Community Council

Objected to the proposals. Acknowledged the consultation materials recognised the impact on low-income households but stated this impact had not been given enough weight when proposing changes. Asked that we reconsider the proposals and provide this essential transport for the people who need it most.

SE5 Forum for Camberwell

Objected to the proposals and the way changes had been structured as it was considered these did not recognise the significant socio-economic and equalities issues affecting Camberwell and its residents. Stated that the proposals were discriminatory as TfL had not demonstrated that other options had been explored which would have less of an impact on people with protected characteristics.

Did not agree that Elephant and Castle was a viable alternative due to the disjointed nature of the site and having to interchange at night which would impact the safety of women, LGBTQ people, older and younger people, and those with disabilities.

Is of the view the proposals disproportionately impacted Camberwell over other areas, as Camberwell lacked good transport alternatives – something that had been acknowledged in conversations with LB Southwark, Network Rail and TfL when reviewing reopening Camberwell Railway Station. Said the proposals were not based on any direct monitoring of buses (in particular routes 12 and 45) on Walworth Road or through Camberwell.

Also raised concerns about patients and visitors travelling to King's College Hospital and South London & Maudsley Hospital.

The Forum believed the proposed changes conflicts with TfL's Public Sector Equality Duty due to the disproportionate impact on people with protected characteristics and the lack of consideration given to equality of opportunity. They called for revised proposals for this area of London that were more equitable, and a better approach to consultation. It therefore called on the Mayor to withdraw the proposals and reverse other recent bus changes.

Southwark Law Centre Planning Voice project

Stated it was primarily concerned about adverse impacts the proposed cuts to bus services in Southwark would have on people with protected characteristics, in particular for people with intersectionality in their characteristics which are protected.

Speak Out in Hounslow

Suggested ways to make any potential changes to bus services easier for users. These suggestions included shorter wait times, different colour bus routes or companies, nicer buses and seats, Wi-Fi, and portable chargers.

St Etheldreda Church with St Clements, Fulham

Noted concern for older residents in Fulham and the impact the proposed changes could have on their mental health. Stated there are a lot of schools in the area that required a good level of public transport, and suggested more public transport is needed, not less.

St George and All Saints Tufnell Park

Noted concern about the proposal to withdraw route 4, especially between Holloway Road and Archway where there was no alternative. Said route 4 was therefore the only route for people to travel to and from Whittington Hospital – said removing this route would affect many vulnerable people.

St Georges Mutual Aid (Islington)

Noted concern about the proposal to withdraw route 4 due to the impact on residents who were visually impaired and others who were physically or mentally disabled. Stated that having a familiar and straight-forward bus route could be the difference for these people between feeling empowered to go out or sitting at home in isolation. Described route 4 as a lifeline for the community and an essential service.

St John's Wood Society

Opposed the proposals stating that bus routes 113 and 189 provided essential links for the St John's Wood Society's members and the wider community who relied on these services.

St Paul's Church, Lorrimore Square

Opposed to the proposed changes to route 12, citing its value to the Church and its congregants, and for trips to St Thomas's Hospital, Oxford Street, and other destinations.

The Chelsea Society

Opposed to proposed changes to routes 11, 14, C3 and 19, highlighting a reduction in links from Kings Road, and an increase in the necessity for passengers to change bus. Suggested that TfL should reduce the frequency of any route where patronage was found to have fallen, or switch from double-deck to single-deck operation, where possible. Commented that half of households in Kensington and Chelsea did not have access to a vehicle. Also highlighted issues that would result for visitors to the area, including key workers. Highlighted the utility of each of the 11, 19 and 49 bus routes, for example by referencing the links each service currently provides.

The Danish Church in London

Said that it was difficult to see what the bus network would like if the proposals went ahead but understood from them it would become impossible to get to the centre of London from Lambeth Palace. Also, that Albany Road would no longer have a bus route and route 88 would no longer provide access to work and the Church, affecting access for over 100 of its regular Church members.

The Friends of Nunhead Cemetery

Strongly objected to proposed changes to routes 78 and P12. Highlighted the attractiveness of Nunhead Cemetery as a destination, describing it as a major trip attractor both now and in future. Commented that routes 78 and P12 are vital for trips to the Cemetery and that both services should be retained and enhanced.

The Fulham Society

'Strongly' opposed to the proposals for routes 74, 14 and 430, citing 'significant adverse effects' for passengers and residents in the Fulham area. Regarding route 14, commented that 10 per cent of passengers would need to change bus, and that this would cause hardships to older and/or disabled passengers, including to people travelling to the Royal Marsden, Royal Brompton, and Chelsea & Westminster Hospitals.

Commented in similar terms regarding routes 73 and 430, and additionally queried what impacts the proposals for these routes would have on journey times, waiting times and crowding levels.

Criticised TfL's Impact assessment as being inadequate, for example in failing to take account of the loss of patronage overall that they felt the proposals would cause. Also commented that TfL's mitigation of the negative impacts of the proposals was inadequate. Suggested that the consultation was flawed because there should have been a 'full impact assessment'.

The Knightsbridge Association

Requested that routes 14 and 74 be retained, or that additional proposals to mitigate the negative impacts of changes to these routes on passengers be developed.

The Markham Square Association

Opposed to proposals for changes to routes 11 and 19. Commented that some trips could not be made on foot or by bike, and that changing bus could be difficult for some passengers. Suggested that fares should be increased to generate greater revenue (and so preclude the necessity to withdraw certain routes), or the minimum age of the Oyster 60 plus concession should rise.

The Parish of Emmanuel Hornsey Road (Emmanuel Holloway Church)

Commented that the proposals would make it harder to travel for older and disabled people, highlighting proposed changes to route 4 as being 'devastating'.

The Parish of the Isle of Dogs

Opposed to the proposals for route D7, citing the negative impacts the proposals would have on links for residents on the Isle of Dogs.

The Walworth Society

Suggested that the proposals should be abandoned and reassessed. Also suggested that the proposals were based on 'unreliable' data, citing issues including low car ownership and large numbers of elderly and disabled people in the Walworth area. Described the proposals as 'unfair' and commented that:

- they could increase isolation and vulnerability
- few public transport alternative options to the bus exist
- hospital appointments would be made more difficult to attend
- remaining bus routes would become more crowded, which would disproportionately affect older and disabled passengers
- the proposals would have a negative environmental effect

The Winch youth group, Swiss Cottage

Opposed to proposed changes to route 31, citing negative impacts on children and young people. Specifically, they felt that trips to UCL Academy, Harris Academy, Haverstock School and Parliament Hill secondary schools would be made more difficult. Suggested that since bus travel was cheaper than Tube or rail travel, young people and children would be disproportionately disadvantaged.

Wapping Overground Station Step Free Access Campaign

Described the proposals as 'unacceptable' and felt they prejudiced wheelchair users, people with buggies and people carrying heavy luggage. Commented that proposed changes to route D3 would make access to the City and Canary Wharf more difficult.

Community environmental groups

Camden Friends of the Earth

Described public transport is a vital public service, enabling those who could not run a car access to cheap and versatile options, while also helping to reduce congestion, air pollution and carbon emissions. Noted that 46 per cent of households in London did not have cars, some may not drive due to age or disability and therefore expressed concern about TfL's proposals for reductions in London's bus services.

Recognised TfL's difficulties in securing long term funding from Government and acknowledged the proposals were designed to minimise impacts on the travelling public. Nevertheless, stated that reducing bus services was not an appropriate policy mechanism to pursue to reach financial stability. Added that TfL's spending on the Silvertown Tunnel was funding that could be better directed towards enhancing the bus network across London.

Pointed out that buses, according to TfL's own assessments were more likely to be used by older people, women, and those from ethnic minorities. Also stated that buses were likely to service communities where many residents had low incomes and as bus travel was more affordable, therefore the proposals were more likely to negatively impact on groups who were likely to be disadvantaged and potentially less able to respond to the proposals.

While the stakeholder acknowledged that the proposals sought to minimise impacts, it stated that even small changes would have a profound impact on some bus users. For example, replacing large parts of route 88 with route 214, which was served by single deck buses instead of double, would have a severe impact on capacity and would require significant increases in frequency on route 214. There was also concern about reduced frequencies of bus services along the Finchley Road corridor.

Noted that the proposals would involve a greater need to change buses, longer journey times, longer waits at bus stops and greater amounts of walking between bus stops. Raised concern about the impacts of this on those who relied on buses as an affordable and accessible transport option, particularly those with limited mobility and families with small children. Added that it was difficult to assess the full impacts on journeys should proposals be implemented as the consultation documents did not include information about frequencies on routes which would remain. Concern that the outcome of the proposals would lead more bus users to choose private car travel instead, thus impacting on congestion, emissions, and pollution.

Described the proposals as 'incoherent' and said they were at odds with TfL's own 'Bus Action Plan' which sought to enhance the bus network. Expressed concern that the proposals would set a precedent and cause a drop in bus patronage which may be used to justify further cuts to the bus network in future.

Climate Emergency Camden

Said the proposed loss of routes 31 and 24 and alterations to routes 88 and 214 would negatively impact on local people's ability to use these services for work, school, or leisure. Described these services as very useful during peak times when they provided useful alternatives to the crowded London Underground Northern line.

Stated that local residents feared the changes would result in longer journey times and force more people into their cars, increasing emissions and air pollution.

Proposed changes to route 205 were supported, as this would provide an alternative to the Underground for journeys to the City and East London.

Community tenants and residents' associations

Alexandra and Ainsworth Tenants and Residents' Association

Stated it was 'very concerned' about proposed changes to route 31, highlighting its importance to the Alexandra Road estate and to older passengers in providing links to Kilburn High Road and Swiss Cottage.

Barclay Road Residents

Called for routes 11 and 14 to remain in service and for routes 14 and 414 to run 'every three minutes'.

Barkantine Management Team, Isle of Dogs

Provided comments on behalf of its local estate of 10,000 residents who relied on the current D7, 135 and D8 routes and requested that these remain the same.

Bisham Gardens Residents Association

Expressed concern about changes to bus route 214 as the current service was operated by single deck vehicles. Raised concerns about capacity on the route should the proposed changes to route 214 go ahead. Should the route be proposed to be operated by double deck vehicles, there was further concern about feasibility of this due to overhanging trees on Highgate West Hill. Clarification was therefore sought on a potential need to cut trees back.

Brent Eleven Streets Residents' Association

Asked that route 16 not to be withdrawn describing it as an essential service for those living in Kilburn.

Brondesbury Residents and Tenants (BRAT)

Stated concern that ease of public transport options around London may suffer significantly because of proposed reductions to bus services.

Brunswick Park Area Tenants and Residents' Association, Camberwell

Concerned about the proposals that it considered would negatively impact the local area.

There was particular concern that a proposed removal of bus route 12 which was described as an essential service, relied upon by the local community. There was also concern about route 171. It was stated that the proposed relocation of the terminus to Newington Causeway was counter-productive and would remove the 'safety' of the 171 bus stop outside the Bakerloo line entrance/ exit, where passengers could currently interchange onto route 12. Added that Newington Causeway was a much quieter stop and had significantly fewer bus links.

There was also concern the proposals would 'alienate and disenfranchise' low-income workers and vulnerable people in their area. Described the interchange from buses to Tubes as an unaffordable and extra expense and said that changing

between buses unfairly increased cost and the time of the journeys. It was further suggested that not all interchanges between bus routes could be made within the one-hour Hopper-fare window. It therefore stressed a need to retain direct bus routes.

Suggested withdrawing services and increasing the need to change between buses would add stress and impact passenger safety, creating more difficulty for the following groups: disabled passengers, older passengers, those travelling with luggage or children, mobility impaired or vulnerable. Also stated that withdrawing routes would lead to other routes being crowded, journey time delay and increased crowding at bus stops.

Criticised what is described as the 'bit-by-bit' nature of bus network consultations, citing recent bus changes to their local bus routes prior to this consultation. There was also concern that their area of south London did not have direct Tube lines or centrally located train stations. Therefore, the bus proposals further limited public transport options.

Buchan Tenants and Residents Association, Nunhead

Objected to the proposals stating that residents of Nunhead who did not own vehicles were reliant on routes 78 and P12 for their journeys.

Christchurch Residents' Association, Kensington and Chelsea

Stated opposition to the proposed changes to routes 11, 14 and 19. Said the withdrawal of routes 11 and 14 would cut their local area off from many parts of London and emphasised the local reliance on these routes. Acknowledged that other services would be rerouted as an alternative to those routes but argued that changing buses multiple times was not comfortable or practical for many people. Added that rerouting route 19 would cause inconvenience for many.

There was also concern that the removal and alterations of bus routes would force people back into their vehicles which would increase traffic congestion and negatively impact the environment.

Churchill Garden Neighbourhood Forum

Objected to the proposed changes to route 24, citing the negative impact on its older, vulnerable, and disabled residents. Stated that the withdrawal of the route would limit the opportunities and access for people with protected characteristics. Should the proposals be taken forward, it would expect TfL to demonstrate the proposals had been fully considered against equalities legislation.

Clarendon Cross Residents' Association

Stated any reduction in bus services would make it harder for disabled people, people on lower incomes, women, people with children and/or buggies and night workers to travel safely and effectively, especially considering the cost-of-living crisis and lack of affordable alternatives.

CRASH (Combined Residents Associations of South Hampstead)

Raised particular concern about proposals for routes 31 and 113. Described route 31 was a vital link between Camden and west London, providing a service where there was no suitable Tube or Overground links. Argued that the bus service should be increased, not removed, stressing the importance of a direct service. Additionally, it stated that route 113 was a vital service between Swiss Cottage and Brent Cross.

General comments were made about passenger inconvenience, having to change buses, and the potential increase in passengers opting for private transport if the bus alternative was not viable. Commented that many people, such as older people, parents, disabled people, opted to use the bus, but this was becoming more difficult with the reduction of services to local services, such as supermarkets. It cited recent reductions of services from the South Hampstead area to central London and suggested that existing services were poorly run.

Cuddington Residents' Association

Said that we should provide more direct routes ('X' express bus routes) to main locations.

Cumberland Market Residents Association

Stated its concern with the removal of route 88. Explained that the route was used frequently by older residents and tourists and provided good access to local services and attractions, such as Regents Park and ZSL London Zoo.

Noted route 88 as the only bus service to Albany Street and argued that the service should be improved in this location, due to how vital it was for residents and visitors.

Drake Court Residents' Association, Dulwich

Opposed changes to bus route 3. Questioned what buses would then connect Lambeth Bridge with Oxford Circus, Trafalgar Square, and the West End. Argued that south London was unfairly impacted by the proposals.

Earl's Court Square Residents' Association

By completing the closed questions on our online survey, the stakeholder confirmed its residents used the following bus routes:

North London area:

- Euston Road - routes 24, 88, 205, and 214 in Camden, Westminster, City of London, Islington, and Tower Hamlets
- Edgware Road - routes 6, 16, 23, and 98 in Westminster, Camden, Kensington and Chelsea, and Hammersmith and Fulham

East London area:

- Fleet Street - routes 11, 26, 211, and 507 in City of London, Westminster, Lambeth, Kensington and Chelsea, and Hammersmith and Fulham

- Isle of Dogs and Wapping - routes 100, 135, 277, D3, D7, and D8 in Tower Hamlets, City of London, and Hackney
- London Bridge and Tower Bridge - routes 15, 43, 47, 78, 343, and 388 in City of London, Hackney, Southwark, Lewisham, and Tower Hamlets

North London at night - 24 hour and 'N' prefixed routes: 6, 23, 24, 88, 189, 214, N16, N31, N98 and N205

East London at night - 24 hour and 'N' prefixed routes: N11, N15, N26, N135 and N242.

The stakeholder also considered the proposals would result in longer, more expensive, and less convenient journeys. It also selected the following elements when changing bus as very important: Length of waiting time between buses, Distance between stops when changing service, Lighting at bus stops. The following as 'important: Personal space while waiting, Signage/ local directions. It considered seating at bus stops as not important; and shelter at bus stops as slightly important.

Fitzrovia Neighbourhood Association

Expressed disappointment with the proposals to reduce the central London bus network, especially along busy route corridors. Was concerned that passengers would be forced to break journeys and change bus more, which they suggested was contrary to TfL's Bus Action Plan (2021).

Commented on the impact of recent Tube strikes and the dependency on buses as the alternative mode of travel. Stated that around 40 per cent fewer buses in its local area would severely impact residents on future strike days.

Reported many of its members said they could not use the Tube due to physical access needs or increasing expense. Those including older people, people with prams, the disabled and low-income and shift workers reported their reliance on buses and direct links.

Raised general concerns with the poor quality of service for existing bus routes and the frequency of early curtailment or late-running services, adding that TfL should be improving services rather than cutting the network.

Concern was raised about interchanging to other routes at night due to night bus proposals.

Stakeholder stated that the "broken links" because of the 12 and 205 proposals were unacceptable, as a third of all passengers would be impacted. Firm opposition was noted to the withdrawal of route 12, due to the reliance on the route during the day and at night, suggesting alternative would be to retain route 12 but reduce the frequencies. It was stressed that that users would prefer to retain a direct service with lower frequencies (especially at night) over losing this route entirely.

It described route 205 a vital to parallel the London Underground Circle line between Liverpool Street, Kings Cross and Paddington Stations. There was concern about the 'severance' of this link without replacement, noting the impracticality of those travelling with luggage between stations.

Additionally, it stated concern that 26 per cent of passenger journeys on route 205 would be broken, which was deemed unacceptable.

There was also opposition to the replacement of routes 88 and 24 with single-decker route 214. A reduction in bus capacity was criticised, and there was concern about the conditions that these proposals would force upon passengers, such as enforced standing due to lack of seating. It added that many school children used routes along Albany Road and between Victoria and Pimlico which could further increase capacity issues. It suggested an alternative would be for route 214 to use double decker buses.

There were general comments about the lack of publicity about the consultation and stressed that any changes made to the bus network must be widely publicised, including the provision of accessible information for people who did not use smartphones.

Free Trade Wharf Residents Association, EC2

Asked for proposed changes to route D3 to be reconsidered, raising that this would remove the only bus route along the highway that served Free Trade Wharf. Said that the route was greatly valued and contributed to private vehicle reduction use in the area. It noted the services the route provided access to and stated that the proposed curtailment of route D3 would have a detrimental impact on residents.

Gamages Tenants and Residents Association, Holborn

Opposed to the removal of route 521, raising that this would remove all access to bus routes in the local area. Added that four bus stops had been removed from Gray's Inn Road, and that the two replacement stops now in place were unusable for disabled and vulnerable residents.

Hyde Park Estate Association (HPEA)

Endorsed the consultation response provided by Paddington Residents' Active Concern on Transport (PRACT), of which HPEA was a founder member.

Explained that many of its residents were older or mobility impaired, or young families with young children. Said there was also high levels of tourists in the area, often with luggage or travelling between train stations. The stakeholder therefore raised that for many of these groups the Tube, especially lines or stations lacking step free access, were not viable options and buses were far more suitable.

Stated strong opposition to the removal of route 31 and changes to route 205 and referred to the response provided by PRACT on these two routes. Stated additional concern about the proposed loss of route 27, citing the negative impact of broken links and potential difficulties for mobility impaired passengers and people with children.

Suggested that one mitigation for broken links should be that the interchange stop being served by the bus to be boarded should always be at the same position as that for the bus being left, to allow space for prams and wheelchairs. Added that these stops should always have Countdown facilities, shelters, and seating.

There was also concern about the past consultation for bus route 94, which was not part of the proposals.

Kilburn Village Residents' Association

Opposed the proposals to withdraw routes 31 and 16, explaining that this would remove a direct service for many local journeys and cause inconvenience with broken links and increase wait times. Raised concern that the suggested frequency increases for other bus routes may not materialise and stated concern that there would be overcrowding on buses at peak times.

Landmark Heights Residents Association, Clapton

Opposed the proposal that route 242 would no longer run, noting it was the only bus that served Daubeney Road and the surrounding estates. Stated this would mean a significant walk to nearby stops for residents which would negatively impact those with mobility issues.

Lots Road Neighbourhood Forum

Said the proposed changes would be harmful to the neighbourhood, explaining that it was the most densely populated area of Kensington and Chelsea, with over half of households not having access to private vehicles.

Commenting on routes 11 and 19, stated that the loss of these routes would impede the Lots Road area and the development of the Lots Road Power Station site, where there was likely to be significant population growth.

Also noted the potential impact on Chelsea Academy and the Employment Zone, which they stated were reliant on the routes. The neighbourhood forum added that the loss of routes 11 and 19 would negatively impact businesses in the area, as well as relatives who would need the buses to visit the affordable care homes being built at the Lots Road South site.

They stated that it was unjust for their ward to become more populated while TfL simultaneously cut transport links to the area. It was also explained that the local

Overground station only connected to the Underground at West Brompton, and that the Overground was often overcrowded and infrequent.

Loughborough Junction Neighbourhood Forum

Commented on the limited transport links around Loughborough Junction and the high levels of deprivation in the area. Stressed that buses were the cheapest form of transport and that many residents were reliant on the bus network, suggesting they are vital for economic wellbeing.

Commented that the area was under developmental pressure, with 600 new homes being or in the process of being built and stated these developments would require additional bus capacity along Coldharbour Lane.

Objected to the removal of route 45 as it reduced bus capacity on Coldharbour Lane. Explained that Coldharbour lane was a vital link to Brixton and Camberwell, which many locals visited for essential services and leisure, adding that this link was also important for access to Kings College Hospital. Said also that route 45 allowed residents to travel to south London, Brixton Hill, and Maudsley Hospital to interchange for their onward journey. There was also concern that removing the route would encourage private vehicle use.

Commented that the changes to route 3 reduced the connections between Brixton and the West End. It was suggested the changes to the northern end of the route did not make sense and raised how the new section of route 3 would compete with the existing train and Tube links between Brixton and Victoria.

Also stated its opposition to the removal of route 12, due to its history and connectivity from Camberwell to the West End.

Concluded that a direct route from Loughborough Junction to the West End would be valuable and suggested that route P4 was extended beyond Brixton to Oxford Circus. It also suggested extending route P5 to Battersea Park to increase access for residents in local estates to Battersea Park and Battersea Power Station.

Mapesbury Residents Association, Brent

Opposed proposals to withdraw routes 16 and N16. Stated its current transport services provided high levels of connectivity, and the links route 16 provides to other transport modes and areas.

Described routes 16 and N16 as vital services from the local area to Victoria and noted that the Tube was not always a suitable alternative for many users. Stated that losing route 16/ N16 would reduce choice, require more interchanging and cause delays. It did not consider that route N32 would be an adequate replacement for the current route N16.

While it noted the N32 was better than no night bus, the loss of the link to Victoria was unhelpful. It cited early journeys to/ from Victoria, Gatwick Airport, Brighton, and the South Coast as examples that required the N16.

Argued that rerouting route 189 would be a serious loss for the local area, suggesting it would seriously disadvantage the areas of Claremont Road and near Brent Cross who relied on route 189 to go to central London, Baker Street and Oxford Circus. Believed the proposed changes to route 98 were not of benefit to residents in Cricklewood as this would require a change of bus at Kilburn to access it. It also cited the loss of connection to Victoria on the N98.

In conclusion it was considered that there were significant losses for the neighbourhood and that the loss of route 16 and rerouted 189 would significantly reduce options for travelling to central London. There was concern this would especially impact disabled, older, and young Londoners.

Milner Street Area Residents' Association, Kings Road

Opposed the proposed removal of routes 14, 11, N11 and 74; and stated its firm objection to the rerouting of route 19.

Stated that, as a priority, route 14 should not be withdrawn and route 19 should remain unchanged, connecting Sloane Square to the West End. Argued that route 14 was a core part of the bus network and noted that it was the only route that currently linked Piccadilly Circus to Brompton Road and South Kensington.

Said that the rerouting route 19 from Sloane Street and eastern King's Road would result in the loss of a major arterial route connecting Chelsea with the West End. Also noted that there is no easy Underground alternative, with little step-free access.

Suggested that if route 74 was withdrawn, route 414 should be extended to cover the same route, continuing to Baker Street instead of terminating at Marble Arch.

Noted it served 12 streets near the Kings Road, Sloane Street, Sloane Square and Brompton, and considered that the proposed changes would result in degradation of bus services for residents, workers, and shoppers.

Held the view that the proposals contradict TfL's Bus Action Plan (2021). It was suggested that the proposals would lead to too much reliance on changing buses for short journeys, increased journey times for short and longer journeys and negative impact on people with protected characteristics, who may be discouraged from using the bus network.

Suggested a better alternative would be for bus fares to increase slightly and argued stated that TfL had not considered the economic benefits of the existing bus services or the impact on the economy of the proposed changes.

NorthWestTwo Residents Association

Stated its concern with the proposals to withdraw route 16 and reroute the 189, suggesting the changes would negatively impact current and future residents in Cricklewood. Noted planned developments for the local area which would increase population and demand for bus capacity.

Described route 16 is the main bus between Cricklewood and Kilburn that provided priority seats and wheelchair access. Stated that removal of the route would make it significantly harder for people with restricted mobility to access the Underground or other parts of the bus network. Said route 16 was a frequent and reliable service and raised that in contrast, routes 32 and 332 were often too crowded. Noted a concern that the proposed withdrawal of route 16 might impact commuter journeys.

Stated that routes 16 and 189 were the only services that directly connected Cricklewood to Central London – and argued that removing them would put a temporal and psychological distance between Cricklewood and London. The routes' importance in the evening and night-time economy and safety aspects of retaining the routes for several different passenger groups was also noted.

Commented on the affordability of the bus network and the importance of it for people on lower incomes; additionally noted there were high levels of low paid and unemployed residents in their area of Barnet. Raised concern of disruption to the local network which would increase costs and journey times and might make the Hopper fare inapplicable in some instances. Believed this would disproportionately impact the economically vulnerable.

The association also commented on several other transport modes and stations in the local area, providing comments on the accessibility, frequency, and capacity issues with these modes.

Paultons Square Residents Association, Chelsea

Objected to proposed changes to routes 11, 14, 19, 49 and C3. Stated the proposals would negatively impact residents of Paultons Square and surrounding streets as it would impede direct journeys and would require interchange.

Described bus services as essential for many residents, including schoolchildren, commuters, older, and disabled people. Said they have been encouraged to not use private vehicles, but the proposals contradicted that message, adding that walking and cycling were not suitable options for every person.

Described its local area is densely populated, and that over half of households did not have access to private vehicle.

Comments about routes 11 and 19, included that the loss of these routes would impede the Lots Road area and the development of the Lots Road Power Station

site, where there was likely to be significant population growth. It also noted the potential impact on Chelsea Academy and the Employment Zone, which it stated were reliant on the routes.

It was also concerned that the proposed loss of routes 11 and 19 would negatively impact businesses in the area, as well as relatives who used buses to visit the affordable care homes being built at the Lots Road South site.

South East Bayswater Residents' Association (SEBRA)

Endorsed the consultation response provided by Paddington Residents' Active Concern on Transport (PRACT), of which SEBRA was a founder member.

Explained that many of its members were older, mobility impaired or families with young children, who tended to be reliant on the local buses. Said these groups of residents could not easily use local Underground stations, especially when they were not step-free, also making reference to a section of PRACT's consultation response on this point.

Is opposed to the proposed withdrawal of route 31 and the changes to route 205, echoing PRACT's response. Stated its concern about the loss of direct link from the area to Hammersmith due to the proposed change to the western end of route 27. Said that the substitute routes for these broken links would cause difficulties for the mobility impaired and people with young children.

Suggested mitigations for broken journey links should include: the interchange stop being served by the bus to be boarded should always be at the same position as that for the bus being left, to allow space for prams and wheelchairs; these stops should always have Countdown facilities, shelter, and seating.

SEBRA also raised comments about route 94, which was previously consulted on.

Southwark Group of Tenants Organisations

Registered its concern about the proposals. Highlighted that 25 per cent of the proposed cuts were on routes that went through Southwark, including the withdrawal of routes 12, 45, 78 and 521.

There was particular concern with the proposed removal of route 78 as this would remove a link between Nunhead and central London.

There was also concern about longer and more expensive journeys as well as the inconvenience of interchanging. It suggested the proposals would lead to isolation for residents, especially as the local area had fewer public transport options. It also stated that the proposals would have a disproportionate impact on lower-income households and more vulnerable passengers.

St George's Square Pimlico Residents' Association

Opposed the proposed changes to route 24, stating it was vital to the community. Suggested that there should be a bus route between Chelsea and the City of London.

St Katharine & Wapping Residents Ward Panel for Tower Hamlets

Described route D3 as a vital link for residents living in the east of the ward, explaining that it was the only transportation available to Wapping and provided accessible transport when there was no step-free access at local stations.

Said that the D3 was used by primary school children and patients accessing the GP surgery on Wapping Lane, the Royal London Hospital, and other local services, such as the church and Wapping Mosque. Added this would also particularly impact patients accessing healthcare, leading to negative wellbeing. Said it was important to note route D3 provided vital wheelchair accessibility to St Bartholomew's Hospital.

Suggested that the proposed extension to route 100 to replace route D3 would not be suitable. Said the bus was single decker and did not have sufficient room for both wheelchair and buggy users, also noting the lack of step-free access at local stations.

Noted pinch-points on the route that may make the 100 unreliable, such as Tower Gateway and Aldgate junctions. They raised that primary school children also relied on route 100, and if it were extended, this would impact their journey times.

Finally, it referred to the previous curtailment of route 100 to make it more reliable and so questioned why there was now a proposed extension.

Ten Acres Estate Residents' Association, South Kensington

Objected to the proposed removal to routes 11 and 14. Explained that it was one mile away from the nearest Tube station and so people were reliant on the 14 to South Kensington and 11 to Sloane Square and Victoria. Raised concern that older residents especially felt isolated from the rest of London and found essential trips harder.

Argues that the proposals reflected short-term thinking and suggested that the proposals would reduce bus usage, resulting in reduced revenue, and would encourage increased private vehicle usage.

The Bloom RTA, Hammersmith and Fulham

Acknowledged there were not propose changes to route 283 along Bloemfontein Road but raised concern that the road was not suitable as a bus route due to its width and the on-street parking.

Stated buses often waited for extended periods along the road, which caused disturbance. Also, that buses and cars went the incorrect way around a traffic island to pass, which they were concerned about and considered this was an urgent health and safety issue.

The Smith Street Residents' Association, Kings Road

Opposed the proposed removal of routes 11, N11, 14, 21, 74, N74 and C3, and opposed the changes to routes 19, 27, 49, 211, 414 and 430, stating that the proposals would disproportionately impact its residents. Stated that the proposals would negatively affect residents, business, and tourists. Added concern that families and older people would be particularly impacted.

Also suggested that the proposals contradicted the Mayor's ambition to reduce private vehicle usage.

The Tufnell Park Residents' Association

Objected to the proposed withdrawal of route 4, describing it as an essential service for Tufnell Park, especially for schoolchildren and older and disabled residents, as it served Whittington Hospital.

Argued a rerouted 236 would not be suitable due to it being a single decker, raising that route 4 gets very crowded, particularly during school start and ends.

Placed on record its disappointment at the loss of a direct service to south Islington and the City of London.

Was generally concerned was about bus cuts in general and the potential increase in private vehicle usage as a result of these.

Torrington Park Residents' Association

Stated that the axing of bus routes should not be allowed. In particular it opposed changes to routes 24, 168 and 371, saying these should not be altered. Instead, residents would like route 268 to be extended via Kenwood to improve access to the Royal Free Hospital.

Unwin Tenants and Residents Association, Southwark

Objected to the proposed changes to bus routes in Southwark, raising that it did not have many Tube or train stations and that many people were reliant on buses as a cheaper form of transport.

Vaudeville Court Tenants and Residents Association

Opposed the proposed withdrawal of route 4, describing it as a vital service between Finsbury Park and Barbican, and a route that many residents used to attend St Bartholomew's Hospital.

Wells House Road Residents' Association, Acton

Opposed the proposed withdrawal of routes 72 and N72, adding that it had many older and disabled residents who were reliant on these routes. In particular there were no supermarkets in walking distance, and many could not afford taxis or private hire vehicles which may be required to access shopping.

Stated that residents would likely rely on their cars to travel around safely.

Also criticised TfL for investing money in people who could use bikes or felt safe walking, but not in marginalised communities.

West Wickham Residents' Association

Acknowledged that it was not directly impacted by the proposed changes but raised concern about residents who travelled by bus and interchanged onto affected services towards the inner city.

Stated that the proposals would result in broken journeys, additional interchange and longer journey times which would consequently discourage bus usage and increase private vehicle usage. Suggested this contradicts the proposed ULEZ expansion.

Suggested that the Hopper fare one-hour cap should be increased if people needed to interchange several times to complete their journey. Also stated that the current cap could present an unfair disadvantage to those making long journeys by bus from outer into central London.

Whitelands' House Residents' Association, SW3

Described the proposals as a disaster for many people. Said that currently an efficient network of buses served most parts of the diverse city.

Commented that not everyone was able or willing to cycle and believed that an increase in cycle lanes had contributed to a lack of passengers on buses, due to the road space which had been allocated to cyclists – further that three cyclists with three people could take up the same space in a traffic lane as a double decker bus which carried over 70 people, including babies, pushchairs and wheelchairs - on the roads.

Described route 11 is an iconic route which had operated for over 100 years, providing links to Victoria, Charing Cross and Liverpool Street mainline stations.

Noted that there was no Tube station at the west end of Kings Road. Said buses were vital as they were more accessible than the Tube. Also referenced the

usefulness of the bus network during Tube and rail strikes. Stated that as the 11 was the only bus route linking east and west London it was possibly the most important route in London.

Considered that if bus routes were cut, people with access to cars would use them more. Most of the traffic was observed as delivery vans, lorries, and motorbikes. Those without cars would be penalised, as would visitors to London who relied on buses to get around. Bus reductions would be detrimental to visitor attractions such as shops, galleries, theatres, and museums when a return to normal economic activity was being encouraged.

Education

Acland Burghley School and La Sainte Union Catholic School, Parliament Hill

Opposed the withdrawal of route 4. Stated that route 4 was already in high demand and that buses were often at capacity when arriving at the schools, forcing students to wait for the next bus.

Said it estimated that 40 per cent (360) of students at La Sainte Union Girls' school used route 4, with many pupils using multiple buses in their daily journey.

Stated that 44 per cent of students at the schools received free school meals and that bus route changes combined with the cost-of-living crisis would have a greater impact on these pupils.

Beatrice Tate School, Nunhead

Objected to proposed changes in the area, adding that these would result in there being no link between east London and Nunhead. Concern that if the proposed changes were implemented, then Nunhead would only have the P12 bus route.

Fulham Cross Academy Trust

Stated that because of the proposed changes to route 14, more staff would have to drive to school, and more pupils would need to be driven to school by their parents / carers. Also stated its concern that because of the proposals, future applicants, who did not drive, would be discouraged from applying for a place at their school.

Stated that the closure of Hammersmith Bridge had worsened traffic on Fulham Palace Road and that the implementation of the proposed bus changes could exacerbate this issue. Also noted the proposals would affect access to Charing Cross Hospital, which was used by vulnerable people who could not afford alternative forms of transport such as taxis to get to their destination.

Imperial College London

Supported the proposal to reroute the 49 between South Kensington and East Acton but was concerned there would be impacts on Clapham students if the route no longer ran from Clapham Junction to South Kensington.

Also stated concern for students travelling between the Royal Brompton and Chelsea and Westminster campuses if changes to route 49 were implemented.

Also stated that proposed changes to route 72 would impact students in Acton and students and staff based at its White City campus.

Kings College London

Stated that proposed changes to bus services would have an immediate impact on the flexibility of people studying and working at Kings' College campuses across London. Also stated its concern that the combination of bus changes and the cost-of-living crisis may mean that disadvantaged people would be the most heavily impacted by the proposed changes to bus services.

Made note that staff and students worked closely with Kings' College Hospital, Guy's, St. Thomas's and the Maudsley and needed to have bus services that provided this connectivity. Proposed that TfL should retain the route 4 at school start and end times to provide for students at this very busy time of the day.

Middlesex University

Stated that many of their students use bus route 113 to travel between the university in Hendon and central London. Concerned that removing route 113 would detrimentally impact their students public transport options.

Moreland Primary School, Islington

Noted the school itself was inside the Congestion Charge Zone and so public transport was essential for staff and students travelling to the school. Stated that route 4 was the closest bus route to the school and was regularly used for travel to school trips, activities, and meetings.

Stated their concern that many families are disadvantaged and have multiple barriers to accessing school; removing bus routes that serve the school would only add another barrier.

The Grove Nursery, N1

Objected to changes to bus routes due to concerns about staff journeys to work, which took place daily. It stressed that further changes would have a big impact on everyone.

Added that its staff members held important practitioner roles, and long journeys to work could affect the start to their day, with an impact on performance and a potential wish to seek alternative work nearer to home.

Greater London Authority London Assembly Members

Anne Clarke AM, LA Member for Barnet and Camden

Stated that buses were an important form of transport for key workers and that good bus routes were important for London's economic recovery and development. At present car reliance was too high in Barnet and TfL's proposed bus cuts would not help address this issue.

The AM stated that the replacement of route 4 with route 236 was not like-for-like as it replaced a north-south route with an east-west route. Said this created a longer and more convoluted route with further interchanges for north-south passengers.

Said the withdrawal of route 31 and other associated changes would leave two fewer bus routes serving the Swiss Cottage area. There was concern that there would be insufficient capacity on local bus routes if route 14 were to be withdrawn. Also stated that route 24 served the Gospel Oak area, which is a very deprived ward.

In relation to impacts on hospitals, the AM stated that Camden had three major hospitals, University College London Hospital (UCLH), the Royal Free in Hampstead and Great Ormond Street Children's Hospital, as well as another on the boundary with the London Borough of Islington at The Whittington. Stressed that buses were key for accessing these health centres. Specifically, stating that route 24 was used for trips to the Royal Free Hospital and UCLH.

The AM requested that if changes are made to the bus network that interchange points are improved, as more people would need to use them based on these proposals.

Caroline Pidgeon MBE AM, Leader of the London Assembly Liberal Democrat Group

The AM stated that these proposals will force people back into their cars, which was contradictory to the Mayor's transport policy. Also that bus ridership was still recovering to pre-covid levels and that buses provided a key public transport alternative when Londoners were faced with Tube strikes. As such London could not afford to lose services.

The AM raised concerns that existing bus shelters were unpleasant and were not equipped for more passenger interchangers and longer waits. There was concern that additional interchanging would lead to passengers feeling vulnerable, especially at night.

In regard to specific route changes, the AM stated that axing of the route 12 would mean lots of passengers needed to change buses, which would lead to longer journeys and impacts on their wellbeing.

Regarding routes 14 and 328, the AM stated that these served the Earl's Court site, which is a very large development and would see increased passenger demand.

The AM is also concerned that proposed changes to night bus routes would negatively impact on London's night-time economy and that changes to these routes disproportionately impacted on low-income Londoners.

Regarding passengers with protected characteristics, the AM stated that older passengers would be impacted by proposed route changes and due to restrictions on the 60+ Oyster Card and Freedom Pass. Also, that the removal of route D3 would disproportionately impact older and disabled residents on the Isle of Dogs where local stations did not have step-free access.

The AM also raised concerns about the proposed removal of bus route 4 that served several Islington stations which do not have step-free access.

Regarding impacts on Hospital services, the AM stated that:

- Withdrawing route 4 would deprive Islington residents of a direct link to the Whittington Hospital.
- Changes to services in the SW10 area would limit direct access to The Royal Brompton, Marsden, and Chelsea and Westminster hospitals.
- The D3 provided step-free access to the Royal London Hospital from Wapping.
- Withdrawal of routes 14 and 328 would impact on access to the Queen Mary's Hospital in Roehampton.
- The Chelsea and Westminster Hospital depended on routes 14 and 328 due to distance from tube station; and
- Route 45 was a key link from Clapham Park / Brixton Hill to King's College Hospital.

The AM proposed that if proposed changes are implemented, then new orbital routes should be provided in the outer boroughs to serve residents. They also stated that the Hopper Fare must be extended to 90 minutes if changes are progressed.

Commenting on the consultation process and publicity, said it was 'highly regrettable' that not all information was publicly available at the launch of consultation, and considered that not all Londoners had the opportunity to respond. Future consultations should ensure inclusivity, particularly for the digitally excluded and leaflets within bus routes should have been provided.

Joanne McCartney AM, London Assembly Member for Enfield and Haringey

Noted concern that people would be discouraged from using buses if services were cut but ridership continued to recover post-pandemic.

Stated that proposed changes to route 259 removed a high number of transport links and would result in additional passenger interchange. Also, that current interchange facilities were not adequate to support increased passenger interchange.

Regarding passengers with protected characteristics, the AM stated the proposed changes would lead to more crowding on buses, which would reduce space for priority passengers. This would also increase the risk to immunocompromised passengers.

The AM also stated that buses were key to low-income passengers and that TfL should consider increasing the Hopper Fare duration from 60 to 90 minutes to account for more interchanges.

The AM proposed the following alternative changes to routes:

- Running the 168 from South End Green, via East Heath Road to Golders Green.
- Routing the 268 along Hampstead Lane to Highgate Village and on down North Hill to East Finchley and Muswell Hill.
- Extending the C11 from Archway up Highgate Hill and along Hornsey Lane to Crouch End Broadway.
- Re-organising the operation of the route 603 buses so that they start simultaneously from both ends of the route and thereby enable pupils to reach school on time for the start of the school day. This could also be achieved by adding a couple more runs so they coincide with school start and finish times; and
- In the proposed reorganisation of routes 143, 268 and 234, TfL should change the route of the 143 and 234 between The Wellington and Archway station to enable a direct link between Muswell Hill and Highgate Village.

Krupesh Hirani AM, London Assembly Member for Brent and Harrow

Stated that journeys would become much longer, and interchanging would be inconvenient. Considered that alternative options were often crowded and would become more so with the new developments planned for Cricklewood and further north.

Also stated that those with disabilities found it difficult to stand for a long time, so a reduction in services was not good. People with mobility issues would find it difficult to interchange between multiple buses. Concern was also expressed about safety for those with protected characteristics.

Marina Ahmad AM, Assembly Member Lambeth and Southwark

Considered the proposals as harmful to sustainable travel targets in both boroughs. Lambeth and Southwark both had low levels of car ownership and large areas did not easy access to the Tube or London Trams.

Stated that Clapham Park depended on route 45 as it was the furthest ward in the borough from Tube or rail stations. Much new development was also planned here, so demand would be very high and therefore buses were needed. Said that Streatham depended on route 159 due to the lack of other good transport options; changes to route 59 would compound the issue.

Also described route 12 as an historic route and removing it would also mean much more interchanging, especially at night.

Said Nunhead had few other transport options the proposed withdrawal of route 78 would be very damaging; withdrawing route 521 would mean interchanging with a five-minute walk between stops.

Said that rerouting the N133 would deprive Kennington residents of a night bus route to the City.

Generally considered interchanging as inconvenient and this would negatively impact low-income workers. Argued there would also be a negative impact on local businesses while people with protected characteristics will be the worst impacted.

Nick Rogers AM, Assembly Member for South West London

Said that while accepting that travel patterns may have changed and it was reasonable to reassess demand, the set of proposals in the review was unacceptable especially as many routes had recently had their frequencies reduced without consultation. Believed there were better ways to save the sums of money the Mayor wished to save from the TfL budget than significantly reducing the bus network.

It was suggested that alternative savings could be made by removing TfL staff nominee travel passes, ceasing to pay TfL staff for trade union activities and reducing the number of TfL staff who earned more than the Prime Minister.

Was concerned that a number of strategically important locations would be negatively impacted by the proposals, including Chelsea and Westminster Hospital, which was a high performing hospital delivering specialist services to the community it served, and needed good public transport connections for patients, staff, and visitors.

Pointed out that currently, bus routes C3, 14, N31, 211, 328 and 414 all served the hospital, and all were affected by the proposals. Added that the hospital was 0.8

miles from the nearest Tube station, which would involve up to a twenty-minute walk if no reliable bus link was available. This is particularly disadvantageous to those with mobility issues.

Also raised similar issues regarding Charing Cross Hospital and the routes which served it particularly noting the proposed loss of three night routes (N11, N72 and N74) which reduced access to the 24/7 facilities at the hospital for staff, visitors, and patients.

There was also concern about changes to route 211 which travelled between Waterloo and Hammersmith and served five hospitals – St Thomas', Royal Brompton, Royal Marsden, Chelsea and Westminster and Charing Cross – the proposals to alter this route were considered particularly damaging.

Concluded by raising concern about the World's End estate in Chelsea, noting that most residents there lived at least a twenty-minute walk from a Tube station and relied on the bus network as their primary means of transport. The proposed withdrawal of routes 11, N11 and C3 and changes to route 328 were considered particularly detrimental to this community.

Sem Moema AM, Labour Assembly Member for North East London

Concerned that many people who would be affected by the proposals may not have been able to take part in the consultation due to accessibility. Stated that older residents were dependent on route 242 to get to Homerton Hospital in Hackney.

Asked if TfL would consider works to make Homerton Station step-free to ensure accessibility to the hospital.

Siân Berry AM, Green Party member of the London Assembly

Suggested that if TfL secures funding, it should: 1) cancel route changes that require passengers to travel to a new stop to change buses; and 2) cancel route changes that affected key destinations, such as schools and hospitals.

Requested the restoration of Countdown displays to relevant stops, or the installation of new ways to provide 'next bus' live display information. As Countdown displays were currently provided at just 2,500 bus stops, said this must be increased. To supplement this, wherever route changes were made, information given on bus stops must include details of how and where to change buses to reach all destinations that were previously covered by direct services.

Considered that the Hopper fare limit should be extended to account for longer journeys with interchanges. Also, that bus fares should be integrated with other forms of transport to reduce costs.

Unmesh Desai AM, London Assembly Member for City and East London

Concerned as route D7 provided crucial bus capacity for the growing population of the Isle of Dogs. Also, changes to route D8 would mean that people from the Bow Church area no longer served, would have to cross busy roads under the Bow Flyover to get on a bus.

Stated that the greatest impact would be on older and disabled people, and those on low incomes.

Also noted route D3 is the only step-free route from Wapping to The Royal London Hospital.

Healthcare and emergency services

NHS North West London

Said that bus route changes in the Earl's Court area would have a significant impact on local residents, and particularly patients who needed to access services at local GP practices, hospitals and Integrated Care locations including the Violet Melchett Clinic.

Noted that the Violet Melchett Clinic provided care for patients across the Earl's Court, South Kensington and Chelsea locality and the majority of patients, many of whom were frail older people, attended using public transport. For those travelling from the Earl's Court area there was already the need to change buses. The proposed changes would make the journey more complex and may deter patients from attending key appointments vital for their health and wellbeing.

Said that maintaining the C3 and 328 routes as they were now, in terms of the route through Earl's Court Road and Kings Road would support the maintenance of access to these key services for vulnerable patients.

Royal Free London NHS Foundation Trust

Said the proposed withdrawal of route 24 would have minimal effect on passengers as most of the route and area was well covered by the proposals of routes 88 and 214, albeit it may mean a bus change for some and may increase travel time slightly.

Further stated that the proposed withdrawal of route 205 did remove some journey links between the hospital and Paddington and Kings Cross stations which were key links for national travel.

University College Hospitals NHS Foundation Trust

Noted its core concern relating to the Central London bus review was that public transport access for patients and staff was not adversely impacted by the proposed changes. From available information it appeared likely that patients and staff may need to change buses where they would not have done so before. Said this created concern, in particular for patients anxious to arrive for timed appointments and who may have mobility issues.

A key concern for patients and staff was the proposed redirection of route 205 which would have a key impact, as it would no longer travel along Euston Road. This meant that patients and staff using this route and without an alternative may need to change buses where they might not have done so before.

The proposed loss of Route 24 meant there would be no direct route past University College Hospital from Hampstead to Pimlico. This may impact patients and staff coming from the south who could use the redirected Route 214 (although they would need to change at Trafalgar Square to Route 88 or a 29). This appeared less likely to impact patients and staff coming from the north as they could use the redirected Route 88.

Concluded by requesting that TfL gave these comments consideration when considering the proposed changes to routes 205 and 24 in particular.

Chelsea and Westminster Hospital NHS Foundation Trust

Stated its concerns on the impact of the proposed withdrawal of routes 14, C3 and N31 for the hospital's front-line workforce, patients, and their families. Said that the London bus network ensured hospital staff could provide the outstanding care that the hospital is known for. It also noted that other NHS organisations would also be adversely affected.

Noted its hospital was highly renowned and provided a large range of specialist services for the local community – therefore it was vital that the hospital had good public transport connections for patients, staff, and visitors.

Concern was also raised about proposed changes to routes 328, 211 and 414 as the hospital was described as around twenty minutes' walk from the nearest Tube station, with an even longer transfer time for those with limited mobility.

Said that the Covid-19 pandemic highlighted the health inequalities that existed in London and these proposals would exacerbate those inequalities. Given that the NHS had been one of few certainties for the community in the past three years, it asked that the hospital retains its access to all current transport connections to ensure its essential frontline workforce, patients and visitors could reach the hospital in a timely and appropriate manner.

Guys and St Thomas' NHS Foundation Trust

Said it was very concerned about the changes proposed in the Central London bus review. Noted that four of the 16 bus services proposed to be withdrawn - the 12, 45, 78 and 521 - were in Southwark, with negative impacts to other services, including routes 3, 4, 188 and N155 in Lambeth, also proposed.

Stakeholder continued that these routes connected the boroughs, enabling staff to get to work and patients to make their hospital appointments or operations, visit the local shops and travel into central London.

Said the night bus services on these routes were often the only way many of the hospitals' shift workers could get to or from work and kept its hospitals operating a 24-hour service. If the proposals went ahead, there was concern that staff and patients would face some difficult choices – pay more to use less frequent trains, walk through dark streets late at night to change buses, or for those who have them, get in their car.

It was also noted that, particularly given the current cost of living crisis, bus travel may become the only means of affordable transport for people who could not walk or cycle easily, such as people with disabilities or long-term health conditions, parents with buggies or those carrying heavy luggage. Said these groups would be particularly impacted by the need to change buses and a reduction in bus capacity. Local stations, including Waterloo were around a 15-minute walk from St Thomas' Hospital and some patients struggled with this, while bus services dropped patients directly outside the hospital entrance, hence buses were a preferred transport method.

Expressed worry that if these changes went ahead, staff and patients would have to change buses more often and possibly have to walk some distance to do so which was particularly concerning at night. This led to fears about their safety, particularly for women, members of the LGBTQ+ community, and children and young people.

Particular concern was expressed about night shift workers and community staff who would be affected by any reduction in 'out of hours' bus services. Given that the Trust's hospitals operated 24-hours a day, seven days a week and there was concern that a reduced overnight bus network could impact on recruitment and retention of medical and auxiliary staff to cover all shifts.

There was also concern that more people may choose to use their car, which was contrary to work being done to combat the climate crisis and increased pollution may damage the public's health.

It was noted that there are several new proposed developments in the Trust area, such as Elizabeth House, Shard Place, Chapter London Bridge, the Edge and New

City Court and these would see a huge rise in the numbers of residents and workers requiring public transport services. Therefore, there was concern that a reduced bus capacity may not match growing demand.

In conclusion it was considered that TfL did not recognise the important role the bus network played for many people, including those belonging to protected groups, and particularly during a cost-of-living crisis.

Hampstead Group Practice

Said that the removal of bus route 24 would impact patients' ability to access the practice particularly those with mobility issues and that many people travelled from Gospel Oak using the same bus route.

Healthwatch City of London

Asked that we lodged its 'strongest objections' to the proposed changes, as these would mean a serious loss of amenity for people in its area, and for those travelling from further afield. Said the proposals should be reconsidered.

Stated that due to the proposed changes people with mobility issues travelling from North London to St Bartholomew's Hospital would be greatly disadvantaged.

It also stated that due to the changes to the route 56, it would be difficult for patients to reach the St Bartholomew's Hospital Nuffield Wing, whereas its current stop already enabled step-free and wheelchair access to the above healthcare facilities, with seating and shelter by the northbound stop

Kings College Hospital NHS Foundation Trust

Stated that the loss of route 45 removed vital transport links to Elephant and Castle, Loughborough Junction and Brixton Station.

Concern was also expressed about proposed changes to routes 12,148 and 171 as these offered a valuable interchange to patients and staff travelling from Peckham, Dulwich, and Camberwell Green.

Finally, stated these proposals created accessibility issues due to the increased need to interchange between bus routes.

Moorfields Eye Hospital NHS Foundation Trust

Said the proposed changes would impact patients with sight problems who would find it very difficult to travel to the hospital's main site at City Road.

Concern was also expressed about the reduction in frequency of services and removal of a direct service between the hospital and the City of London.

Finally, the stakeholder suggested that a direct bus link be maintained between Euston, King's Cross and the hospital.

The Barkantine Practice, Isle of Dogs

Stated that the removal of bus services would impact its older patients' ability to access the practice and created difficulty in general for access to several hospitals including Royal London Hospital.

Local authorities & statutory bodies**Brent Cross Cricklewood Regeneration Programme**

Stakeholder explained that Brent Cross Cricklewood (BXC) was a regeneration programme led by Barnet Council. It would create a new town centre providing 6,700 new homes, commercial and retail spaces, arts and culture facilities, greener spaces and improved schools and healthcare facilities.

The project included improved transport infrastructure including a new Brent Cross West train station providing improved train services to central London and Gatwick and Luton airports, plus provision for the proposed West London Orbital.

Expressed concern that the Central London bus review proposals may undermine the aims of greater connectivity which the BXC programme sought to provide and asked that TfL carefully considered this when making decisions.

City of London Corporation

Objected to the bus cuts. Stated that the changes to bus routes 4, 56, 242 would impact access to Schools (City of London School) and hospitals (St Bartholomew's Hospital).

It stated that changes to routes 26 and 521 would impact accessibility between the City of London, London Bridge and Waterloo.

It was also concerned about the impact of the changes on lower-income groups and disabled people who may be forced to use more expensive/less accessible alternatives.

It further stated that the consultation materials should have been clearer in terms of showing the alternative bus arrangements.

The following suggestions were also noted:

- To implement early and late bus services to cover the whole London.
- To monitor bus patronage and demand ensuring frequency and capacity is maintained as required
- To provide alternate services to routes 4 and 56 which should terminate at either the hospitals or Blackfriars.

City of Westminster

Strongly objected to the proposals to withdraw and change routes in the City of Westminster. Stated that changes to bus routes were not justified or supported by data for evidence.

Noted that the highest percentage of adults who commuted via bus correlated strongly with the most deprived wards and the wards with the highest unemployment rates (Pimlico South, Westbourne, Harrow Road). It added that:

- 29 per cent of black workers - the group with the highest rate of unemployment in London commuted via bus
- 56 per cent of residents using the bus were women - a group that particularly needed safe transport to and from work

Further commented on bus routes as follows:

- Routes 24 and 31 had a higher-than-average proportion of freedom pass users who were more likely to be excluded from travel by extended journeys and broken links
- Analysis showed that the routes that have been proposed to be withdrawn specifically serve the most vulnerable. It gave the example that route 12 had seen a 114 per cent increase in usage amongst freedom pass holders from November 2019 to May 2022, and that route 31 passed through the most deprived wards in the borough
- Said that the removal of route 24 was not justified and withdrawing route 12 would drive congestion on to route 453, leading to high proportion of standing loads for hard-working commuters heading home via Westminster Bridge
- Said that patronage had increased on route 24 and it did not understand how its withdrawal was justified
- Noted public transport accessibility levels were relatively lower in the northwest of the borough so passengers would only have 'moderate or good' access to other services.

It also pointed out that some bus routes had seen a huge decrease in bus usage, such as route 28 which saw demand fall by 60 per cent between November 2019 and May 2022, yet were not in scope for withdrawal, as compared to route 12 which had seen an overall increase in usage of 78 per cent in the same timeframe yet was proposed for withdrawal.

Lee Valley Regional Park Authority

Cited its Park Development Plan and the importance of well-connected transport networks to support it. Said that bus links were integral to the success of the Park and the many current and planned attractions it hosted.

In terms of these proposals, it noted that route D3, which was proposed to be re-routed on the Isle of Dogs, served the southernmost end of the Park at East India

Dock Basin and Bow Creek Ecology Park, and provided links to Limehouse, Wapping and Bethnal Green. A proposed re-routing of route 100 would not provide these direct links to the Regional Park and this would necessitate changes to buses which would lengthen journeys, which was not considered ideal for visitors to the Regional Park.

Noted that route D8 connected with the Park's venues at the Queen Elizabeth Olympic Park via Stratford bus station and provided access to the Three Mills Green area within the Regional Park. Said the proposed changes would reduce opportunities to connect into the Three Mills area from the west. However, the Bow

Flyover stop was retained as this was perhaps more useful for visitors. Noted route 56 remained unchanged in terms of access to Lea Bridge Road and this was important as a key route into the Regional Park and its venues from the north-east and central London.

Described that route 236 as an important cross-borough route and the stops at the southern end of the 236 route provided access to the Regional Park at Hackney Wick and the Queen Elizabeth Olympic Park.

Stated that route 242 provided both north-south and east-west connections from areas close to the Park and a number of its leisure venues, including the new Lea Valley Ice Centre. Concern about the proposed withdrawal of this route were expressed, the convenience of route 135 would be for visitors to the Park if extended was questioned. Noted the Park's Community Liaison Group had also expressed concerns about the withdrawal of the 242.

Would like to gain more understanding of whether the northern extension of route 259 would improve bus connections to the Park's venues at the Lea Valley Leisure Complex in Pickett's Lock, Edmonton.

London Councils

Expressed concern about the proposals related to a disproportionate negative impact on older people, those with disabilities and those on low incomes. Added that fewer bus services may result in overcrowding on remaining ones and overcrowded lower decks could reduce access to the wheelchair space for those who needed it.

Further concern was raised about the impacts on women and girls, particularly with reference to a proposed reduction in night services.

There was also concern about a greater need for more people to change buses if the proposals went ahead and asked that TfL carefully considered how interchange locations would work, then take steps to ensure those locations likely to be used by large numbers of people to interchange had capacity and adequate facilities for

those needing to change. This included sufficient space for people waiting to change bus, seating, lighting, and Countdown information boards.

London Borough of Barnet

Opposed to the withdrawal of route 16 and the policy to reduce frequencies and reroutes services in overall terms.

Had a number of concerns: these were principally regarding the growth forecasts used to justify the proposed route changes but also about the potential impacts of the proposed changes in light of significant growth in housing, employment and retail planned in the borough in the next 15 years.

Also highlighted concerns in relation to the Brent Cross Cricklewood regeneration area (because of potential limitations in the demand data used by TfL); the equality impacts of the proposed changes and the lack of LB Barnet specific data in the Equalities Impact Assessment for Edgware Road; contradiction between the central London bus review and the challenge of meeting the Mayor's Transport Strategy's ambitious targets and regarding the specific impacts on residents of changes to the 189 and 113.

Highlighted that some proposed new interchange points lacked bus stop amenities and raised concerns as to whether TfL was using the correct assumptions in terms of future growth when making the decision to decommission and re-route certain bus services along growth corridor areas. Raised concerns that the changes would impact particularly on the least well-off in the western areas of Barnet in particular, especially because poorer residents were less likely to afford the rail fares for equivalent radial journeys into central London.

Called for a more detailed review in light of the planned growth in the borough and the Mayor's mode share targets and suggested it would be necessary to understand how the impacts of the route withdrawals might interact with other factors, including access to jobs, services, recreation, and other opportunities. Also requested that TfL consider restoring a service to Potters Bar from High Barnet town centre.

London Borough of Brent

Suggested that the loss of route N16 would mean fewer trips to/from Kilburn, where there was a thriving evening economy and that residents would be inconvenienced (by virtue of having to change bus) from the withdrawal of route 31.

Raised concerns about loss of public transport connectivity and the risk of people switching to private vehicles, which could lead to more congestion and pollution. Also suggested that the proposals would threaten sustainable growth as future residents would not be able to make sustainable travel choices as easily.

Raised concerns about longer journeys and difficulties of switching buses for older and disabled passengers, with particular concern about impacts on minority ethnic groups (64 per cent of Brent residents) and those on low incomes (59 per cent of Brent residents).

Also highlighted that the loss of 16/N16 would mean no direct link, and therefore longer journeys between Cricklewood and St. Mary's Hospital in Paddington. Was critical that the rationale for altering routes 6 and 98 was unclear.

London Borough of Camden

Acknowledged TfL's funding situation and lack of a long-term funding settlement with government and the difficulty of this.

However, stated that good public transport provision was key for the local economy's recovery from the pandemic and buses were critical to support the delivery of Camden's, and the Mayor's ambitions to deliver increased active travel choices – cutting bus services would make this harder to achieve.

Expressed concern that groups with protected characteristics would be disproportionately disadvantaged by the proposals. Cited the increased need to interchange which would be created by these proposals, as a further barrier to travel for people with disabilities, particularly wheelchair users, who may, as a result choose not to travel at all and risk becoming isolated. The borough also stated that Black communities in the borough had a greater reliance on bus services (40 per cent of journeys compared with 12 per cent across the borough as a whole) and so this group would also be disproportionately impacted if the changes went ahead.

Also stated that healthcare workers and other shift workers often relied on bus travel to get to and from work, including at unsociable and off-peak hours and this included workers on lower incomes. The borough was also home to three major hospitals – University College Hospital, the Royal Free and Great Ormond Street which needed good public transport links for staff, patients, and visitors to access their 24/7 services. The proposed withdrawal of route 24 was particularly detrimental to passengers needing to access these hospitals – this route also served Lismore Circus Health Centre in Gospel Oak.

With regard to specific routes, the stakeholder stated:

- Route 24 – as well as the above comments, the 24 was considered an essential connecting service for thousands of people in the borough, including for night-time workers. The proposed partial replacement of this service with route 88 was not sufficient as this would not serve the Victoria area.
- Route 31/N31 – proposed withdrawal would reduce the number of buses running in the south of Camden, risking increased journey times, and overcrowding on remaining services.

- Route 4 – proposed withdrawal and replacement with an extended route 236 meant more broken journeys as it was replacing a north-south route with an east-west route.
- Route 14 – proposed withdrawal risks insufficient capacity on route 19 between Camden and Chelsea and would impact negatively on those wishing to visit the British Museum. Added that should this route be withdrawn, there should be monitoring of capacity on remaining routes and the Russell Square bus stand should be removed.
- Route 16/N16 – proposed withdrawal meant one less bus served the northern part of Kilburn High Road, risking overcrowding and causing an inconvenient interchange to travel to central London
- Route 521 – proposed withdrawal would remove a key connection for commuters arriving at Kings Cross, Waterloo, Holborn, City Thameslink, Cannon Street and London Bridge, and links between Holborn and Euston.
- Route 205 – stakeholder states that this route is running at 107 per cent of pre-pandemic capacity and changes to the route would cause inconvenience for many passengers.
- Route 189 – expresses doubt that route 139 would be able to cope with the additional passengers displaced from the redirected 189 service

Made a number alternative suggestions including introducing dockless or Santander hire bikes at bus interchanges and increasing the operating hours of the Congestion Charge zone.

London Borough of Croydon

Raised concerns over a perceived lack of action to improve bus routes in Croydon but did not raise concern specific about individual proposals. Commented that these proposals, when combined with proposals for the Greater London Ultra Low Emissions Zone, would impact disproportionately on people with low incomes or who were less mobile. Request that future ULEZ charges be used to fund the Croydon Freedom Pass.

London Borough of Ealing

Opposed to the withdrawal of route N72 as shift workers in the night-time economy would experience a significant reduction in service and connectivity. It would also increase the distance some residents would need to work to catch an alternative night bus (route N7).

Commented that people who consider themselves to have a disability use buses to a greater extent than any other transport mode. Highlighted respondents to a recent Ealing consultation had identified the Old Oak Common and East Acton areas as feeling unsafe, and that there were concerns about using public transport at night more generally.

Asked that night bus services in the East Acton area be kept under review, for future enhancements to the Old Oak Common development and HS2/Elizabeth line stations, for outer London services to be enhanced and extended and discussions (ahead of any consultation) on the West London Bus Review.

London Borough of Enfield

Commented that changes to the 259 and 279 would result in inconvenience and longer journey times for Enfield residents. Called for monitoring of the impacts on changes to bus services using the A1010 between Fore Street and North Circular, which is an area of significant change and development in Enfield.

Suggested that any bus capacity freed up by the introduction of the Elizabeth Line should be reinvested in outer London when funding allows. Suggested that the bus 'Hopper' Fare should be reviewed to ensure that sufficient time was allowed for passengers to change bus.

London Borough of Hackney

Stated that the large-scale bus cuts would make it difficult to achieve the Mayor's Transport Strategy target of 80 per cent trips by walking, cycling or public transport. Noted its concern about the changes to the following routes:

- Route 56 which directly served St. Bartholomew's Hospital, with nearest stop 600m away
- Route 205 which was an important alternative to the Circle Line and served key stations, especially for people with luggage or who had disabilities
- Route 349 which connected to the areas south of Holloway
- Route 388 which would lose its reliability
- Route 236 which connected Hackney Wick to Homerton Hospital, and which was a very deprived and older population with low mobility relying on it. Also added route 236 will not help with bus congestion as too many buses already terminated at Homerton Hospital

Stated research from London TravelWatch suggested people who use buses were more likely to have protected characteristics.

- Existing routing of the 135 via Bishopsgate and Liverpool Street to be retained
- Numbering for 242 to be retained
- 349 route to be retained to serve the Kings Cross area which provides good bus and rail connections
- 476 route to be diverted at Newington Green to run via Southgate Road and Old Street to mitigate for loss of links due to the changes to routes 21 and 214 on this corridor

London Borough of Hammersmith and Fulham

Commented that 16 per cent of route 23 passengers would need to change bus, and that combined to changes to route 27, this would impact negatively along the Hyde Park Corner – Hammersmith bus station corridor. Also commented that 10 per cent of route 211 passengers between Hammersmith and Victoria/Waterloo would need to change.

Commented that TfL had provided no evidence to support the claim that, where routes were being withdrawn, capacity was provided on other routes and highlighted negative impacts on the Kensington Olympia area, where significant future demand was anticipated. Also concerned at the potential risk to night-time travellers, as a significant proportion would have to change night buses and that the area north of Du Cane Road would no longer be served by a night bus. Commented that the proposals made achieving public transport targets and embed sustainable travel behaviour in areas of development difficult.

Commented that 41 per cent of schools in the borough expected to see a fall in bus public transport accessibility level scores as a result of the proposed changes (18 state primary, six state secondary, 10 independent) and that the proposals would impact the poorest residents, as well as older people travelling to local services, disabled people, and other people with protected characteristics.

Commented that Charing Cross Hospital would be impacted due to reduced bus frequency on Fulham Palace Road due to withdrawal of 74, and that staff working night shifts at Hammersmith Hospital would be disadvantaged by the withdrawal of route N72.

London Borough of Haringey

Made clear that the Council was 'deeply concerned' about the proposed changes, citing negative impacts on the borough's residents, workers and especially those on low incomes and mobility impaired.

Emphasised that bus routes should be expanded, not cut, to promote public transport use and provide an effective and affordable alternative to car use, to improve air quality and tackle the climate emergency.

Suggested that the proposals would result in significant impacts on residents, particularly along the Caledonian Road bus route corridor, with large numbers of passengers using routes 259, 4, 236, 214 and 349, being inconvenienced by having to change bus.

Added that according to TfL's own impact assessment, those most affected by the changes would be women, older people, disabled people, those on low incomes, and some Black, Asian and minority ethnic people who are more likely to use buses.

Pointed out that the northeast of Haringey was one of the most deprived areas of London and raised concern that residents would be charged twice for the same journey (given the need to interchange) and the possibility that some trips would extend beyond the 60-minute Hopper fare threshold.

Called for route 236 to be rerouted to terminate at Archway Station and for enhanced shelter and seating at Stop G 'Finsbury Park Interchange' and at stop N Tottenham Hotspur football club to mitigate impacts on people who found it difficult to stand for long periods, or for those with pushchairs who may not be able to board the first bus to arrive.

Recommended a monitoring strategy be undertaken to determine how route 279 would cope with the extra demand from the removal of Route 349.

Also called for an analysis of the number of trips which started and ended in Haringey that would be broken by the changes to the 259 service and for the Hopper fare threshold to increase to 90 minutes to avoid the impacts of the cost-of-living crisis.

London Borough of Hounslow

Commented that a loss in bus provision would limit behaviour change and that changes to night bus services would mean that passengers must change at Hammersmith to travel onward to Kensington High Street, citing safety concerns.

Suggested that women were more likely to be more impacted by changes to the N72 than men and called for mitigations to offset changes to routes 23, 27 and 72.

London Borough of Islington

Stated that the proposals were at odds with their – and the Mayor of London's – ambition for sustainable and active travel in Islington and the borough opposes them, particularly the withdrawal of route 4 and the restructuring of route 214 as this would divert the route out of the borough entirely. Further stated that the resulting bus frequency reductions and increased need to change buses would make bus travel a less attractive option.

Expressed concern about potential job losses in the bus industry which could undermine the Islington Transport Strategy, particularly for staff based at Holloway Bus Garage and stated further concern about the timing of these proposed changes given that the transport system was still recovering from the pandemic.

Said that the proposals would have a disproportionate effect on wheelchair and mobility aid users, and those travelling with children in buggies. Further raised issues around the safety of women and other vulnerable groups who may find themselves needing to wait to change buses.

Concerns were also raised that the proposals, resulting in fewer buses would impact on the availability of the wheelchair spaces on buses, leading to more possible conflict between wheelchair users, buggy users and those with luggage or shopping trolleys. Concern was also raised that older or vulnerable groups may be less likely to be able to access the online consultation.

Stakeholder raised concern as to whether TfL has undertaken modelling that took into account local changes such as Low Traffic Neighbourhoods since at a time when people are being encouraged to drive less, reducing access to direct bus services was not helpful.

Regarding route 4, noted that many local residents in the borough used this service to access the Whittington Hospital, schools, and employment. Concern expressed that the proposals may lead to schoolchildren needing to take multiple buses to get to school.

With regard to route 236, raised concerns about the ability of this service – as a single deck service - to cope with additional passengers and the potential for worsening journey times if the route were to be extended. Further concerns were raised about whether route 73 would be able to cope with additional passengers resulting from proposed cuts to route 476 between Kings Cross and Newington Green.

Questioned whether TfL had quantified how much longer journeys would take for passengers who would newly be required to change buses at least once where they did not need to currently and whether TfL's modelling had considered the current cost-of-living crisis since increased fuel cost may lead more people onto public transport as a cheaper alternative. Asked if modelling had considered whether a bus route served hospitals, schools, or mainline rail stations or not, since these locations were busier.

London Borough of Lambeth

Stated that buses provided a vital service in Lambeth where 60 per cent of residents did not own or have access to a car. The borough's Transport Strategy recognised buses as the most affordable and accessible form of public transport.

Further stated that buses provided a 24-hour transport service which was important for people needing to travel to work outside peak hours, including in the night-time economy – these workers were often amongst the lowest paid residents.

While noting that core routes would be maintained by restructuring routes to cover those proposed for removal, noted that this would result in a much-increased need for interchanging between bus routes. This would lead to longer journeys, risk worsening issues during the cost-of-living crisis and further increase time poverty. Also noted that the Hopper fare may become ineffectual if journey times increased to more than an hour.

Was also concerned that the proposals may disproportionately impact on disabled people. Locations where passengers would need to change were not evenly distributed geographically, and disabled residents had already reported difficulty in accessing the scant provision of wheelchair spaces on buses, a situation which the proposals may worsen. As an example, it cited the proposed withdrawal of route 45, which provided the only direct link between Brixton Hill, Clapham Park and Kings College Hospital. Noted that withdrawing direct routes to key destinations such as hospitals would impact vulnerable people, particular for those for whom interchanging was a barrier to bus travel.

Noted that Lambeth, as part of its response to the climate emergency, had brought forward its mode share target of 85 per cent to 2030 and this would require policies that encouraged movement onto public transport, rather than reducing services – in this context the proposals were unacceptable.

Said that the south of Lambeth borough had unmet public transport demand compared with the north and a higher degree of car use, so the need for a range of reliable public transport services was even greater. Considered that the focus of the central London bus review should be rebalancing the bus service to support more bus travel and outer London was being penalised for reduced demand in central London.

Asked that TfL:

- Review the proposed withdrawal of route 45 to maintain direct access to Kings College Hospital
- Ensure that bus interchange locations are safe, accessible, and inviting spaces with seating, lighting and improved public realm
- Improve accessibility between key interchange locations with a focus on reducing the disproportionate impact of interchange on protected groups, suggestion that digital information screens could help with this
- Provide clearer signposting at interchange locations using smart technology to help passengers know how long they have to change stops before their next bus arrives, as well as providing detailed maps at all bus stops
- Increase investment in active travel initiatives, as while bus patronage remains low, we need to encourage more active travel trips
- Increase investment in bus priority schemes to mitigate against longer journey times caused by reduced direct services
- Review service levels in the south of Lambeth, to align with the proposed expansion of the Ultra Low Emission Zone

Pledged to support to TfL in building a business case for better bus services in the south of the borough, lobbying Government for a fair funding deal and supporting communications to encourage greater take up of the bus network.

Included for consideration, three detailed case studies from ward councillors stating the potential impacts of the proposals in the Vauxhall, Clapham Park and Streatham Common areas.

London Borough of Lewisham

Said that cuts to bus services would impact the borough's ability to reach the Mayor's Transport Strategy target of 80 per cent of journeys being made by active/public transport means by 2031.

Although services running in the borough itself were not impacted a number of routes are proposed to have their terminus once reaching central London changed, which would result in many passengers travelling to or from Lewisham having to change bus where they did not now. Is concerned that this would disproportionately impact on people on lower incomes and would make travelling to work more difficult.

Asked that if the changes proceed, they be subject to a six-month review period so that the impacts could be monitored. Also noted that south London had much less public transport infrastructure than north London and suggested that some reallocation of bus services/spending would mitigate this.

London Borough of Southwark

Put forward several arguments in opposition to the proposals. Its own analysis of the proposals had highlighted concerns about social, economic, and environmental impacts of the proposals and said that the proposals would set back progress which had been made on improving transport in London.

Cited its programme of extensive building and redevelopment across the borough, which would place greater demand on the transport network locally and stated that there was a risk that there may not be enough access to public transport to adequately serve the growing populations around Old Kent Road and Canada Water.

Stated concern that it would not be possible for passengers to make all the newly required bus changes to complete their journeys within the Hopper fare hour and this meant residents on low incomes would have to pay extra fares which they may not afford. Said that while TfL had acknowledged that some passengers may need to pay an additional fare where they currently did not do so, there was no information on how many passengers this might affect on the specific routes involved.

Described the data and analysis provided by TfL as not fit for purpose as it was limited and flawed. Said that mitigation for the cuts proposed/implemented as part of the Central London Bus Review in 2018 was now at risk of being cut if these proposals went ahead, which was another negative impact on Southwark residents within a four-year period. Said the proposals entailed the loss of direct bus connections across the river, leaving Southwark more isolated from its neighbouring boroughs and increasing severance.

Went on to state that reductions in bus services would compound the impact of delays to transport infrastructure investment such as the delay to the Bakerloo line extension in parts of the borough where new public transport services and connectivity are now and would be needed in future as the number of new homes the borough was delivering were built and occupied. There was a risk that lack of public transport availability may render some schemes unviable. The borough's housing plans had assumed that existing services would not be reduced.

Stated that the removal of bus services undermined the borough's existing climate change measures and made it more difficult for both the council and Mayor of London to meet their commitment to net zero – reduced bus services, as well as leading to crowding on tubes and trains, may lead people to use their car instead, thereby increasing congestion and pollution on the roads.

Expressed fear that cutting bus services may result in job losses for both bus drivers and bus support staff contributing to additional hardship for them and their families. In addition, a lack of comprehensive and reliable, easy travel into town centres may disincentivise residents from travelling to those centres for shopping and leisure activities, thereby damaging the local economy.

The borough said it expected the proposals to reduce Public Transport Accessibility Level (PTAL) scores across the whole borough as many services were restructured or removed, and there was limited other step free options available in Southwark. Increased need to change buses, with walking time between bus stops would make journeys longer and would reduce access to those services. It cited Dulwich as an example of a low PTAL area in the borough, which was served by route 12 and did not have access to any Tube or Overground services.

Also noted the negative impacts on young people, especially those who travelled out of the borough to access education and employment opportunities – this would impact on their life chances, social and mental health. School pupils may lose their direct bus to school and many school children would have to interchange with other school communities in different neighbourhoods to access a reduced number of buses. This may lead to delays to their school day and limit their access to after school activities and their ability to get home efficiently and safely.

Criticised the consultation process, stating a lack of promotion of the consultation and highlighting the complexity and volume of information.

Objected to the withdrawal of route 12 and stated concern for people travelling late at night having to make changes due to the withdrawal. Also expressed concern for those wishing to travel to or from Oxford Circus during the day – said these passengers would need to change between buses at Oval or Victoria with up to a two-minute walk between bus stops or take the 176 and walk 11 minutes from Tottenham Court Road, which was clearly less convenient than a single bus journey.

With regards to route 78, said that withdrawing this route would risk making it impossible for local people on lower incomes and/or those with mobility issues and older people to access local services and shops, or travel into central London. This withdrawal would also affect residents in the Old Kent Road area as the 78 is the main service to central Peckham.

With regards to route 45, said this withdrawal would mean passengers wishing to travel between Walworth Road and Brixton Hill would need to interchange at Brixton and there would be no direct links between Camberwell (including Kings College Hospital and the Maudsley Hospital) and Clapham Park.

With regards to route 521, this service would be replaced with a combination of routes 133 and 59 and would involve a five-minute walk in order to interchange. The loss of night bus N133 would mean that people needing to travel to Liverpool Street at night would need to change between stops that are up to fifteen minutes' walk away from each other.

Noted also that the proposed interchanges at Peckham, Camberwell, Kennington, Elephant and Castle and London Bridge fell into areas with high crime statistics, leading to concerns about personal safety when changing or waiting to change buses.

Also stated that many local journeys were difficult outside of central areas such as in Southwark and it was believed these proposals would make things even more difficult for the local people who needed bus services the most.

London Borough of Tower Hamlets

An officer response from the Transport Planning team provided outline the positive and negative impacts of the proposals for routes D3, D7, D8, 15, N15, 100, 135, 277 and 388 with a number of recommendations for us to consider.

Positive impacts of the proposal for the D3 included that it may provide a useful connection for new residential neighbourhoods at City Island and Orchard Place. However, the proposal would also see a number of stops between Wapping and Limehouse no longer served by the bus network. As identified in the EQIA, this could disproportionately affect older passengers. Stated that given the lack of step-free access and steep staircases at Wapping overground station, alternative provision was described inadequate.

Noted the Leamouth peninsula, with a growing population resulting from the recent and new developments was somewhat isolated from the rest of the borough and removing the existing D3 connections to the west and north-west of the borough would exacerbate this. Described the new route for as is indirect and inefficient – suggesting a more direct route down Preston's Road, serving Wood Wharf development and its various trip generators may be more attractive to passengers.

Recommended a more direct link to Crossharbour Asda and serving the Wood Wharf development area (which included the new Mulberry Woof Wharf Primary School) on the D3 route by running down Preston's Road. Also, that we retain the link provided by D3 currently from Canary Wharf to Limehouse and Wapping to ensure eastern part of Wapping continued to be served by bus network.

Noted negative impacts of the proposed D7 route withdrawal would lead to substantial cut in provision along Burdett Road, a key north-south corridor which provided connections between Poplar, Limehouse and Isle of Dogs with Mile End, and interchange with Mile End underground station. Said this reduction in capacity would impact particularly on residents with mobility impairments who were likely to find it more difficult boarding buses in this area at peak times.

Recommended we keep the D7 bus route to serve Burdett Road corridor as capacity provided by 277 on its own was described as insufficient to cater for trips between Poplar/Limehouse and Mile End, particularly for those with mobility impairments.

Noted negative impacts of the D8 route as the removal of Bow Church/Bromley High Street from D8 would impact upon residents in this area, and remove a useful connection to Bromley by Bow Tesco's superstore, especially affecting those with mobility impairments. Interchange to alternative bus stops would involve crossing the Bow Interchange which was described as being an intimidating environment as not all arms of junction had pedestrian signals.

Supported positive impacts of changes to the 15/N15 route as re-routing via Aldgate bus station would facilitate easier interchange with other bus services.

Supported proposals for route 100 stating that a re-routing of 100 to Bethnal Green improved access to employment opportunities in the City.

Supported proposals for route 135 that included an extension to Homerton Hospital , providing new journey opportunities between Isle of Dogs, Limehouse, Whitechapel and Homerton Hospital via Shoreditch, Dalston and Hackney, although the stakeholder also noted that due to its size and location, Royal London Hospital was likely to be the hospital most frequently accessed by borough residents. However, said that the negatives of the proposal meant it would lose direct connection between Limehouse, Stepney and Whitechapel with key destinations and employment centres east of Aldgate East, including Liverpool Street station, Shoreditch High Street station, Old Street station, Moorfield Eye Hospital and various offices and workplaces in the vicinity. Therefore, recommended we keep a link between Limehouse, Stepney and Whitechapel with destinations between Aldgate East and Old Street.

Supported proposals for route 277 citing that it serving the east side of Isle of Dogs improved connections for residents in that area to Mile End and Victoria Park.

Also supported proposals to extend route 388 from Tower Bridge southwards to Peckham due to this providing new journey opportunities to south London from Bow, Bethnal Green and Shoreditch.

Noted that once decisions had been reached a package of mitigation measures to improve interchange and waiting facilities was needed to minimise inconvenience to passengers, prioritising according to: i) baseline flow of passengers who currently used the direct route and would be required to interchange; ii) key destinations served (e.g. transport hubs, hospitals, health centres, education and employment centres); iii) level of service frequency on interchange routes; iv) proportion of residents within demographic groups most affected, as highlighted in the Equalities Impact Assessment.

Noted the consultation materials had not included information on service frequency and overall route capacity, including the number of wheelchair accessible spaces available on each corridor. Said there was insufficient information to consider the full impact of the changes and give a fully informed response.

Stated also that given the context of the current bus review and its aim to reduce bus distance km, there was concern any subsequent reductions in frequency to bus routes following completion of the bus review would have a significant impact on overall journey times, especially where interchange was required following the review, and therefore should be consulted upon widely.

London Borough of Waltham Forest

Noted TfL's financial difficulties which brought about these proposals. The borough welcomed the fact that no bus services within Waltham Forest had been proposed for change as part of this consultation.

However, it noted the proposals for route 56 and a change in termination point, that would break the current direct service to St Bartholomew's Hospital for residents of Waltham Forest and asked that TfL reconsider this proposal.

Added that Waltham Forest fell within the Barts NHS Trust area and so residents requiring serious treatments such as chemotherapy and dialysis could regularly need to travel to Barts, as these treatments were not offered at local hospitals within the Trust area. Stated that direct access to the main entrance of the hospital was critical to some of its most vulnerable residents.

Asked that should further proposals come forward in the future which did affect the borough directly, that the council be engaged in discussions and made aware of these as early in the process as possible. The borough wished to continue to work

closely with TfL to ensure that bus provision in the area was maintained and enhanced.

London Borough of Wandsworth

Expressed concern about the proposed reduction in bus services between Clapham Junction and Battersea Bridge, particularly the withdrawal of route 49, changes to routes 14, 72 and 414 and the loss of a night service in Roehampton.

Said it was concerned about proposed reductions in bus services as we were emerging from the pandemic and the borough was seeking to provide for growth in the area, which required a good public transport offer. Suggested that rather than simply removing lesser used routes, these should be amended or replaced by new services which would generate more use.

Said that proposing such a large number of proposals and changes at the same time made the cumulative assessment of all of them challenging and suggested that a more gradual change would have been preferable.

Raised the issue of buses serving hospitals and specifically concerns about the withdrawal of route 14, which served Chelsea and Westminster Hospital. Asked that TfL paid particular attention to concerns around bus access to hospitals and schools and pay particular attention to minimising the impacts on these locations.

Asked that should the withdrawal of route 14 and its partial replacement with route 414 be progressed, that the route be renumbered as the 14 as this was a historic and more well-known route number.

Raised great concern about the proposed withdrawal of night routes N72 and N74 and noted that only route N430 would extend to Roehampton – this was considered unacceptable.

Noted that Roehampton was relatively isolated in transport terms but had a high number of low-income households who relied on bus services. The area had already struggled because of the closure of Hammersmith Bridge. Asked that TfL consider how night bus provision in Roehampton may be maintained at current levels. It added that all bus service reductions, but especially for night services may lead to personal safety concerns, particularly for women, vulnerable people and those travelling alone.

Also commented on proposals to reroute the 19 service – said that while not directly impacting Wandsworth, passengers from Wandsworth may newly need to change bus in the Kensington area which may cause inconvenience and the stakeholder asks for this to be reconsidered.

Noted the proposal to re-route the 211 to Battersea Power Station from Chelsea Bridge and saw the benefits of this proposal, subject to appropriate discussions and consultation on stopping and stand arrangements.

Finally, it noted that buses were particularly used by older, younger, disabled people, and those on low incomes, and expressed concern that these groups may be disproportionately affected.

There was also concern that bus reductions must not become a trend going forward and expressed concern that the proposals may impact on their efforts to reduce car use in the borough.

Concluded by stating that service reductions also reduced the resilience of the network, and it was concerned by the resilience in areas of Fulham and Kensington where service reductions appeared to converge. The impact of any delayed or cancelled services in these areas may therefore lead to very long waits for buses and may mean that those taking advantage of the Hopper fare were unable to do so.

It also asked that TfL commit to increasing services and routes should it emerge that the bus network was not operating satisfactorily.

Royal Borough of Greenwich

Stated that good public transport was essential for meeting net zero ambitions.

Further noted Greenwich had few rail and Tube services and therefore the borough's residents were heavily reliant on a reliable bus network to get around. It added that areas reliant on bus services rather than rail tended to be less wealthy.

Raised a concern that the capacity at new bus interchange points may not be sufficient for the larger numbers of passengers needing to interchange should the proposals go ahead.

Made specific comments about route 53, noting that this service was already shortened in 2019 and further curtailing at its central London terminus – from Lambeth North to Elephant and Castle - would have a detrimental impact on low-income workers and young people. Said that shift workers often made this long bus journey at unsocial hours rather than via more expensive rail journeys into central London. Concern for those travelling to work at St Thomas' Hospital was also expressed as this group would now need to change buses to access the hospital.

Referred to the need to relocate the terminating point of route 171 at Elephant and Castle from St. George's Road to Newington Causeway, which was a requirement for the 53 to terminate at Elephant and Castle – described this proposal as a direct disbenefit of the proposals for the 53 and stated that this should have been clearly highlighted in the consultation materials.

Noted that changes to routes 43 and 343 may also impact borough residents, as they passed close by to the borough boundaries.

Suggested that rerouting or alternative bus priority measures may be a more positive way to improve bus reliability and the attractiveness of the bus network.

Royal Borough of Kensington and Chelsea

Stated that buses were often underappreciated, although money spent on them went further than that spent on Tube and rail services as these were far more costly to run and maintain.

Said a reliable bus network was essential to deter people from private car use, which added to congestion, slow journey times and poorer air quality.

Acknowledged our financial situation but argued that reductions on the bus network were not the best way to achieve savings, particularly not during a cost-of-living crisis when many people may switch to bus travel due to its affordability – noted that a single tube journey from High Street Kensington to Gloucester Road, for example, costs £2.50 whereas a similar bus journey is £1.65. Lower paid and essential workers use buses to travel to work.

Said that buses were often the only accessible form of transport available to older and disabled people. In Kensington and Chelsea there were 33 daytime bus routes currently, all using accessible, low floor buses, whereas of the 12 Underground stations in the borough, only Earl's Court was completely step-free. Stakeholder added that this is particularly important on bus routes serving hospitals and the few step-free tube and rail stations which were available, and capacity must be maintained on these routes – they noted that bus access to Earl's Court station would be cut from four routes to three under the proposals.

Further added that fewer buses would mean less access to the wheelchair spaces and accessible seats on the lower deck of double deck buses. Seats on the upper deck were unlikely to be used by mobility impaired people and some people were unable to stand. This could also lead to overcrowding on the lower decks.

Stated that the proposals may result in more people needing to change bus to complete their journey where they do not now. For those with disabilities and parents with buggies this would make travelling more difficult as boarding and alighting from buses would take more effort.

Additional walks to change bus stops were also an issue for these groups, as well as needing to stand at bus stops waiting for the next service, which could cause tiredness particularly if there was no seating at the interchange stop.

Also commented that the proposals would result in longer journey times, meaning in the Hopper fare becoming ineffectual. Longer journeys may also have an impact indirectly on those requiring care services, as longer times spent travelling for carers may result in less time being spent providing the care. Concern was expressed that routes being extended would become very lengthy, leading to increased unreliability.

Stated disappointment at the proposals to withdraw route 14 from Fulham Road as this served Chelsea and Westminster Hospital and the Royal Marsden. There was also concern about extended passenger waiting times to change buses along the Fulham Road.

Listed a number of specific concerns about proposed changes to other bus routes in the borough:

- Route 49 was one of the few north-south bus routes in the borough and the proposal to terminate it at South Kensington would result in 22 per cent of current passengers needing to change bus. The council suggested the service should terminate at Battersea Bridge where the 19 currently terminates and where there was already adequate infrastructure
- The proposed withdrawal of route 74 would mean lost connections to Oxford Street
- The proposed withdrawal of route C3 would mean customers using the Tesco superstore in Warwick Road would no longer be able to take the bus southbound from outside the supermarket but would have to walk, with shopping, 630 metres to Earl's Court Road. This would particularly impact residents in the south of the borough who relied on more affordable supermarkets, given the cost-of-living crisis.

Acknowledged two positive aspects of the proposals, which were likely to be supported by residents:

- The re-routing of the 23 to Aldwych had been requested by residents in the north of the borough since 2018
- The proposed termination of the 328 at Hammersmith would mean that the Limerston Street stand, which had generated many complaints, would only be used occasionally

Suggested several mitigations for the proposals, including:

- Reintroduction of the 'Central London bus map'
- Countdown displays at affected interchange bus stops – these would assist those without smartphones, such as older residents or those who find apps difficult to use due to cognitive impairments or poor eyesight

- Posters at bus stops notifying passengers of changes which will apply to that stop
- Audio announcements on buses on routes which are to be changed to assist those with visual impairments
- Emails to registered Oyster users on routes affected about the changes
- Extend the time available on the 'Hopper' fare to one and a half hours
- Provide more step free seats on buses and increase space on buses for wheelchairs/pushchairs

In final comments it was requested that we reconsider all proposals and keep the historic route 11 running, even if it's route or terminus need to change.

Local authority ward councillors

Cllr Ali Sadek, Kings Park ward, LB Hackney

Said that local residents did not want cuts to their bus services and references a petition signed by thousands of residents across Hackney.

Objected to changes to route 242, stating that this was the only bus route serving the Clapton Park estate and that it was already frequently terminated early with passengers asked to get off the bus at Millfields and walk the rest of their journey while bus drivers diverted to Homerton Hospital to begin the next journey.

Express concern that merging the 242 route with the 135 would result in a very long routes which may be subject to even more curtailments. The proposals meant that residents in Kings Park were not able to enjoy a reliable service adding that the councillor and residents expect a guarantee that proposals would not result in a reduced frequency to their local bus service.

Suggested the bus review provided an opportunity to restore the 242/135 route which could be achieved by tweaking the route to avoid Commercial Street and travel via Bishopsgate instead – stating that Liverpool Street was a more important connection for residents than Aldgate or Aldgate East.

Along with residents, there was opposition to the proposals for route 236 as many people from the Kingsmead Estate and Hackney Wick would be cut off from direct connections to Dalston and Finsbury Park – described as a key link given the lack of underground stations in Hackney. Added that Kingsmead Estate was a deprived community and residents depended on these bus links – the proposed changes would therefore have severe impacts and increased hardship and should be avoided.

Cllr Anton McNulty-Howard, Mortlake and Barnes Common ward, LB Richmond upon Thames

Expressed concern that the proposed changes would be overtaken by local developments at several sites within and around the ward. Added that the developments would bring a further 2,000 residential properties into the area, and there needed to be adequate transport provision for both existing and new inhabitants. Cited the developments at the Stag Brewery, Barnes Hospital, Homebase and the Manor Road, Kew sites, and added that there were several further smaller but significant sites also planned for development.

Noted concern there were already issues for commuters and travellers from the area wishing to go to schools, shops, entertainment venues and to access medical services, such as Charing Cross and Hammersmith Hospitals. Said that it can be difficult to travel to and from Hammersmith, Hounslow and beyond, which had also been hampered lately by the closure of Hammersmith Bridge. Added that such difficulties were also known to be causing delays to sensitive journeys such as for those attending funerals at Mortlake Crematorium and the adjacent cemeteries.

Concluded by acknowledging TfL's financial predicament but asked that social and community issues which needed addressing be given due consideration.

Cllr Barrie Hargrove, Peckham ward, LB Southwark

Believed there was not any motivation to make bus services easier, adding that the proposed changes to bus services were instead motivated by buses being an easier target.

Cllr. Bashir Ibrahim, Arsenal ward, LB Islington

Stated that public transport was vital to how people in the ward travelled to work, education leisure and socialising and was concerned that the proposals would reduce the mobility and resilience of London's bus network. Said that residents on lower incomes, those with disabilities and mobility issues, and those travelling with young children would be hit hardest and disproportionately. Buses were essential to delivering aims of improving air quality and reducing traffic and road danger.

Acknowledged issues around TfL's funding and supported calls for a fair funding deal from the Government however was opposed to the proposals and urged TfL to resist making further cuts to the bus network.

Stated that the route 4 was a major concern for people who used it to travel to Whittington Hospital and therefore opposed the proposal to withdraw it, as this would cause overcrowding and potential difficulty particularly for those using mobility aids and those travelling with children. Suggested that if this proposal went ahead, frequencies on route 236 must be increased to avoid overcrowding and guarantee access for those who were mobility impaired. It was also suggested that route 236 became a double deck service to increase capacity.

Stated that the proposed curtailment of route 259 would reduce bus capacity on the Caledonian Road corridor and loss of links to Woodbery Down and Tottenham. This would result in lengthy interchanges involving walks of up to 130 metres across two roads for those needing to complete their journey which was not acceptable.

Stated that the proposed restructure of route 214 would sever links from Islington to Moorfields Eye Hospital and impact children travelling to school in Highgate. Added that changes to route 256 removed easy access to St Bartholomew's Hospital and the changes proposed to route 135 would further affect access to Moorfields.

Noted concerns about potential job losses in the bus industry as part of the proposals, particularly at Holloway Bus Garage.

Also stated that mitigation must take place to reduce the impacts, particularly for people who would need to change buses to complete their journey, and that improvements must be made before any changes were implemented.

Cllr Cassandra Brown, South Bermondsey ward, LB Southwark

Stated that the proposed changes would affect residents negatively, making reference to route 78, stating that this was the only direct route into the City for Bermondsey residents.

Raised that without the route, residents would have to walk for up to 30 minutes to the nearest Jubilee Line station and change at London Bridge, which would take longer and be more expensive. There was concern raised that this was particularly negative for older residents and those struggling through the cost-of-living crisis.

Cllr Claire Bonham, Crystal Palace and Upper Norwood ward, LB Croydon

Stated that route 3 was the only direct bus for residents in Upper Norwood ward to access the West End. Also suggested that the proposed rerouting would replicate existing bus and train routes that already served Victoria.

Noted also that the requirement to interchange to travel to Whitehall would disproportionately impact residents, especially older customers, and those with limited mobility. Therefore, urged TfL to retain the existing terminating point for route 3 or provide an alternative within a short walk from the West End.

The councillor welcomed that route N3 would be unaffected and that it would continue to provide a direct route for Crystal Palace residents.

Cllr David Harvey, Vincent Square ward, C Westminster

Stated that route 507 currently provided a quick service to St Thomas's Hospital and the South Bank or Victoria. Said the proposed changes to reroute the 507 down slow-moving Victoria Street and Parliament Square, would consequently remove the

main transport option for people living on the Peabody and Council estates. Also stated that rerouting another bus down Victoria Street did not benefit anyone when the time to travel between Waterloo and Victoria increased by 50 per cent.

Raised that route C10 currently provided good service to St Thomas's Hospital and Morley college in one direction and through Pimlico to Victoria in the other. He suggested that removing route 507 would make route C10 far busier and more difficult to make journeys. He raised that the bus route served several educational places and suggested that people from the social housing estates would be disadvantaged when travelling to places of work and medical facilities.

Additionally, described the bus stop proposed for route C10 at St Thomas's Hospital was dangerous and unsafe, raising that the junction was difficult to navigate and was often unsafe and dark at night, and often wet under the railway bridges. He therefore questioned whether safety and accessibility issues have been considered.

Cllr Emily Hickson, London Bridge and West Bermondsey ward, LB Southwark
Raised concern about the impact of the proposed changes for residents in London Bridge and West Bermondsey. Asked that TfL review the proposed changes specifically to routes C10, 78 and 521. Also stated that route 12 provided a crucial service to the borough.

Stated that the C10 provided a unique and vital route for some of the most deprived residents of Southwark so that they could access areas not connected by Tube, and currently took residents to St Thomas's Hospital. Argued that this link would not be easily replicated by any other route.

Also raised that route 78 connected residents to Old Kent Road, Peckham and Nunhead, and residents relied on this route.

Finally, the councillor explained that residents would choose to drive these routes if they could not be made by bus. As the ward suffered from high air pollution, an escalation of pollution levels could not be afforded.

Cllr Esme Hicks, Champion Hill ward, LB Southwark

Objected to proposed cuts to routes in Southwark, describing them as unacceptable and that would disproportionately affect residents on lower incomes, with disabilities, older residents, and women and girls.

Concerned the loss of route 78 would leave areas of Nunhead reliant on single-decker route P12. Also, the loss of route 12 would leave residents in East Dulwich cut off from key transport interchanges in Peckham Rye, from an area which it was considered did already have poor public transport connections compared to other parts of London where there was an extensive Tube network.

Concerned proposals would result in more interchanges for passengers, which could be dangerous for women and vulnerable passengers after dark – particularly during winter.

Cllr Finella Craig Labour Councillor for Arsenal London Borough of Islington

Said that public transport was vital to how people in the ward travelled to work, accessed education and services, and visited friends and family. Also stated the importance of public transport to reduce car traffic and pollution. Therefore, expressed concern for the proposals and suggested that they would reduce mobility and damage the resilience of the public transport network.

Stated concern around the withdrawal of route 4, noting especially the importance of the route for accessing Whittington Hospital. Said, should the proposal go ahead, that the route 236 frequency be increased to prevent overcrowding and to guarantee accessibility for those with children and using mobility aids. Also urged TfL to use double decker buses for route 236 instead of single decker.

Said that the proposed curtailment of route 259 to terminate at Camden Road would reduce bus capacity on Caledonian Road, see the loss of local bus links to Woodberry Down and Tottenham and would result in lengthy interchanges of up to 130m across two roads for those switching to routes 17 or 91 to complete their journeys. Stated that if the curtailment was to go ahead, mitigation measures around capacity and safe and accessible interchanges needed to be brought forward ahead of the proposals being implemented.

Opposed any proposals that would result in job losses in the bus industry, particularly around Holloway Bus Garage. More broadly, there was concern about the disproportionate impact of the proposals on vulnerable members of the community, people on lower incomes and those with mobility aids or buggies, who it was stressed were reliant on affordable and reliable bus services.

Cllr Gary Heather, Finsbury Park ward, LB Islington

Stated that public transport was vital to how people in the ward travelled to work, education, leisure and socialising and noted concerned that the proposals would reduce the mobility and resilience of London's bus network.

Said that residents on lower incomes, those with disabilities and mobility issues, and those travelling with young children would be hit hardest and disproportionately. Also said that buses were essential to delivering aims of improving air quality and reducing traffic and road danger.

Acknowledged issues around TfL's funding and supported calls for a fair funding deal from the Government however opposition to the proposals was stressed.

Stated that the proposed withdrawal of route 4 was a major concern for people who used it to travel to Whittington Hospital and was therefore opposed to this; citing that it would cause overcrowding and potential difficulty particularly for those using mobility aids and those travelling with children.

Stated that the proposed curtailment of route 259 would reduce bus capacity on the Caledonian Road corridor and loss of links to Woodbery Down and Tottenham. This would result in lengthy interchanges involving walks of up to 130 metres across two roads for those needing to complete their journey which was not acceptable.

Further stated that the proposed restructure of route 214 would sever links from Islington to Moorfields Eye Hospital and impact children travelling to school in Highgate. Added that changes to the 256 removed easy access to St Bartholomew's Hospital, and the changes proposed to route 135 will further affect access to Moorfields.

Concern was also noted about potential job losses in the bus industry as part of these proposals, particularly at Holloway Bus Garage.

Finally, it was stated that mitigation must take place to reduce the impacts, particularly for people who would need to change buses to complete their journey and improvements must be made before any changes are implemented.

Cllr Gavin Edwards, Nunhead and Queen's Road ward, LB Southwark

Opposed the proposals to withdraw the 78 and the 12 bus routes. Stated that these proposals would be devastating for the community, causing difficulty for young people travelling to school and college, older people, and those with mobility problems. Commented that it felt like TfL planners had forgotten Nunhead existed and described the 78 bus route as an extremely important transport link for the area. Also commented that Nunhead was not blessed with good bus links and so the prospect of taking bus routes away was described as 'incredible'.

Cllr Gerry Lyons, Lea Bridge ward, LB Waltham Forest

Strongly objected to the proposal to divert the 56 bus route destination away from St Bartholomew's Hospital (Barts) and described the routes as providing a vital service from the Lea Bridge Road area to Barts.

Added that Whipps Cross University Hospital was part of the Barts Trust and patients from the Whipps Cross area/Lea Bridge were routinely outsourced or transferred for treatment at Barts. There was concern that these patients often had mobility issues, and the lack of a direct route was described as 'disastrous'.

Cllr Irfan Mohammed, Clapham Park ward, LB Lambeth

Believed that the Clapham Park community, which was described as having high levels of deprivation with many residents who relied on the bus network, would be severely affected by the proposals. Added that there was also a major development scheme currently being implemented in the area whose new residents would require access to schools, employment, and other services, particularly as Clapham Park was some distance from many retail centres and did not have easy access to the Underground or Overground rail networks.

Expressed particular concern about the proposal to withdraw route 45 which terminated currently at Clapham Park and provided links to Brixton. Said this would cause difficulty as links to the Latin American community at Elephant and Castle and to Kings College Hospital would be lost. The proposed mitigation of route 59 covering much of the route and residents being expected to change bus in Brixton was not considered adequate.

Cllr Jackie Meldrum, Knights Hill ward, LB Lambeth

Stated that in inner-London boroughs such as Lambeth, less than half of households had access to a car and not everyone could cycle so reliable public transport was needed.

Stated that diverting route 3 to Victoria would leave only one service, the 59 to take people between Brixton and the West End with people having to change at the Imperial War Museum. This would lead to further overcrowding on the 159 which was already very busy and described as usually overloaded southbound at Trafalgar Square and St Thomas' Hospital.

Opposed the removal of route 45 as this was a vital link from Brixton to Kings College Hospital, and further noted that Clapham Park was not easy to access from Brixton, so rerouting the 159 would be welcome, but as well as the 45 and not instead of it.

Criticised the proposal to reroute the 59 to St Paul's when Lambeth bus users really needed reliable bus links to key rail termini. Also criticised the proposal to withdraw

route 12 as it was described as always busy at Waterloo – reflected that the 12 was one of the original ‘bendy buses’ due to a need to improve capacity.

Noted concern that a need to change bus would add minutes at least to journey times and may be even more challenging for disabled and vulnerable passengers.

Cllr Janet Burgess, Junction ward, LB Islington

Stated that public transport was vital to how people in the ward travelled to work, education, leisure and socialising and was concerned that the proposals would reduce the mobility and resilience of London’s bus network. Said that residents on lower incomes, those with disabilities and mobility issues, and those travelling with young children will be hit hardest and disproportionately. Commented that buses were essential to delivering aims of improving air quality and reducing traffic and road danger.

Acknowledged issues around TfL’s funding and supported calls for a fair funding deal from the Government, however opposed the proposals made.

Stated that route 4 was a major concern for people who used it to travel to Whittington Hospital and therefore opposed the proposal to withdraw it, as this would cause overcrowding and potential difficulty particularly for those using mobility aids and those travelling with children.

Stated that the proposed curtailment of route 259 would reduce bus capacity on the Caledonian Road corridor and loss of links to Woodbery Down and Tottenham. It was considered this would result in lengthy interchanges involving walks of up to 130 metres across two roads for those needing to complete their journey which was not considered acceptable.

Said a proposed restructure of route 214 would sever links from Islington to Moorfields Eye Hospital and impact children travelling to school in Highgate. Added that changes to the 256 removed easy access to St Bartholomew’s Hospital and the changes proposed to route 135 would further affect access to Moorfields.

Added concerns about potential job losses in the bus industry as part of these proposals, particularly at Holloway Bus Garage.

Stated in conclusion that mitigation must take place to reduce the impacts, particularly for people who will need to change buses to complete their journey and improvements must be made before any changes were implemented.

Cllr Jason Williams, Pimlico South ward, City of Westminster

Commented that the 24-bus service was of great importance for the community it represented as it was London's oldest, continuous bus route and a lifeline for Pimlico residents. Further stated that the bus was used regularly by older people and those with mobility issues and withdrawing it would have a major impact. Believed the proposals did not meet the requirements of the community and need to be revised.

Noted that some of the routes proposed for restructure were currently served by single deck vehicles which was insufficient to take over the capacity provided by the double deck buses on route 24. Added that frequencies and vehicle resources would need adjusting to meet demand and requested reassurances in this regard.

Cllr Jenny Kay, Mildmay ward, LB Islington

Stated that public transport was vital to how people in the ward travelled to work, education, leisure and socialising and expressed concerned that the proposals would reduce the mobility and resilience of London's bus network. Said that residents on lower incomes, those with disabilities and mobility issues, and those travelling with young children would be hit hardest and disproportionately. Also, that buses were essential to delivering aims of improving air quality and reducing traffic and road danger.

Acknowledges issues around TfL's funding and supported calls for a fair funding deal from the Government however there was opposition to the proposals made.

Stated that route 4 is a major concern for people who used it to travel to Whittington Hospital and therefore opposed the proposal to withdraw it, as this would cause overcrowding and potential difficulty particularly for those using mobility aids and those travelling with children.

Also expressed concern that withdrawing route 4 would result, in a few months' time, in a situation whereby frequencies on route 236 would need to increase to maintain capacity which would have a negative impact on those living in the residential streets in Mildmay ward where the 236 operates.

Opposed the curtailment of route 476 as this would break local links to Tottenham and Stamford Hill. However, should the curtailment go ahead it would be important that TfL increased frequencies on route 73 and removed the bus stand for the 21 bus on Newington Green.

Cllr Joanna Biddolph, Chiswick Gunnersbury ward, LB Hounslow

Said that bus services were fundamental to travelling within London and the network should be enhanced, not reduced. Criticised what was described as TfL's financial management and poor prioritisation, noting that buses had already been reduced in the area.

Further criticised what was considered to be disproportionate spending on cycling measures which only benefitted a small number of people and caused congestion. Said this then led to buses running less efficiently and at an inconvenience to those who needed to drive.

Commented that TfL was only seeking solutions to benefit TfL rather than residents, businesses, and the planet.

Cllr John Fletcher, Portsoken ward, City of London

Stated that the proposed removal of the 78 service would make it impossible for residents on the housing estates in the east of the City to get to the supermarkets on Old Kent Road, and they would also have to carry heavy shopping a lot further. Cited the current cost of living crisis and stated that the proposal to withdraw the 78 service would make life more difficult for the least well-off communities.

Cllr Kaya Comer Schwartz, Junction ward, LB Islington

Stated that public transport was vital to how people in the ward travelled to work, education, leisure and socialising and is concerned that the proposals will reduce the mobility and resilience of London's bus network. Said that residents on lower incomes, those with disabilities and mobility issues, and those travelling with young children would be hit hardest and disproportionately. Said that buses were essential to delivering aims of improving air quality and reducing traffic and road danger.

Acknowledged issues around TfL's funding and supported calls for a fair funding deal from the Government however there was general opposition to the proposals made.

Said that the route 4 was a major concern for people who used it to travel to Whittington Hospital and therefore opposed the proposal to withdraw it, as this would cause overcrowding and potential difficulty particularly for those using mobility aids and those travelling with children.

Noted concern that the proposed curtailment of route 259 would reduce bus capacity on the Caledonian Road corridor and loss of links to Woodberry Down and Tottenham. This would result in lengthy interchanges involving walks of up to 130 metres across two roads for those needing to complete their journey which was not acceptable.

Stated that the proposed restructure of route 214 would sever links from Islington to Moorfields Eye Hospital and impact children travelling to school in Highgate. Added that changes to the 256 removed easy access to St Bartholomew's Hospital and the changes proposed to route 135 would further affect access to Moorfields.

Noted concerns about potential job losses in the bus industry as part of these proposals, particularly at Holloway Bus Garage.

Finally, stated that mitigation must take place to reduce the impacts, particularly for people who would need to change buses to complete their journey and that improvements must be made before any changes were implemented.

Cllr Linda Wade, Earl's Court ward, RB Kensington and Chelsea

In addition to the following comments, a petition was organised in conjunction with the London Liberal Democrats, objecting to proposals for bus routes in Kensington and Chelsea. This is detailed in Section 4.8.4 of this report.

Noted that the geography of the borough was long and thin and therefore buses could reach the parts that other transport services did not. Added that many of the Tube stations did not have step-free or adequate access therefore buses provided more permeability of the borough and provided an essential service for those who were older or had mobility issues and often also their carers. In addition, lengthy additional walks being required to change buses, even with the Hopper fare, would disincentivise travellers and make car use more attractive.

Stated that many of those most affected by the proposals, including older, less mobile and those on lower incomes had not been made aware of the consultation, particularly as they did not use the internet or smartphones, and those who had attempted to engage had found the consultation website frustrating which some felt was discriminatory.

Noted that many local hospitality venues which were already suffering from the loss of the Exhibition Centre, COVID, high business rates and rents needed to ensure they remained well connected to the West End and other tourist destinations, which bus services provided.

Pointed out that the development of the 42-acre Earl's Court site was at master planning stage with a target of delivering 4,600 new homes and the proposals would be detrimental to this, as new residents may suffer from fewer transport services. Said that lack of consideration for this was short sighted. In addition, it was believed the transport 'black spots' of Old Brompton Road/Lillie Road and Fulham High Street, plus the increased number of residents when 100 Cromwell Road was completed had been under-accounted for.

Referring to routes 74, 328 and C3 said the loss of route 74 was very detrimental. Added that the 328 was a lifeline providing direct and accessible links to Kensington High Street and Chelsea and Westminster Hospital. There was concern that this route would become less frequent if changes progressed and due to the length of the route it would frequently be terminated early and become unreliable.

Said route C3 was of value to many older residents who used it to get to and from Tesco on Cromwell Road, and this would not be possible any longer on route 27.

Cllr Lynne Troughton, Kings Park ward, LB Hackney

Expressed concern that the proposal to change route 236 would be detrimental for 3,000 residents living in King's Park ward and those beyond the ward boundary in Lee Conservancy Road. Said the area was home to a large Afro-Caribbean community who regularly use Ridley Road market, and they would have to change bus at Homerton Hospital with heavy shopping bags. In addition, the 236 also served Lidl in Well Street which was well used by residents.

Further stated that the 236 was the only bus service in the area which left Hackney to get to the City and if the changes went ahead residents would have only two buses left which terminated only a short distance away. In addition, the 236 was the only direct route to an Underground/rail station (Finsbury Park). Said the route was more valuable to this community than to those in Hackney Wick who also had access to three bus routes and to London Overground.

Cited high deprivation among the residents of the Kingsmead Estate, and described the area as densely populated with many people on low incomes. Being able to get a direct bus to a destination without changing was important to the community.

Concluded by stating that the savings provided by making changes to route 236 are not proportionate to the detrimental impacts the proposal would have on 3,000 residents.

Cllr Martin Abrams, Streatham St. Leonard's ward, LB Lambeth

Said that cutting bus routes and services would have a negative effect on the poorest communities and most vulnerable residents. Further stated that this was a false economy as evidence showed for every £1 invested in buses, it generated between £3 and £5 in wider economic benefits.

Cllr Martin Tiedemann, Clapham Park ward, LB Lambeth

Noted that Clapham Park ward was served by many of the bus services proposed for withdrawal or amendment. Said Clapham Park was also home to many of the most disadvantaged residents in the borough. It was also home to a major redevelopment scheme which would see hundreds of new homes built, bringing many new residents who would also require access to schools, employment, and services.

Stated that most of Clapham Park was some distance from any retail centres or even local shops, and it was the part of Lambeth which was further than anywhere else in the borough from a Tube, Overground or National Rail station. Added that residents of Clapham Park were more in need of reliable bus services than any other part of Lambeth.

Went on to state that currently route 45 terminated at Clapham Park, connecting the large Clapham Park Estate with Brixton Hill and Brixton town centre. This service was provided following lobbying by previous councillors and the community as

previously connections from Clapham Park were very poor. Said it was crucial that such a link was retained whatever other changes were made. While pleased to note that the proposed changes to route 59 would maintain some connection, it was also noted that this was at the expense of other routes and areas.

Described route 45 as invaluable for residents of Clapham Park as it connected directly with Kings College Hospital. The area also had a large Latin American community, who used the 45 to access the high concentration of Latin American shops and services at Elephant and Castle.

Added that, given this, it was disappointing that consultation materials in Portuguese or Spanish were not provided in the area, and it was not clear if consultation responses in languages other than English were acceptable.

Concluded by saying that while currently Clapham Park residents could board an empty 45 at the start of a journey, if they were expected in future to change bus in Brixton, the buses they would be expected to change onto to complete their journey were often already full by the time they reach Brixton. Therefore, the proposals were likely to result in extended waits in very extended journey times for people to complete their journeys and may render the one-hour 'Hopper' fare inadequate.

Also noted capacity issues on buses at upper Brixton Hill and there was concern that proposals to remove the 45 and amend services such as the 159 may exacerbate this further.

Cllr Melvyn Caplan, Little Venice ward, City of Westminster

Objected to the proposed changes to bus services affecting the ward, particularly the proposed withdrawal of route 16. Said this constituted a loss of six buses per hour in the area. Commented that the route was well known and longstanding, and the proposed mitigation by means of restructuring route 98 was not satisfactory. Similarly unsatisfactory was the rerouting of route 6 to mitigate the changes to route 98 given the confusing changeovers beyond Marble Arch.

Added there was an opportunity to restore route 46 to its terminus at Lancaster Gate station as the situation currently made no sense, saved little mileage and was detrimental to the area.

Argued the proposals would cause inconvenience due to the increased need to change between buses, and this would have a detrimental effect on those least able to adjust to this, such as those with mobility issues or families traveling with young children.

Noted concern the area was still recovering from previous bus changes, and that there did not seem to be any strategic reasoning for these proposals, describing them as what appeared to be a set of piecemeal changes.

Childs Hill ward and Cricklewood ward councillors' joint response, LB Barnet

Acknowledged TfL's financial situation but expressed concern about the proposed loss of route 16 and N16. Noted the services operated in Cricklewood ward and the west of Childs Hill ward, areas which had no access to London Underground and limited Thameslink services. In addition, the councillors stated that the proposed re-routing of route 189 would leave Cricklewood with no direct link into central London other than the infrequent and expensive Thameslink rail service.

Expressed further concern about the proposed re-routing of route 113, as this provided a direct route into central London from Childs Hill and Golders Green. The route served Finchley Road, which was a key artery in this part of the borough and the service was popular with residents and well used. Diverting this route to serve White City in west London did not seem to support journeys to where Barnet residents wished to travel.

Said this was further compounded by proposed changes to route 189, diverting it away from central London, and the proposed withdrawal of route 16, which currently provided a link into central London along the Edgware Road.

Said that travel options for residents in Childs Hill and Cricklewood wards who wished to travel easily into central London would be severely restricted by these proposals. Also, that they believed their constituents in these wards were being disproportionately disadvantaged by these proposals compared to other areas. Requested that better provision was made for bus users from these areas who wish to access central London.

Argued the changes to routes 113 and 189 seemed to have been proposed to facilitate the removal of routes 31, 214 and 205 which they considered to be excessive cuts. It was suggested that by retaining route 31, the 113 and 189 could remain unaltered and continuing interchange with the 31 would be available for those wishing to travel east or west. The councillors concluded by asking TfL to reconsider the proposals.

Cllr Pat Callaghan, Camden Town ward, LB Camden

Commented on the high value of route 31 to local residents and stated that the service was an intrinsic part of life in the area, and in other boroughs where people relied on affordable and reliable transport services.

Added that similarly, route 24 provided essential north-south links in Camden and provided travel for many people to work, hospitals, children's activities, shopping, leisure, and social activities. Commented that both buses acted as a lifeline to those who used them, particularly those with mobility issues or disabilities as they were very accessible services. People living on the large estates in Camden Town would be especially impacted if the proposals went ahead and suggested there should be a rethink.

Cllr Paul Convery, Caledonian ward, LB Islington

Stated that public transport was vital to how people in the area travelled to work, education leisure and socialising and raises concern that the proposals would reduce the mobility and resilience of London's bus network. Said that residents on lower incomes, those with disabilities and mobility issues, and those travelling with young children would be hit hardest and disproportionately. Also, that buses were essential to delivering aims of improving air quality and reducing traffic and road danger.

Acknowledged issues around TfL's funding and supported calls for a fair funding deal from the Government however was opposed to the proposals made and urged TfL to resist making further cuts to the bus network.

Stated that the proposed curtailment of route 259 would reduce bus capacity on the Caledonian Road corridor and loss of links to Woodbery Down and Tottenham. This would result in lengthy interchanges involving walks of up to 130 metres across two roads for those needing to complete their journey which is not acceptable.

Added further concern about potential job losses in the bus industry as part of these proposals, particularly at Holloway Bus Garage.

Finally, stated that mitigation must take place to reduce the impacts, particularly for people who would need to change buses to complete their journey, and improvements must be made before any changes are implemented.

Cllr Penny Wrout, Victoria Ward, LB Hackney

Expressed concern the proposals would negatively affect Hackney. Added that residents in the borough relied more than most on buses since most of the borough had no Tube, the Overground was not always reliable, and could be subject to sudden service changes.

Added that buses were very popular and well used in Hackney, that there was no need for any changes and the proposals would result in a poorer service, with older people, the vulnerable and less well-off being hit hardest.

Cllr Peter Golds, Island Gardens ward, LB Tower Hamlets

Provided a detailed history of bus routes serving the Isle of Dogs and pointed out that should the 277 be re-routed via Spindrift Avenue, the section of Westferry Road between Eastferry Road and Spindrift Avenue would lose its link to Burdett Road and Mile End for the first time since 1959. Added that the area had seen a substantial population increase during the past two decades. Was concerned the proposed re-routing of route 135 would not mitigate this as this route serves Commercial Road.

Suggested that to retain the 63-year-old bus link between this part of the Isle of Dogs and Burdett Road, the 277 should continue along Westferry Road and Manchester Road to replace the D7 should it be withdrawn as proposed, while route 135

continued along Spindrift Avenue as it currently does. Added that this would result in minimal disruption for residents as the D7 would be replaced directly with a single service with which people were already familiar.

Sought reassurance that bus frequencies in the area would not be reduced, given the ongoing population growth there.

Cllr Renata Hamvas, Peckham Rye ward, LB Southwark

Opposed the proposal to withdraw route 78. Cited the poor history of health outcomes in the area served by the 78. Added that the area where the 78 was proposed to be withdrawn and not replaced – south of Peckham Rye station at the Nunhead end of the route – served a number of housing estates and the final stop served the Lime Tree Sheltered Housing complex for older residents.

Noted that many residents could not simply use route P12 instead as this would be too far to walk for them. In addition, the stakeholder comments that the P12 was currently an unreliable – particularly when there are road works - single deck service which lacked capacity for buggy and wheelchair users at peak times. Also, that the P12 started later, finished earlier, and as well as having a low capacity it had an infrequent evening service. Argued it could not be replaced by a double decker as a double deck vehicle could not pass underneath the railway bridge at Nunhead station. Urged careful consideration of the equalities impact of this proposal.

Stated that Nunhead was a densely populated area in London Fare Zone 2 and should have good bus links into central London. Also pointed out that Nunhead Station had limited rail services and no step free access, and the 78 provided useful links from other rail services into Nunhead.

Also referred to the impact of the proposals on the local economy in Nunhead and concern the businesses in the Nunhead local centre would suffer without the 78 to bring customers to and from the range of shops, pubs, and restaurants in Evelina Road.

Also expressed concern regarding the proposed withdrawal of route 12, raising that female shift workers who needed to travel home from work in the West End late at night and would have to change at Elephant and Castle if the 12 was withdrawn. This had raised anxiety about personal safety while waiting to change bus to get home.

Cllr Richard Cotton, Camden Town ward, LB Camden

Objected to the proposals in respect of the Camden Town area and the proposed withdrawal of the 24 and 31 bus routes. Stated that these routes are well used by residents as well as by visitors to the area, and that the proposals would put further pressure on remaining local bus services like the 214 and 88.

Commented that those on low incomes disproportionately depended on bus services, as they were significantly cheaper to use than rail and Underground services.

Also noted that the 24-bus route served both the Royal Free Hospital and University College Hospital and so NHS workers and hospital patients will be adversely impacted by the proposals.

Cllr Robert Eagleton, South Pimlico ward, City of Westminster

Opposed the proposal to withdraw route 24.

Acknowledges TfL's financial issues and criticised the Government's lack of provision of a long-term settlement for London transport. However, stated that replacing route 12 with a re-routed 88 and 214, would have a detrimental impact on his constituents.

Expressed concern about the increased number of interchanges passengers would need to make if the proposals went ahead and believed this would have a detrimental impact on older, disabled, and low-income passengers.

Pointed out that TfL's own Equality Impact Assessments stated that changing bus could be confusing and physically demanding for older passengers of which Pimlico South has a higher proportion than the borough as a whole.

Further stated that route 24 allowed residents to travel directly from Pimlico to and from both University College Hospital and the Royal Free Hospital, which would mean vulnerable and disabled passengers would, under the proposals, have to change bus to travel to hospital appointments.

Expressed concern that journeys may not be able to be completed during the one-hour Hopper fare limit, which could increase the cost of travel for those on lower incomes, those who may take longer to change buses such as disabled passengers, pregnant women, and those travelling with small children.

Was concerned the current proposals failed to protect the most vulnerable and despite its difficult financial position, TfL should reconsider plans to withdraw route 24.

Cllr Roulin Khondoker, Arsenal ward, LB Islington

Said public transport was vital to how people in the area travelled to work, education leisure and socialising, and raises concern that the proposals would reduce the mobility and resilience of London's bus network. Residents on lower incomes, those with disabilities and mobility issues, and those travelling with young children would be hit hardest and disproportionately. Buses are essential to delivering aims of improving air quality and reducing traffic and road danger.

Acknowledged issues around TfL's funding and supported calls for a fair funding deal from the Government however there was opposition to the proposals made, and TfL was urged to resist making further cuts to the bus network.

Stated that the route 4 is a major concern for people who use it to travel to Whittington Hospital and therefore opposes the proposal to withdraw it, as this would cause overcrowding and potential difficulty particularly for those using mobility aids and those travelling with children. Suggested that if this proposal went ahead, frequencies on route 236 must be increased to avoid overcrowding and guarantee access for those who were mobility impaired. It was also suggested that the 236 converted to a double deck vehicle to increase capacity.

Stated that the proposed curtailment of route 259 would reduce bus capacity on the Caledonian Road corridor and loss of links to Woodbery Down and Tottenham. This would result in lengthy interchanges involving walks of up to 130 metres across two roads for those needing to complete their journey which is not acceptable.

Stated that the proposed restructure of route 214 would sever links from Islington to Moorfields Eye Hospital and impact children travelling to school in Highgate. Stakeholder adds that changes to the 256 remove easy access to St Bartholomew's Hospital and the changes proposed to route 135 will further affect access to Moorfields.

Also noted concerns about potential job losses in the bus industry as part of these proposals, particularly at Holloway Bus Garage.

Finally, stated that mitigation must take place to reduce the impacts of any changes, particularly for people who will need to change buses to complete their journey and improvements must be made before any changes are implemented.

Cllr Satnam Gill, Tufnell Park ward, LB Islington

Said public transport was vital to how people in the area travelled to work, education leisure and socialising, and raises concern that the proposals would reduce the mobility and resilience of London's bus network. Residents on lower incomes, those with disabilities and mobility issues, and those travelling with young children would be hit hardest and disproportionately. Buses are essential to delivering aims of improving air quality and reducing traffic and road danger.

Acknowledged issues around TfL's funding and supported calls for a fair funding deal from the Government however there was opposition to the proposals made, and TfL was urged to resist making further cuts to the bus network.

Stated that the route 4 is a major concern for people who use it to travel to Whittington Hospital and therefore opposes the proposal to withdraw it, as this would cause overcrowding and potential difficulty particularly for those using mobility aids and those travelling with children. Suggested that if this proposal went ahead, frequencies on route 236 must be increased to avoid overcrowding and guarantee access for those who were mobility impaired. It was also suggested that the 236 converted to a double deck vehicle to increase capacity.

Stated that the proposed curtailment of route 259 would reduce bus capacity on the Caledonian Road corridor and loss of links to Woodbery Down and Tottenham. This would result in lengthy interchanges involving walks of up to 130 metres across two roads for those needing to complete their journey which is not acceptable.

Stated that the proposed restructure of route 214 would sever links from Islington to Moorfields Eye Hospital and impact children travelling to school in Highgate. Stakeholder adds that changes to the 256 remove easy access to St Bartholomew's Hospital and the changes proposed to route 135 will further affect access to Moorfields.

Also noted concerns about potential job losses in the bus industry as part of these proposals, particularly at Holloway Bus Garage.

Finally, stated that mitigation must take place to reduce the impacts of any changes, particularly for people who will need to change buses to complete their journey and improvements must be made before any changes are implemented.

Cllr Scarlett O'Hara, Brixton Windrush ward, LB of Lambeth

Wrote on behalf of residents in the Brixton area who relied on route 45 to get to and from hospital appointments at Kings College Hospital and opposed the proposal to withdraw the route on their behalf. Noted that it is frequently older people and those with mobility problems who needed to attend hospital and a new requirement to change buses would make this more difficult and worrying for them. There was concern that losing the direct 45 bus service would cause stress and anxiety for patients.

Noted that the proposed loss of route 45 and changes to routes 59 and 159 as concerning in terms of personal safety for those travelling home in the evening, especially for women and those belonging to other protected groups who needed safe means of travel. Noted that having to potentially wait longer at bus stops after

dark or having to walk some distance between bus stops placed people at increased risk of intimidation or violence, which was not an acceptable situation.

Cllr Sharon Patrick, Kings Park ward, LB Hackney

Expressed concern about the proposal to curtail route 236 at Homerton Hospital.

Said that this would cause great inconvenience to the large numbers of residents who used the service to travel to Ridley Road market and Broadway market, and the 236 also took residents directly to Finsbury Park station.

Stated that the area had a high number of disabled residents who found getting on and off the bus difficult - having to change bus more often would put them off travelling and cause isolation. Said route 236 was well used by passengers travelling between Homerton and Hackney Wick. Believed that the proposal disproportionately discriminated against disabled, ethnic minorities and women.

Opposed the proposed changes to routes 242 and 135 as would result in a less frequent service and would make the route too long, risking it becoming unreliable. Added that the 242 was the only service in the area and it served over a thousand residents.

Cllr Siân Berry, Highgate ward, LB Camden

Objected to the bus cuts in North and East London. Stated that the bus journeys would be split resulting in extra journey times, going over the Hopper fare time limit, affecting sustainable travel.

Also stated that the changes would impact on people with protected characteristics particularly the older population in Highgate Village who would have no direct Tube connection and people with lower income who relied on buses.

Further stated that the interchanges and increased crowding could be harmful to the older people, disabled people, and women.

Objected to the proposed withdrawal of route 4 which would prevent access to the Whittington Hospital.

Cllr Tricia Clarke, Tufnell Park ward, LB Islington

Stated that public transport was vital to how people in the ward travelled to work, education, leisure and socialising and was concerned that the proposals would reduce the mobility and resilience of London's bus network. Said that the residents on lower incomes, those with disabilities and mobility issues, and those travelling with young children will be hit hardest and disproportionately. Also commented that buses were essential to delivering aims of improving air quality and reducing traffic and road danger.

Acknowledged issues around TfL's funding and supported calls for a fair funding deal from the Government however there was general opposition to the proposals made.

Stated that route 4 is a major concern for people who use it to travel to Whittington Hospital and therefore opposed the proposal to withdraw it, as this would cause overcrowding and potential difficulty particularly for those using mobility aids and those travelling with children.

Opposed the curtailment of route 476 as this would break local links to Tottenham and Stamford Hill. However, should the curtailment go ahead, said it was important that TfL increase frequencies on the 73 and removed the bus stand for the 21 bus on Newington Green.

Also opposed changes to route 43 as this was an important commuter route between High Barnet and London Bridge.

Cllr Verity McGivern, Clapham Park Ward, LB Lambeth

Objected to the proposal to withdraw route 45.

Pointed out the relatively poor public transport provision in south London as compared to north London and said this was particularly the case for residents of Clapham Park, which was described as a very deprived area and was at the furthest point in Lambeth from Tube services. Therefore, residents in the area are depended on buses to access daily needs such as employment and healthcare, and this proposal would disproportionately affect this community.

Added that Clapham Park was not close to any retail centres and lacks small local shops, so bus travel was essential for grocery shopping. Pointed out that the 45 route was the only direct connection to Kings College Hospital and for the large Latin-American community, to the Latina shops available at Elephant and Castle.

Added that while the current residents of Clapham Park needed the route to be retained, the area was also undergoing extensive development which would result in many new homes being provided there. It was important therefore to futureproof the local transport network for these future residents to access schools, employment, and services.

Cllr Victor Chamberlain, Lib Dem Group Leader of the Opposition, LB Southwark

Said the proposals will have a severe impact on Southwark and south London as a whole and ran counter to intentions to implement more environmentally friendly policies and assist residents with the cost-of-living crisis.

Criticised poor financial management at TfL and the Governments lack of funding provision.

Further criticises spending on the Silvertown Tunnel project and the deferment of the Bakerloo line extension, calling this mismanagement of transport in south London, as well as the previous withdrawal of the RV1 bus route, which operated on zero emission technology.

Stated that 25 per cent of the proposed bus route changes affected routes serving Southwark and therefore the proposals would disproportionately impact the borough, which was home to many vulnerable and less well-off people. Added that the proposals would affect access to five hospitals in the area.

Demanded a halt to proposals to reduce bus services, the abandoning of the Silvertown Tunnel and transfer of its funding to existing transport and the Bakerloo line extension.

Added that TfL should extend the Central London Bus Review consultation across the whole summer period and called for the Mayor to attend Southwark Council's July 2022 Overview and Scrutiny meeting.

Cllr Zoë Garbett, Dalston ward, LB Hackney

Acknowledged TfL's funding difficulties but expressed concern about the proposals and the effect on Dalston ward. Noted that Hackney did not have access to the Underground and many residents relied on bus services to get around the borough, particularly to access Homerton Hospital and central London.

Noted concern that the proposed reductions would impact disproportionately on disabled people, those with long term health problems who needed frequent hospital visits, older people, and those with small children.

Regarding specific routes, the following comments were made:

- Route 242 - a well-used route - suggested that it's rerouting to a less helpful terminus of Aldgate, rather than St Paul's may have been detrimental to passenger numbers
- Route 254 – reducing a useful route into central London and Euston
- A direct bus link to St Bartholomew's Hospital should be maintained
- Route 4 – objects to the withdrawal and states that changing at Finsbury Park to the single deck 236 is not an adequate mitigation

Said that residents had expressed concern about the need to wait longer to change buses and personal safety implications, especially at night.

Welcomed plans to make improvements to bus stops to mitigate the impacts of having to change bus. Said that should such mitigations be needed, these should include live Countdown information, improved maps showing interchange stops

clearly, better seating, good lighting, and clean, well-maintained shelters at bus stops.

An extension to the Hopper fare to two hours to mitigate potential cost of longer journeys which may be needed to complete journeys was also called for.

Parliamentary bodies and politicians

All Party Parliamentary Group for Cycling and Walking, Lord Russell of Liverpool

Speaking as officer of the All-Party Parliamentary Group for Cycling and Walking, described a group dedicated to reducing unnecessary car traffic, Lord Russell strongly objected to the proposals, described as a cancellation of a range of busy bus services, many of which were vital means of transport for students and the older and disabled people.

Commented also that TfL “should listen to customers, prioritise the environment and fight your political and financial battles with the Government, not us”.

Andy Slaughter MP, Member of Parliament for Hammersmith

Objected to the bus cuts in Hammersmith and Fulham. Stated that with the cost of living and fuel rising, people were increasingly reliant on public transport and more interchanging would be inconvenience and costly.

Said the changes to route 72 would impede access to the hospitals, schools, and Wormwood Scrubs prison. Reflected the negative impact that the area would have by cutting the key historic route of 74.

Raised further concern of the loss of jobs because of these proposals and the impact of night bus cuts on safety particularly for women.

Bell Ribeiro-Addy MP, Member of Parliament for Streatham

Objected to the bus cuts in south London. Stated that the area was already underserved by public transport and cutting bus route 45 would impact people particularly those with protected characteristics.

Also noted concern about an increase in travel costs as a result of the proposals.

Catherine West MP, Member of Parliament for Hornsey & Wood Green

Considered that any reduction in the public transport network risked promoting car ownership and usage, which was the opposite of what is needed to tackle pollution and climate change.

Stated that changes to routes 214 and 271 meant there would no longer be a direct route between Highgate and the City.

Also stated that route 214 should continue to travel via Kings Cross even if it was then rerouted via the West End and Pimlico. Also, that a separate consultation on the withdrawal of route 271 should be reopened.

Was concerned that bus cuts would particularly hit those with protected characteristics. Added that Highgate for example, was a hilly area, therefore older people relied on buses.

Fleur Anderson MP, Member of Parliament for Putney, Roehampton and Southfields

Stated that the loss of route 14 removed the connection to Bloomsbury universities, the legal area of Holborn and the West End. Noted that route 14 was the main bus route to Chelsea and Westminster Hospital, The Royal Marsden Hospital and The Royal Brompton Hospital. Also stated the loss of route 74 removed the direct service to Baker Street and Marylebone.

Considered that new interchange locations must have:

- Live countdown information
- Better maps on bus stops to show where changes to reach previously accessible destinations need to be made, and which follow-on services to catch
- Better seating, including proper seats with arms to help those less able to stand
- Good lighting and clean and well-maintained shelters

Also considered that the Hopper fare limit should be extended to two hours to account for interchanges.

Karen Buck MP, Member of Parliament for Westminster North

Stated that more interchanges were inconvenient. Also stated the greatest impact of the proposals would be to low-income groups.

Jeremy Corbyn MP, Member of Parliament for Islington

Stated that route 4 was key for connecting students to colleges and universities along its route (City and Islington College and City University), as well as schools, religious centres, and other key amenities. Route 4 was also a key connector to Whittington Hospital.

Considered the proposals called into question TfL's commitment to reducing private car use and promoting a greener London. Also considered that the underprivileged would be worst impacted. Comments that there were no step-free alternatives for many journeys, and changes would disproportionately impact those who used wheelchairs and those with buggies.

John Cruddas MP, Member of Parliament for Dagenham and Rainham

Stated that up to 800 jobs could be lost because of the proposals and said this was no way to reward key workers after the pandemic. Was concerned that the proposals would put hundreds of workers and families on the breadline.

Also stated that any reduction in services would have an impact on peoples' ability to get around and would mean more cars on the road. Added that London's recovery from the pandemic was key to Britain's recovery, and buses were essential to that.

Greg Hands MP, Member of Parliament for Chelsea & Fulham

Opposed to the proposals and called for them to be abandoned.

A campaign of opposition was undertaken which included a petition. This is covered in more detail in Section 4.8.13 of this report.

Stated that bus services were used regularly by his constituents, whether to commute, go to school, medical appointments, shopping or for socialising, removing, and changing routes would have a detrimental impact.

Stated that many constituents did not own a car, and the proposals would have a disproportionate impact on disabled people, older residents, and those with young children. Said that buses are an accessible option for many, not least since Tube stations such as Sloane Square, Putney Bridge and Parsons Green did not have step-free access and the London Underground District Line was frequently unreliable. Hence, increasing numbers of people were reliant on the bus network.

Also stated that the proposals were not in line with the Mayor's 2030 target for net zero carbon emissions and undermined this aim.

Cited safety as a key reason why the proposals should be abandoned, particularly the safety of women and children. Said that many children in the constituency used the bus to travel to school daily and the proposals risked parents resorting to driving their children to school where buses were removed. Noted that the removal of some night routes and changes to others risked putting women's safety at night at risk. Also note that there was currently no Night Tube service on the District Line available. Referred to shift workers, including those working in hospitals served by the day and night routes affected, noting that patients, visitors, and staff needed to be able to travel to these key hospitals – Charing Cross and Chelsea and Westminster – reliably at all times of the day and night.

Highlighted a situation regarding the World's End estate in Chelsea, which had a high number of vulnerable and older residents, and a twenty-minute walk to access the nearest Tube station. The proposals involved withdrawing the 11, N11 and C3 which served the estate and changing other services, which would be detrimental to residents who relied on bus services. It was also noted that developments at Lots

Road Power Station would create further demand and pressure on local bus services.

Described route 11 as an iconic London bus route, listed among the top three best sightseeing buses in the capital, as a route which has been running for over 100 years, and stated that this service should remain.

Noted concern that new requirements for many passengers to change bus would create further barriers to travel for many, for example by making journeys confusing or longer, due to the need to change bus or walk some distance to the next bus stop to complete a journey. This was a particular issue for those with impaired mobility who may choose to stop travelling altogether. Added that while TfL promoted walking and cycling as an alternative to public transport, many affected by the central London bus proposals simply could not do this, such as older and disabled people, those needing to travel with small children or those carrying heavy luggage - all need to be able to travel easily and independently as they could now.

Harriet Harman QC MP, Member of Parliament for Camberwell and Peckham

Stated that Camberwell and Peckham were poorly served by other forms of public transport. Many people did not own cars, and this would be bad for pollution anyway. Considered that the Overground was too expensive for many people to use as an alternative to buses, and that Camberwell was poorly connected to the network.

Also stated that interchanging was very inconvenient and made journeys much longer. Those with protected characteristics would be impacted the most.

Considered that we should withdraw the proposals and start again with a map of London showing low-income communities and plan around these, starting from a position considering social equality.

Helen Hayes MP, Member of Parliament for Dulwich and West Norwood

Stated that Dulwich and West Norwood had some of the highest rates of bus usage in London. Route 12 was key as it went to the west end of central London, whereas local rail links went to London Bridge.

Was concerned the loss of route 78 would remove a key link to the City. Also, King's College Hospital relies on access by bus.

Also stated that Dulwich and West Norwood have high levels of deprivation, so people relied on buses as affordable transport. Any changes would therefore have a detrimental impact on communities with protected characteristics.

Considered that cuts would likely increase violence against women and girls and lead to youth violence, therefore any impacts should be viewed through this lens.

Julia Lopez MP, Hornchurch and Upminster

Expressed concern that key interchanges into London from Hornchurch and Upminster would have bus services under the proposals. Namely, Liverpool Street, Fenchurch Street, Tower Hill/Tower Gateway, and Whitechapel. Added that the cost-of-living crisis meant many people would wish to save on transport and would switch to bus travel. The Hopper fare may be inadequate due to longer journeys.

Also stated that people with mobility issues relied on buses for step-free transport and interchanging was difficult for those in wheelchairs and with disabilities. Said that with fewer buses there would be less space for wheelchairs. Considered that changing buses also raised safety issues for women and children.

Matthew Offord MP, Member of Parliament for Hendon

Expressed concern that the proposals for route 113 would remove the only direct bus service into central London for constituents in Hendon.

Kate Osamor MP, Member of Parliament for Edmonton

Stated that route 259 proposal meant people would no longer be able to commute from Edmonton to Kings Cross. Having to change buses at Holloway would incur extra cost if the journey took over one hour (which is often the case).

Kier Starmer MP, Holborn and St Pancras

Stated that buses were needed to achieve climate commitments and help London's economy recover.

Also stated the proposals would have a big impact on people with protected characteristics. Added that route 24 linked the Royal Free Hospital and University College Hospital London - it was therefore vital that these affordable access options remained.

Lord Bruce of Bennachie

As a regular user of route 12, Lord Bruce objected to proposals to withdraw this route from south London.

Noted the bus route provided a valuable direct link to the heart of the West End for many communities in south-east London and described the tube and train network for these communities as 'limited and non-existent' compared with other parts of London.

Added that having to change buses on returning from the West End would add delay and inconvenience and increase the likelihood of having to stand for a significant part of the journey, which was especially inconvenient if carrying shopping. Stated communities south of the river already felt disadvantaged and the proposal may confirm this.

Asked that we reconsider the proposals and suggested if a change is needed, this could be made instead to route 148.

Marsha de Cordova MP, Member of Parliament for Battersea

Expressed concern about the proposed cuts to bus services in Battersea, while acknowledging TfL's financial situation. Was especially concerned about the impact on the older people and disabled people, stating they would have to change buses where they did not currently, face longer waits and journey times and deal with less accessible space on fewer buses. Also expressed personal safety concerns for those travelling at night, especially women, if night services were lost or restructured.

Noted that while withdrawn routes would largely remain covered by restructuring other routes, there would still be knock-on effects in terms of frequency and capacity. Noted concern that less frequent and overcrowded buses could push people back into using their cars more, causing congestion and poor air quality issues.

Also expressed concern for bus drivers saying the proposals would cause disruption and potential loss of jobs, plus reduced opportunities for overtime.

Nickie Aiken MP, Cities of London and Westminster

In addition to the following comments, there was campaign and petition opposing the proposed changes, hosted online. This is detailed in Section 4.8.15 of this report. Stated that amid recovery from the pandemic, it was imperative that Londoners had access to a good transport network and affordable alternatives to London Underground. Expressed concern that if this were not the case people would return to their cars, causing additional congestion which was not just of consequence to cyclists and pedestrians but also to the climate, on which we needed to act, as evidenced by the summer's extreme heat.

Stated that over 1,700 constituents had been in touch to raise concerns about the proposals during the consultation period, with key concerns raised including increased congestion, less frequent, more crowded buses and longer journeys on routes which would require a change of bus, whereas currently the journey is direct. Also stated that disabled and older people and those less able to walk would be disproportionately affected by the proposals as they were less able to use the Underground or may struggle to change bus.

Particular concerns were noted about the following routes:

- Route 4 – a key route to the Whittington Hospital and if scrapped would require residents from Cities of London and Westminster to use fewer buses with additional changes or use the more expensive Northern line. Proposal creates disadvantage for older residents and those less able to walk
- Route 11 and N11 – this is an iconic route which has been running since 1906. The route serves Chelsea and Westminster, Royal Brompton and Royal Marsden Hospitals and residents have told the MP about the anxiety they

have suffered because of proposals to withdraw this route, including those needing to travel to appointments, accompany someone to appointments or visiting loved ones in hospital. In addition, the N11 offered a safe route home especially for women and girls

- Route 14 – this was another route serving hospitals - it connected the residents of the St James' area with Chelsea and Westminster, Royal Brompton, and Royal Marsden Hospitals. Combined with other changes, residents would be left with few options to attend important appointments and would resort to taxis or private cars
- Route 24 and N24 – Route 24 is an iconic route which has served Pimlico since 1912 and is part of the area's heritage. This route also connects residents of Pimlico and Victoria to the Royal Free Hospital and again, scrapping the route would make attending appointments even more stressful for patients. The N24 also provides a safe night-time journey home, particularly for women and girls
- Route 211 – this route links Charing Cross, Chelsea and Westminster, Royal Brompton, Royal Marsden, and St Thomas' Hospitals, is another critical hospital route, and the proposed change would redirect it to miss out Pimlico, Victoria, and Westminster. This would have a detrimental impact on residents of St James, Vincent Square, Pimlico North and South and Knightsbridge and Belgravia. People relied on this route not least as in some areas the nearest station was twenty minutes' walk away.
- Route 507 – redirecting the route over Westminster Bridge to Victoria Street cut out the neighbourhoods of Millbank and Horseferry which increased isolation for residents. Said the route should be left as it is.

Tulip Siddiq MP, Member of Parliament for Hampstead and Kilburn

Wrote on behalf of her constituents to raise concerns about the proposed changes to bus services in her constituency with reference to routes 16, 24, 31, 46, 98 and the 189.

Stated that those without access to a car relied on the bus network and were worried that if the proposals go ahead, they would lose links to the rest of the city and become isolated, not least as some routes which were proposed for withdrawal or change were the only direct route into central London from the area. There was concern this would make journeys into central London longer and potentially more expensive.

Further stated that local parents had expressed concern that their children relied on free bus travel to get to school, and they may have to pay for Tube journeys if bus services were cut. Also stated that buses were the preferred means of travel for older people and disabled people as unlike many Tube stations, they were

accessible. Said these groups would be disproportionately penalised by the proposals.

Political groups

Camberwell & Peckham Constituency Labour Party

Noted that buses were of great importance to the Camberwell and Peckham area given that bus services were fully accessible, and the area did not have ready access to the Underground and relatively limited access to rail services compared to other areas.

Although the Hopper fare was welcomed as a valuable initiative, loss of direct bus links and more need to change bus routes would mean journeys were longer and less convenient, further disadvantaging this diverse community.

Made specific comments on route 12 – noted that the 12 had served Camberwell and Peckham for 150 years providing direct links into central London and the West End. Said the proposed changes would affect one third of passengers who currently used the route.

Also said that a previous curtailment of route 171 meant the area had already lost its direct links to Waterloo and Holborn. New links offered by the proposals for route 148 were considered as of limited value, due to an indirect route which due to its proposed length may also be more unreliable. Lack of a reliable service to travel to work or school would damage the prospects of those living in Camberwell and Peckham. The N12 night service was valuable and contrary to falling passenger numbers post pandemic cited as justification for the changes, had seen a 35 per cent increase in passengers during one week in May 2022 compared with the same period in 2019. There was also concern that changes to night bus services may make women, ethnic minorities, or the LGBT+ community more vulnerable to sexual violence or hate crime.

Specific comments about route 45 included that removing this service would mean people had to rely on route 35 and therefore fewer buses and longer waits at bus stops for those wishing to travel to the Brixton area.

Specific comments about route 78 included that removing this route would mean longer journeys to Shoreditch and Liverpool Street and links to Aldgate would be lost. The 78 provided a unique link between Old Kent Road and parts of Peckham. One third of current passengers would have less convenient journeys. Concern was noted that removing the service would leave parts of Nunhead with access to only one bus route, the less frequent P12 service which also began and ended later than the 78.

There was also concern that two bus stops in Nunhead would lose any bus service at all if the 78 were to be withdrawn. People travelling to Nunhead from north of Peckham would be very inconvenienced, needing to make multiple changes or walk longer distances. This would impact on those with impaired mobility. Also commented that contrary to TfL's commentary, the 78 had seen passenger numbers increase in May 2022 by 27 per cent compared with 2019.

Camden Council Liberal Democrat Group

Opposed the proposed bus cuts in Camden, particularly relating to route 24 and 31. Said that buses provided a low-cost transport option for many people, especially for short journeys and the proposals run counter to the Mayor of London's claims that he wanted to reduce car use.

Also stated that the proposals would disproportionately affect those on lower incomes as this group was more likely to rely on buses. Said that the 24 provided a vital link to the Royal Free and University College Hospitals and local children used both routes to get to school.

Commented that poor financial management at TfL along with a lack of Government funding had led to these proposals and called on the Mayor and the Government to reach an appropriate funding agreement.

Communist Party London District

Said that reductions in bus services was not an acceptable impact of a lack of Government funding for TfL. Referred to the current cost of living crisis and noted that many people, particularly public sector workers had seen a reduction in their real terms pay. Further stated that passenger numbers did not in fact justify a reduction in services.

Has estimated that fares payments for a typical working week using the Tube instead of bus services would mean passengers having to pay almost double the price for their journeys which would be a considerable extra cost over a year. Therefore, the changes would disproportionately impact on the lower paid, which unjustly often included women and those from minority communities.

Islington Liberal Democrats

Noted concerned about the proposed changes to London's bus network, commenting that buses were the most frequently used form of public transport in central London keeping London's diverse communities connected. Said that reductions to bus services risked putting people off using the bus. The proposed changes would cause people to return to car use and were contrary to the Mayor's aim that 80 per cent of all journeys should be on foot, by cycle or on public transport by 2041. This would only be achieved if Londoners had full confidence in a reliable and frequent transport network.

If the proposals did go ahead the stakeholder stated that the Hopper fare should be extended from one hour to 90 minutes to mitigate the impact on low-income Londoners who relied on more affordable bus travel.

Noted that at 88 locations customers would need to change bus stops to complete their journey which may discourage older and disabled Londoners from seeing the bus as a viable and efficient choice of transport.

On route 4 specifically, noted that many Islington residents would lose a direct link to the Whittington Hospital. The route also served several nurseries, schools and colleges and it was noted that Islington did not have many accessible Tube stations. Noted that route 4 currently served Angel, Highbury & Islington, Holloway Road and Archway Tube stations, none of which have step-free access to platform level.

TfL's financial situation was noted, and the stakeholder called upon the Mayor and Government to reach a suitable funding arrangement for TfL.

Islington Green Party

Acknowledged TfL's financial position and the need to make savings but stated that bus services should not be part of this.

Stated that low-income Londoners relied on the bus network as a low-cost travel option. The proposals would also disproportionately affect older people, those with disabilities, parents and children and communities of colour, and added that this was not worth the projected savings the proposals would yield.

Referred to the petition they have submitted to the consultation and summarised a number of comments from those signing the petition citing how the proposals would impact negatively on their lives. This petition is detailed in Section 4.8.16.9 of the report.

Supported proposed measures to mitigate the impact where passengers were required to change bus to complete their journey, and called for live Countdown displays, better information at bus stops, improved seating, and lighting to be provided at all bus stops where interchanges had to be made.

Would also like to see frequency increases on remaining services and an increase in the Hopper fare operating time to two hours rather than one as many journeys may take longer than the current timespan if the proposals were implemented.

Finally, stated that more detailed information should have been laid out more clearly on the consultation website and the documents provided did not make some changes clear enough.

Southwark Council Liberal Democrat Group

Believed that Southwark as a borough was being disproportionately impacted by the services for central London bus services.

Stated that the borough was poorly served by public transport and criticised TfL for not delivering the Bakerloo line extension or Rotherhithe bridge and for withdrawing the RV1 hydrogen zero emission bus route.

Noted that Southwark would be negatively impacted and noted that Elephant and Castle, used by many Southwark residents to travel to other parts of London would lose around a quarter of bus services, citing that four of the 16 routes proposed for withdrawal ran in the borough and 17 more affected routes also served the area.

Stated that many Southwark residents relied on the bus network due to a lack of alternative options. It was also relied upon by lower income Londoners as an affordable transport option.

Opposed the need for increased number of interchanges on the bus network as this had consequences for the older people and disabled people who could not easily change buses. This was also noted as an issue for younger people and using buses to travel at night as interchanging more could expose them to additional personal risk.

Noted concern that changes to routes 47 and 133 would remove direct access from Southwark to the transport hub at Liverpool Street.

Also noted that the four routes proposed for withdrawal that serve Southwark provide access to five hospitals (Guys, St Thomas', Evelina Children's, Kings College and London Bridge) which would cause issues for patients and staff. Route 12 was stated as being used by many Southwark residents to access St Thomas' Hospital.

Highlighted the impact on night services for key workers and an affordable means to travel home for those enjoying the night-time economy. Night services on route 12 were highlighted as important for medical staff traveling to and from St Thomas' Hospital. Quoted figures which indicated that bus ridership figures on the 12 night service in May 2022 were higher than the same period in May 2019.

Referred to poor air quality in Southwark and was concerned that reduced access to bus services may worsen this as people returned to private transport. This may also increase congestion.

Tower Hamlets Aspire Group, Deputy Mayor, and Isle of Dogs councillors

A coordinated response to consultation was received via a letter to the TfL Chief Operating, a letter from the Tower Hamlets Aspire Group to the Mayor, and a petition to TfL arranged via Isle of Dogs councillors. Details of the petition are included in Section 4.8.7 of this report.

The stakeholders opposed the removal of bus routes D3 and D7, would like to see these safeguarded from change and asked that our proposals for the route be reconsidered. The routes were described as 'extremely important' to residents of the Isle of Dogs. Older people use the routes for essential trips, that would not be possible if the route were to no longer run. Many other residents with ill health or that were vulnerable used the service for essential medical access. Said the route was also crucial for connectivity within the local community and was an important interchange with DLR and London Underground services in Canary Wharf. Removal of the route would therefore place extra demand on other services.

The stakeholders were concerned that residents would suffer a loss of quality of life if the proposals in their area were implemented; that there had not been a consideration of the economic benefit of public transport; and the council's green agenda would be negatively impacted if public transport was not able to support the reduction of air pollution in the area.

The stakeholders said it acknowledged the financial pressures faced by TfL and the Mayor and would be willing to support a campaign that would lead to more vital investment in the interests of London's economy.

Twickenham Constituency Labour Party

Noted its concern that the proposals would increase overcrowding, cause longer journey times, cause longer waits at bus stops, disrupt journeys, increase the need to change buses and increase the number of car journeys, which would in turn increase congestion and pollution impacting negatively on the environment and climate change.

Stated its belief that the proposals would disproportionately impact on the most vulnerable Londoners and protected groups such as those with disabilities, older people, those from ethnic minorities, pregnant women and those travelling with children. Further stated that the proposals would negatively impact on local communities particularly those who had less access to the Underground and other transport modes.

Also stated that bus operations staff are the backbone of the transport network and should be treated with due respect.

Noted TfL's financial situation and called for a suitable funding arrangement for TfL.

Transport and road user groups

Abellio London

Introduced its comments with some information about the company which ran 51 bus routes in the capital, carried 150 million passengers a year, and employed 2,500 staff across central, south, and west London.

Recognised efforts by TfL to attract passengers back to the bus network following the pandemic and to progress the provision of a sustainable bus network. Noted the launch of new buses on route 63 which offered enhanced environmental benefits and customer facilities and highlighted the positive feedback which had been received about the new buses.

Noted that bus travel was the most used form of transport in London, being affordable and accessible and it's potential to contribute towards the Mayor of London's net zero goals. Understood TfL's funding issues and the need to provide a good value service for customers; however, stated that the level of cuts to services proposed would cause wider issues and long-lasting negative impacts which ran counter to TfL and the Mayor's long-term objectives.

Said that to meet wider goals, the bus network must have faster journey times and be affordable, thus providing a more attractive offer to customers and encourage more bus use. Believed the proposals would have the opposite effect.

Encouraged the consideration of alternative options to promote bus use in the Capital to reduce the impact of the reduction in services required and to focus on further investment in developing the current operation to allow growth in revenue to support future funding challenges.

British Ports Association

Stated that any London transport strategy must cover both central and outer London and examine both passenger and freight options and the M25 and approaches from south-east England through to the north must be prioritised.

Said that central London needed to have better links to the suburbs. Noted that although comprehensive in central London, the London Underground routes in areas such as south-east London were described as 'non-existent'.

Suggested the recent public rail investment in projects such as Crossrail only had a token impact in south-east London and had led to increased use of cars on strategic routes such as the South Circular, the A2, A20 and the M25. Additional traffic had a negative impact on freight traffic, and the stakeholder noted congestion on roads led to increased transport costs and detrimental environmental impacts.

Stated that freight traffic had no real alternative options other than roads, realistically, yet private individuals could use passenger transport instead of cars.

It was therefore important to improve public transport across the network to avoid congestion. It was suggested this could mean linking up the different east-west rail services coming into the capital, particularly from Kent, such as the Woolwich and Abbey Wood to the Bexleyheath and Sidcup lines with direct bus services – adding that this could enable us to realise the benefits of the Elizabeth Line.

Campaign for Better Transport

Recognised TfL's financial situation and other difficulties such as reduction in demand for particular bus services. Supported the principle of reviewing bus services and acknowledged that there was scope for reducing services where there was route duplication. However, stated that any such reduction would need to be complemented with improvements to service provision in underserved areas such as outer London. This was important in line with ambitions to encourage modal shift away from car use to public transport.

Said that consideration must be given for the needs of older, disabled, and vulnerable groups and endorsed a view that more should be done to increase bus revenue by other means before large scale reductions are proposed.

Stated that where withdrawn routes were to be replaced with the use of multiple alternative bus routes, bus changeovers must be as easy and quick as possible with minimal walking between stops, stops must be accessible for wheelchair users. Also, that frequencies on the replacement routes must be comparable to the ones being withdrawn.

Cited research indicating that a wait of more than 12 minutes for a bus was deemed unacceptable, and changes should not proceed if more than 15 per cent of existing passengers on the route would be affected.

Expressed concern about the continued lack of long-term funding for TfL from Government and the negative impact this would have on passengers and confidence in London's transport network in the longer term.

Chiltern Railways

Objected to the change proposed to route 205.

Stated that Marylebone Station was served by one bus, the 2, which served the station forecourt and noted that route 205 used to serve the forecourt until a few years ago when this was stopped to speed up the 205 service. Recalled its objection to this change at the time as it reduced bus options for those exiting the station with heavy luggage.

Described the 205 as a useful service as it linked up major rail termini – Paddington, Marylebone, Euston, Kings Cross/St Pancras, and Liverpool Street. It was especially useful for customers with accessibility requirements or heavy luggage which made interchange with the Underground less attractive. The 205 was also useful on occasions when there was disruption on the Hammersmith and City, Metropolitan and Circle lines as it replicated the routes above ground.

Noted concern that the proposals removed all these interchange options, and this would especially disadvantage those with mobility issues or carrying heavy luggage. There was also concern that the proposals meant no bus from Marylebone to anywhere east of Euston, so anyone travelling to the City or further afield would need to change buses, which again disadvantaged those with mobility issues.

Concluded by saying the proposals would undermine Marylebone station's connectivity with the rest of London.

Clapham Junction Action Group

Noted that the rerouting of route 27 meant that current users of route C3 would be able to continue their journey on the 27 as it was considered this would not make a huge difference to people's journeys.

Further noted that the removal of the section of route 49 going to Clapham Junction would result in some customers who currently used route 49 to get to and from Clapham Junction to White City having to change buses twice to complete their journey rather than having a direct service on the 49 only as now.

Suggested that TfL should consider extending route 19 to start at Clapham Junction rather than Battersea Bridge which would also connect with Clapham Junction station.

East Surrey Transport Committee

Noted in was a Croydon based organisation and that many members used central London buses for onward travel having arrived in London by train.

Expressed concern that several bus corridors were affected by both route removals and rerouting of the remaining services. In some corridors this represented a 50 per cent or more reduction in services.

Made comments related to particular proposals as follows:

- Replacing routes 11 and 211 with just the 507 was considered 'a step too far'. There was concern that this could lead to overcrowding on buses to the west of Victoria. The 11 was described as an important link from Victoria to Liverpool Street and Fulham and should remain as it is

- Route 507 provided an important link to Rochester Row and the main entrance at St Thomas' Hospital which would be lost. Having a terminus in Victoria bus station was also useful for those with reduced mobility
- Route 24 provided an important link to the British Museum and University College Hospital which would require a change of bus if the proposals went ahead. Considered that any change to this route should maintain direct links with no need to change and suggested extending the 29 to Victoria instead
- Route 521 enabled direct journeys from London Bridge to St Bartholomew's Hospital via Cannon Street and the link to Cannon Street and London Bridge bus station would be lost with these proposals. Route 521 should be kept as it is and route 133 should continue to terminate at its current terminus
- Route 43 provided an important link from London Bridge to Moorfields Eye Hospital and although the 141 would maintain this link the changes to the 43 and 133 could lead to overcrowding, thus making this journey more difficult and less comfortable. Suggested that the 141 would need to be increased in frequency and the 133 should continue to Liverpool Street
- Route 47's links between London Bridge and Liverpool Street would be maintained by other routes however, said that if there was an opportunity to reinstate a direct link from London Bridge to Fenchurch Street and then Whitechapel and Aldgate it should be taken
- Route 343 provided a link between London Bridge and Aldgate which was only introduced a few years ago and should remain. Stated that this was important with the introduction of Thameslink services at London Bridge and noted this journey was not possible by Tube. Stated that this as compounded by proposals to also withdraw route 78

Freedom for Drivers Foundation

Stated there were too many buses which slowed other traffic and the cost in subsidies was unjustifiable.

Future Transport London

Expressed a hope that a longer-term funding arrangement with Government would mean that the reductions in bus services originally proposed would be less necessary.

Noted there had been a decline in bus usage but believed this should be addressed by making bus use more attractive rather than cutting services. This was in line with predicted population growth in London over the next decade and Mayoral and government targets to cut emissions and increase public transport use. Once an upturn in bus use was achieved enhancements to the bus service would be needed to meet rising demand such as increasing frequencies and revising routes.

Stated that it was therefore easier to respond to falling demand by reducing frequencies rather than making changes to routes and taking away through journeys.

There was concern that disabled people, who relied on the bus as an accessible means of travel, may be deterred from travelling at all if they're through journey was lost. Others may be deterred from bus travel if less frequent services meant they may have to stand for a long time when changing or it became difficult to judge how long to allow to make a journey.

Made recommendations that where a through route was no longer possible there should always be same stop interchange available and there should be no more than a 50-yard walk between the interchange stops. Stated that one example on route 259 given as a 140-yard walk to change bus stops was completely unacceptable for older or mobility impaired people who would have already walked to their initial boarding location and would have to walk from their final alighting location.

Further stated that Countdown information must be provided at all interchange stops and that bus lanes should be restored along with other measures to speed up journey times to enhance the attractiveness of the bus network to passengers. Bus stops should have a safe environment and conflict with cyclists and e-scooters must be minimised.

Stated that tourism should be considered as the bus network could be promoted as an attractive option for them rather than the Tube.

Commented that the consultation process did not present an adequate opportunity for those involved in tourism to reflect their interest. Listed several recent route changes which it considered had been detrimental to those visiting London and suggested that route changes may not be accurately conveyed to tourists, and those contained in the proposals would also not be.

Particularly objected to the withdrawal of route 11 which it stated provided better sightseeing opportunities for visitors than services advertised as sightseeing buses.

Was concerned that changes to bus route numbers would cause confusion with some familiar routes proposed to disappear for Londoners as well as tourists, even when the same journey could still be made using a differently numbered bus route.

Said that the consultation period should have been longer, even with the extension to 7 August and noted that the consultation period was shorter than that for the ULEZ consultation, despite the Central London Bus review containing much more detailed proposals, which would require more time to process and respond to.

Go-Ahead London

Stated that, as a bus operator in London, it was being disproportionately impacted by the proposals. It noted that six routes currently operated by Go-Ahead were proposed for withdrawal – routes 11, 12, 14, 74, 521 and D7.

Listed a number of detailed observations on what the proposals would mean for it as an operator. This includes implications for bus journey mileage, bus garage capacity, staffing and peak vehicle requirements. It also that connectivity for customers when changing to and from other transport modes would be affected.

Added that passengers who would become compelled to change buses to complete their journey because of the proposals would find the network less attractive due to longer journey times and waits at bus stops, particularly those with mobility issues. Safety concerns may occur if people had to wait for long periods in unfamiliar locations, particularly at night.

Noted that English bus fares outside of London were due to be capped at a £2 maximum per journey later this year for a six-month period. Suggested that at £1-65, the London Hopper ticket represented exceptional value for money and TfL should consider a 35p increase on this fare, provided funds are set aside to make up the £35m savings due to be achieved via the consultation – i.e., the fare uplift be specifically allocated to maintaining the network

Further noted that the Hopper one-hour time limit could become less useful for some passengers as changing buses may mean journeys took longer than this.

London Cycling Campaign

Said it shared concerns expressed by TfL that funding constraints were forcing a reduction in bus services.

Stated that to reduce congestion and air pollution and increase active travel, there must be better public transport and improved infrastructure for walking, wheeling, and cycling. Said that reducing bus services would undermine this and the Mayor's objectives in this regard.

Stated its main concern as being that in making these changes to the bus network, TfL did not undermine the viability or overall use of buses in London, future growth in bus trips or the increase in cycling trips which had been reported since lockdown.

Stated that sustaining and increasing the numbers of cycle trips was essential to meet the Mayor's targets for emission reduction and car journey reduction. Cycling infrastructure improvements during the pandemic (even temporary ones) had been significant and it was vital that these improvements were retained and as TfL stated in the Bus Action Plan - greater use of public transport and enhanced active travel infrastructure must be mutually enhancing.

Said the target must be to create road conditions that enabled all Londoners to travel safely as well as sustainably, healthily, and equitably in the 21st century. And that meant that even where bus and cycle networks must correspond with each other, for Vision Zero to be achievable, solutions must be found that did not seek to “balance” road danger with bus journey times but rather delivered on both.

London TravelWatch

Described the scale of proposed changes as ‘huge’ and estimated that 93,000 daily bus journeys would include an interchange where they did not currently. Further estimate that 21 per cent of current night-time travellers would need to change buses where they did not currently which led to personal safety concerns.

Noted that in some locations, interchanging between buses would involve a walk of up to 500 metres, which was an added inconvenience for all passengers.

Raised concern that the Hopper fare timing would be inadequate to cater for new interchanges in some cases. Further concern was raised that ridership was still in the process of recovering from the pandemic and reducing bus services may lead to increasing overcrowding on remaining services as the recovery continued.

Raised further concern that where routes were proposed to be extended to cover routes that may be withdrawn, these routes would become very long and likely to be frequently curtailed early to maintain reliability. Changes to some routes may reduce their amenity/usefulness and render them vulnerable to withdrawal at a future time.

Said that bus users were more likely to be people of colour, women, and young people, as well as those on lower incomes. Buses provided the most accessible and affordable means to travel so the proposals would disproportionately affect these groups as well as interchanging being particularly difficult for and discouraging to those with mobility, sensory or cognitive impairments. Further stated that the quality of interchange location was often poor – TfL needed to address this and ensure adequate shelter, seating, lighting, and Countdown information was provided for a better experience. Disabled people were further likely to be impacted by the proposals as if remaining services became more overcrowded, there will be less space on board buses available for wheelchair users.

Further stated that those using night bus services were often on low wages and insecure employment so changes could negatively impact their economic wellbeing.

Stakeholder provided detailed examples of connectivity provided by bus services to rail termini and hospitals across London which would be undermined by the proposals.

Comments about the consultation process included that the scale of the proposals meant the consultation should have been longer than a standard six weeks from the beginning rather than having to be extended part way through. It also expressed disappointment that it took some time after the consultation launch for a full range of accessible materials, including British Sign Language videos, to become available on the consultation website. It also commented on links on the main TfL website, adding these were only sporadically available to make way for strike communications and a lack of detailed information about bus routes being specifically affected on the consultation poster.

Metroline

Stated as a London bus operator, a concern that the needs of bus operators must be fully considered. Elaborated by stating that the impact of the proposals on operators should be proportionate to existing market share of each. The proposals would impact significantly on Metroline's current market share if all were implemented and this in turn had implications for their operations. It noted that this is not the case for other operators.

Also pointed out that factors such as numbers of broken links and contract end dates for routes proposed for withdrawal and alteration needed to be considered and provided a number of detailed comments about routes it operated which were included in the proposals.

Paddington Residents' Active Concern on Transport (PRACT)

Described the proposals as the latest in a number of piecemeal service reductions on buses in the area and expressed concern that more cuts were being implemented to respond to what may only be a temporary lack of demand. Added that if access to comfortable direct journeys was no longer provided people may no longer regard the bus as a viable transport option and stop using the network, leading to a downward spiral of demand and more cuts.

Stated that the bus network was needed to provide accessible and sustainable transport facilities which was particularly important for those with mobility impairments, older people, and parents with young children. Said that this especially necessary in the Paddington area where nearby Tube stations, except Paddington itself, did not have step-free access.

Called for mitigation to be put in place at stops where passengers would need to change bus to complete their journey. Stated that wherever possible, interchange should be at the same stop, there should be adequate space for wheelchairs and pushchairs; and stops should always have Countdown information and adequate seating, shelter, and lighting.

Called for a strategic review of bus services before any changes were made and noted that TfL's Bus Action Plan looked towards improving the network rather than curtailing it. Suggestions were made for alternative ways to improve the network.

There was also a number of detailed summaries of the proposed changes, that listed the negative impacts the loss of some routes and an increased need to change buses would have on bus passengers travelling to, from and around the Paddington area. Also sought reassurance about frequencies on the routes which would remain.

Paddington Waterways and Maida Vale Society (PWMVS)

PWMVS stated it was party to the preparation of the PRACT consultation response (above) and fully supported all it contains. It also submitted the following comments:

- Buses should be at the heart of any transport strategy for London, as they provide the easiest, most connected, accessible, and local means of transport, enabling ordinary people to get around without resorting to using a car or ride sharing scheme, therefore making the city 'greener'
- There should be an agreed bus strategy setting out the role buses play and measures of success – without this there will be a downward spiral of degenerating services as recently seen in Central London
- Cost should never be the main driver when decisions are made about providing public services
- There is a lack of tube stations in the Paddington Waterways and Maida Vale area and those that are available do not have step free access meaning buses are the most accessible means of travel available
- Reducing bus services means vulnerable people will become isolated
- Buses running north-south through the Paddington area are particularly important and the loss of route 16 will mean a significant loss of capacity in the area
- The proposals are particularly detrimental to the Church Street area due to the demographic mix and poor tube coverage as many people rely on the bus to access employment and community services – the buses are heavily used by those most in need of community support

Went on to suggest the following action was needed in three key areas before any changes were progressed:

- A proper long term bus strategy which would allow thoughtful, rather than piecemeal, crisis driven, actions
- More outreach-based consultation engaging directly with those to be directly impacted by the changes but may be least able to participate
- The needs of ordinary bus users (i.e., step free access, need to make journeys without the inconvenience of changing onto multiple vehicles) should be the primary consideration in any decision-making process about service provision

Potters Bar and St Albans Transport User Group

Noted the Elizabeth line would change how people accessed central London. Added that the bus and Tube network needed simplifying and described the existing network as over complicated for visitors.

Further stated that the group often travelled via train and bus and interchanged mainly at Euston or St. Pancras/Blackfriars. Stakeholder states that they only occasionally use buses if working in south or east London.

Save Our Buses

Described the proposals as seriously flawed and expressed concern that the proposed changes built on service reductions which were made by TfL before the pandemic, which made a number of journeys more challenging and fuelled a drop in patronage.

Called for the 'core' central London bus network to remain in place including routes 4, 11, 12, 14, 16, 24, 31 and 74 and stated that changes could be made without undermining the integrity of the core network. Suggested TfL should not be terminating bus routes at locations in the City of London such as Blackfriars, City Thameslink and St Pauls as these locations had little reason for people to go there outside business hours, which be reflected in ridership numbers. Considered that much of the City was served well enough by buses running through the area to other destinations.

Submitted detailed comments on a number of the proposals and suggested several ways for TfL to be proactive to London's public transport. This included creating integrating cycle superhighways to become 'bus superhighways', reinstating bus lanes and considering the busiest bus corridors for a tram service.

Stated that an increased need to change bus was disproportionately challenging for those with mobility issues and wheelchair users. Said that the proposals may increase overcrowding on services which also had impacts for the mobility impaired. Although a crowded bus may be accessible for some people with slightly limited mobility, someone who found it difficult to stand for long periods or a wheelchair user who could not access a wheelchair space may find this difficult and off putting.

Described TfL bus services as an asset to London and made detailed suggestions for how better promotion of bus services could encourage Londoners to get back on board.

TfL Youth Panel

Opposed to the changes if these were without serious consideration into practical mitigations. Said the proposed changes, while it recognised their necessity, would negatively impact young Londoners and the Youth Panel is

Described the bus network as an essential service for many young people and an affordable and well-connected option for young Londoners

Concluded there may be some positive shift to active travel, but only with accompanying infrastructure investment. That longer journey times because of these changes would have adverse impacts on young people included increased travel costs during a cost-of-living crisis

Also raises concern of reduced social mobility due to a less reliable service, making the bus network a less attractive option that may have knock-on effects for how London was viewed amongst young people

Said that while the proposals may help TfL to become financially sustainable and may encourage take-up of active travel modes, a less accessible bus network may also lead others (older people) to take up car usage, which would negatively contribute to the environment

Concerned also about safety. Considered the reduction/alteration of night bus services was seen as a huge issue for young people's personal safety. Young Londoners were more likely to make night-time bus journeys because of work or socialising, and the changes may discourage them to make these journeys or seek alternatives. It was also noted that potential overcrowding of buses may have an impact on young people who are anxious about travelling and disabled young people

The following mitigations were recommended to support potential changes:

- Reliability and dependency – improve digital countdown signs; fully covered bus stops; ensure frequency of existing routes not impacted so people can still utilise the bus network
- Active travel and sustainable transport – ensure this reduction in bus services does not create an increase in car usage. Invest in cycle infrastructure and cycle parking
- Disability access – ensure that disabled customers still receive a positive experience using the bus network

UK Coach Operators Association

Noted its main concerns related to the many visitors that the association members brought into London either for day trips or longer, and which would involve them using bus services during their stay.

Stated that many of London's bus services were iconic in themselves and many routes were well known even by the occasional visitor. Concern was raised that a loss of many familiar bus route numbers would have a negative impact on the numbers of people using bus services while in London.

The Association accepted that the way in London works and operates following the pandemic has changed, especially in employment and retail activity. It therefore followed that the bus network needed to adapt accordingly. It was also accepted that the demand for bus services in central London had dropped and therefore the number of seats provided on a daily basis needed to be adjusted as well.

However, it said that the way in which a large number of bus routes had been rerouted and diverted to replace others seemed to be of a scale that would leave a large number of bus users confused for some time to come.

Stated that the changes seem to be overly complicated and too much was being proposed at once. Further stated that implementing and communicating this amount of change would be very challenging.

Raised concerns about the amount of 'low' numbered bus routes which were proposed for change or removal as low numbers tended to be easier for people to understand especially when a change of route is needed. One of several examples given was proposing the N507 to Ealing when local people were very used to the N11. Longer numbers were known to be less memorable, which could cause difficulty for those with cognitive impairments. Further concerns were raised about the removal of well-known routes such as the 24 which would be replaced with other routes with less familiar route numbers which may put off passengers, especially occasional visitors.

Also noted concern about frequencies for the remaining services as longer waits could make bus travel less attractive for several reasons particularly at times of disruption on the network. Not being able to accurately predict journey times may lead to frustration and additional expense if bus services were disrupted and an alternative mode needed to be used, for example to be on time for a commitment or onward train journey.

Asked that TfL rethink the proposals, reduce the scale of the change, keep the low route numbers, and provide attractive frequencies for the routes that remained.

Wandsworth Living Streets

Commented on the TfL funding position with Government, stating it was unreasonable to reduce vital public transport services to meet funding conditions. Described London's bus network as being at the heart of getting Londoners of all ages and income levels around.

With a primary focus on walking and walkability, described a high-quality public transport network, easily accessible via active travel modes as a key element of the Mayor's Healthy Streets approach. Said TfL should accelerate progress on smart road pricing and explore alternative revenue sources, such as receipt of Vehicle Excise Duty from London-registered vehicles.

Noted less convenient bus routes would be particularly problematic for disabled people and mode shift may occur as people used cars instead of buses. This may lead to negative effects due to modal shift such as pollution, community severance, road danger and traffic congestion.

Noted the Hopper Fare would be insufficient to mitigate against the need to change bus. Interchange would result in longer journey times, making the car or taxi a more attractive option. Walking and cycling would become less safe and attractive and decrease bus journey time reliability. This may lead to failure to meet London-wide mode shift targets set out in the Mayor's Transport Strategy for 2041.

Noted that the types of journeys disproportionately affected by having to change bus such as those taken by people carrying shopping or luggage, buggy users, those travelling with children, or by disabled or frail people, are precisely the ones more likely to be undertaken using a car (whether driven, or as a passenger).

Stated bus travel needed to be a more attractive option than private motor vehicles to support the Mayor's Transport Strategy delivery, and the Mayor's commitment to a carbon-neutral London by 2030.

To illustrate general points about the proposals, there were specific comments about bus routes 19, 49 and N72:

19 – noted the route was previously shortened to no longer serve Clapham Junction and a journey between Clapham Junction and Finsbury Park required using a 319 and changing at Battersea Bridge - a nuisance for all bus users and especially for mobility impaired passengers or those encumbered with children, luggage or heavy bags. Further route shortening would exacerbate this issue for residents of/visitors to Battersea.

49 – Objected to proposals to no longer serve Clapham Junction station and town centre as it would reduce the ease of travel between South Kensington, Gloucester Road, Shepherd's Bush, and Battersea. Restated reduction in length of bus routes

was inconvenient for passengers, especially subgroups of passengers who particularly valued a change-free journey.

N72 – Stated Roehampton as noticeably dominated by motor traffic, with mostly poor conditions for walking and cycling. Bus services were especially important to people living, working, studying, or visiting Roehampton. Concerned the proposed removal of the night bus N72, with its replacement entailing having to change buses, introduced personal safety issues, which would particularly affect some passengers e.g., women travelling alone at night.

Asked that where new interchanges were required that involved crossing of major roads via existing crossing facilities, did TfL plan to upgrade or prioritise signalised crossing times, to prioritise people interchanging between bus stops.

All bus stops directly affected by route changes should have Countdown next bus arrival time displayed installed, which was especially relevant at night and following any reorganisation of bus routes.

Unions

Unite the Union

Opposed all changes and route withdrawals in the consultation and asked TfL and the Government to seek out a long-term sustainable funding package for bus services. Also see Section 4.7.15 of the main report for details about the Unite the Union “Back London’s Bus Routes” campaign organised to oppose the consultation.

In response to the consultation, the stakeholder submitted a detailed document to represent the views of its members, collected at London regional level committees and at bus garage branch committee meetings. Stated that in London it represented over 25,000 London bus workers whose first-hand experience of the routes in scope was invaluable to the consultation, and members were concerned about the impact fewer buses would have on the London transport network and their working conditions.

The key statements made in opposition to the proposals are summarised as follows:

Impact on bus workers - concerns about job loss or displacement and garage moves; travel disruption and overcrowding due to longer wait time for buses; passenger frustration linked to travel disruption being taken out on drivers; longer working hours and driver fatigue that was not being addressed. Noted concern a workforce equality impact assessment had not been undertaken for the proposals and considered it to be TfL’s duty to carry out this assessment as the public body

Impact on passengers – questioned a statement in the consultation that customer numbers were still significantly below pandemic levels, citing Department for

Transport Quarterly bus statistics that showed London bus use increased by 104%, arguing that cutting bus routes bus routes would further reduce income and would impact passengers, and lead to increased car use.

Noted a particular disadvantage for working class people, mobility impaired people and people on low incomes. Some route withdrawals were in areas where there was not an alternative affordable public transport option.

Stated it was concerned about women's safety for those working late or unsocial hours and there was a need to access safe transport home. Stated it feared the proposed cuts would significantly impact the safety of women and workers with protected characteristics.

Referenced the Unite Get Me Home Safely Campaign that called for legislative changes to law enforcement around sexual assault and harassment on public transport, municipal ownership of buses to tackle night bus shortages, and mandatory training for transport workers on gender-based violence.

Considered that ticketing data use for the Equality Impact Assessments (EqIA) was lacking and provided limited information about people with protected characteristics. Data was also being lost by passengers using contactless bank cards to pay fares.

Suggested some other methods to use to collect data to better understand the impact of the proposals, including passenger questionnaires on the bus, and targeted advertising through social media and urged TfL to regather data to be better informed about impact.

Questioned the robustness of the EqIA which stated the proposals would have less impact on young people. This was understood to be based on Zip card data which would not include younger people between 18-21 year and often low paid workers.

Commented on the disparity between inflation and wage increase stating economically it was the wrong time to reduce bus services which were the cheapest form of public transport. Said the proposals went against pledges by the Mayor to invest in public safe, affordable, and reliable public transport and to create a fairer city that tackled deprivation, inequality, and discrimination.

Referenced TfL Permanent Bus Changes document that showed the number of buses not now running. Considered this cycle of reduction would cause a spiral of decline. Urged us to develop alternative initiatives to increase demand for buses with new revised routes to deliver better patronage.

Stated a reduction in buses would result in a reduction in fare revenue and the Hopper fare reduced fares further. This may lead to underfunded bus services.

Passenger alternatives such as the Tube and the Elizabeth Line were not affordable and restricted accessibility, stating only 70 out of 270 Tube stations had step-free access. Said that we must tackle transport poverty by ensuring a fairer public transport system and raised concern of the impact of reduction on young people who needed affordable travel; older people with concessionary fares having less buses to use and becoming socially isolated; and disabled people less likely to have access to a car with less independent access to transport

Noted a concern that the EqlA assessment of distance between bus stops when changing bus as low impact at 450 metres. This was considered an unfair assessment when considering people with mobility issues.

Adverse effects were also stated for jobseekers who may be unable to take jobs due to insufficient bus services; people on low incomes that were less likely to have a car or if needing to use a car as a replacement for bus travel, faced increased exposure to congestion and ULEZ charges; women who were less likely to hold a drivers licence or have access to a car and were more likely to rely on local buses, and more likely to have carer responsibilities.

The stakeholder also submitted a list of comments related to specific routes, with concern around the removal of direct bus links to key destinations such as London terminal train stations, major hospitals, tourist destinations, neighbourhoods, and the impact on socially deprived areas, key workers, space on buses and less frequent buses; These included routes 11, 14, 26, 47, 56, 74, 78, 135, 211, 236, 242, 254, 259, 279, 349, 388, 414, 430, N430, 476, with

In conclusion, the stakeholder would be seeking assurance over jobs, questioned whether we had conducted an impact assessment of routes which mirror routes proposed to be withdrawn, for example how many extra passengers remaining routes would need to accommodate; urged that we explore options for reform of the network with options out forward to encourage job creation in the bus sector.

Unite Community Lambeth and Southwark; and Unite London Digital and Tech Branch

Both branches of Unite objected to the proposals due to the impact on people with disabilities and people on lower incomes, and the impact for south London. Also, the effect on the climate, economy, jobs, and the cost-of-living crisis

Stated members with disabilities reported it was already difficult to change bus. The proposed reduction in service, including splitting of bus routes would increase difficulties, making life harder.

Noted south London was particularly dependent on bus travel yet considered that many of the proposals directly affected this part of London.

Stated to help the climate crisis, more and better public transport was needed to reduce private car use in London, reduce air pollution and congestion.

Stated the proposals would affect the economy of London and jobs in all sectors, and the impact of cuts fell on people least able to afford them, disproportionately affect the poorest in society.

Referred to job losses and pay cuts amongst bus workers who it stated deserved better in recognition of the support they gave during the pandemic. Stated that as a Unite branch it would support efforts to protect jobs, pay and working conditions.

Stated we needed to agree a proper funding settlement with Government instead of reducing bus services. Stated that London should not have to pay for a funding crisis, which is not of its making.

Unite The Union Southall branch

Stated that public transport is a vital part of London and the public and that business, environment, and living and health standards would be affected by the proposals.

Unite: Croydon Retired Members branch

Stated its primary objection to the proposals due to the potential impact on transport users and the wider public. Also stated that as a branch of the same union as most bus workers adversely affected by the changes, it would support relevant industrial action.

Members found walking difficult due to impaired movement and/or tiredness and used buses for nearly all travel due to a lack of alternatives. Due to accessibility issues most rail, Underground and Overground was deemed unusable due to difficult locations such as hills, viaducts and being underground. Most could only be reached by stairs and steps, and this was made more difficult when using shopping trolleys, or when using more than one station

Stated that although some older people did drive, and statistically were safer drivers, driving was not a preferred option particularly when going into central London due to busier roads and lower confidence

Stated how walking to bus stops, even on gentle slopes could be a challenge and often bus journeys were planned carefully to avoid difficult terrain and long distances. Changes to bus routes could make it impossible for people with limited mobility

Commented on bus service frequency and having to change buses, stating that most bus stops didn't have adequate seating and having to stand at some bus shelters, and waiting longer for a bus was tiring. Changing bus to complete a journey,

particularly with luggage or chopping would make this more difficult and interchange should be kept to a minimum.

Stated that proposals adversely affected older people that regularly travelled with carers and friends. These groups depended on usable transport. Parents or carers travelling with young children could also be expected to struggle if required to change buses or wait longer for the bus, and we are to note that many younger people also had restricted mobility

Concern that fewer buses would mean more crowded buses and we should take account that many new homes did not have off-street parking. This may lead to an increase in the number of bus passengers and needed to be anticipated when considering changes to bus services.

Concern that fewer buses would lead to more car use and more older drivers from the outer London would drive to inner London to park and continue to central London on public transport. Stated more car use would increase air pollution and parking stress, including paying to park meaning older people did not benefit from free public transport.

Stated we must not discourage older people from travelling due to an inevitably increase social isolation and commented on the need for older people from all over the capital to travel before 9am, for example to attend hospital appointments. Concerned that a longer journey into central London may mean having to start travel before 9am. As a result, free bus travel before 9am should be restored. Commenting on the consultation process, stated concern it had not been given enough publicity and had not come to the attention of most of London's residents.

Reported confusion was caused by initially setting a short period for the consultation and only later extending it.

Stated concern of service changes being made before consultation was completed. Stated this was unsatisfactory, reiterating branch members would be strongly in favour of union funds being used to mount a legal challenge to service changes.

Visitor attractions

Imperial War Museums

Objected to bus changes. Stated that the Imperial War Museums both at the Imperial War Museum London and Churchill War Rooms close to Parliament would be adversely affected by the proposals. Stated a significant number of its visitors arrived by bus to both sites. Limiting bus services and changing bus routes and stops would make it less convenient for visitors.

Buses were also an important transport link for its employee, in particular travelling into from south London in areas not served by the Tube. Bus route changes would also impact staff and visitors wanting and needing to travel between both its sites.

Tate Modern, Bankside, SE1

Objected to bus changes in Southwark. Stated that it is actively engaged with growing its local audience and with recruiting local people. Removal of local bus services would negatively impact on their workforce and their visitors, adding that both these groups heavily relied upon buses for access to the venue, as the area was not well served by the tube.

Reflected on the diverse community of Southwark. Considered that proposed reductions would affect people on lower incomes and ethnic minority groups and would impact people with disabilities and older people.

Stated the escalating cost of public transport and described buses as the only affordable means of transport for a large percentage of residents. Decreasing the transport availability and functions would therefore negatively impact the population. Also noted, as was the case for other cultural institutions and business, it had been hit hard by the pandemic, and is trying to bounce back, with over 4 million visitors expected this financial year. Said that any impediment to transport access would be very unwelcome.

Appendix E: Petition correspondence

The following section contains copies of formal acknowledgements of petitions received by TfL related to the consultation

Acknowledgement of petition submitted by the West Branch, Hampstead and Kilburn Constituency Labour Party

Transport for London 

Our ref: CLBR.petition.receipt

██████████
West Branch Labour
██████████
████████████████████

Transport for London
City Planning

Local Communities and
Partnerships
5 Endeavour Square
Stratford
London E20 1JN

19 October 2022

Dear ██████████

Central London bus review – petition about proposed cuts to local bus services

I am writing to acknowledge safe receipt of the petition submitted to the Mayor of London, and Deputy Mayor for Transport on 13 July, on behalf of the West Branch Hampstead and Kilburn CLP, and in response to the central London bus review consultation.

This petition signatures and prayer in relation to our proposals for bus services, in particular routes 16, 31, 113 and 189, will be taken into consideration as we work towards reaching a decision about our proposals.

We are currently reviewing the feedback received in response to the consultation and are preparing a consultation report. The petition will be referenced within the report. I will contact you again once the report is ready for publication, so that you can receive a copy.

Yours sincerely



Michelle Wildish
Consultation Specialist
Email: haveyoursay@tfl.gov.uk

MAYOR OF LONDON  VAT number 756 2769 90

Acknowledgement of petition submitted by J Sparkes, London N5

From: [Wildish Michelle](#)
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RE: Comments for the consultation about the no 4 bus
Date: 02 November 2022 16:30:00
Attachments: [image003.png](#)
[PW Comments for the consultation about the no 4 bus.msg](#)

Dear Joolz

Further to my email of 20 October, I am writing to formally acknowledge receipt of the petition update you submitted to Andy Lord, Chief Operating Officer on 29 July 2022 in response to the proposals for bus route 4 as part of the central London bus review consultation.

Thank you for taking the time to consider our proposals and for sharing the 419 signatures and 39 comments collected via Change.org up to 29 July. The petition signatures we received will be taken into consideration as we work towards reaching a decision about our proposals.

We are currently reviewing the feedback received in response to the consultation and are preparing a consultation report. Your petition will be referenced within the report and we will contact you again once this is due to be published.

Best wishes
Michelle Wildish

Michelle Wildish
Consultation Specialist | Local Communities & Partnerships | City Planning
[REDACTED]



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Acknowledgement of petition submitted by P Moran, London SW1

Transport for London	
Our ref: CLBR.petition.receipt	
	Transport for London City Planning Local Communities and Partnerships 5 Endeavour Square Stratford London E20 1JN
28 September 2022	
Dear 	
Central London bus review - petition	
I am writing to acknowledge safe receipt of the petition you submitted in response to the central London bus review consultation, objecting to the proposal that bus route 24 would no longer run.	
Thank you for taking the time to engage with your neighbours to collate the 67 signatures sent to us. Your petition will be taken into consideration as we work towards reaching a decision about our proposals.	
We are currently reviewing the feedback received in response to the consultation and are preparing a consultation report. Your petition will be referenced within the report. I will contact you again once the report is ready for publication, so that you can receive a copy.	
Yours sincerely	
	
Michelle Wildish Consultation Specialist Email: haveyoursay@tfl.gov.uk	
MAYOR OF LONDON	 VAT number 756 2769 90

Acknowledgement of petition submitted by Councillor Linda Wade, Earl's Court ward, Royal Borough of Kensington and Chelsea

From: [Wildish Michelle](#)
To: [REDACTED]
Cc: [REDACTED]
Bcc: [REDACTED]
Subject: Acknowledgement: Petition opposed to bus route proposals in the Earl's Court area
Date: 03 October 2022 17:14:43
Attachments: [image001.png](#)

Dear Councillor Wade

I am writing to acknowledge receipt of the petition submitted to us via the Greater London Authority, in response to our proposals for some bus routes in the Earl's Court area as part of the central London bus review consultation.

Thank you for taking the time to consider our proposals and for collecting the 49 signatures from Mary Smith Court, Inkerman House, and Sybil Thorndike House – representing residents in older people's homes. The petition will be taken into consideration as we work towards reaching a decision about our proposals.

We are currently reviewing the feedback received in response to the consultation and are preparing a consultation report. Your petition will be referenced within the report and we will contact you again once this is due to be published.

Yours sincerely

Michelle Wildish
Consultation Specialist | Local Communities & Partnerships | City Planning
[REDACTED]



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Acknowledgement of petition submitted by the London Borough of Hammersmith and Fulham Youth Council

From: [Wildish, Michelle](#)
To: [REDACTED]
Subject: LB Hammersmith & Fulham Youth Council petition objecting to the Central London Bus Review consultation
Date: 30 September 2022 17:04:00
Attachments: [Image001.png](#)

Dear Maryam

I am writing to acknowledge receipt of the petition you submitted on behalf of the LB Hammersmith and Fulham Youth Council in response to the central London bus review consultation.

We thank the Youth Council for taking the time to consider our proposals and for collating the 118 signatures sent to us. I will ensure these are taken into consideration as we work towards reaching a decision about our proposals.

We are currently reviewing the feedback received in response to the consultation and are preparing a consultation report. The Youth Council's petition will be referenced within the report. I will contact you once further once the report is ready for publication, so that you can receive a copy.

Best wishes
Michelle

Michelle Wildish
Consultation Specialist | Local Communities & Partnerships | City Planning
[REDACTED]



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Acknowledgement of petition submitted by Councillor Caroline de La Soujeole, St Mary's ward, London Borough of Wandsworth

From: [Wildish, Michelle](#)
To: [REDACTED]
Cc: [REDACTED]
Bcc: [REDACTED]
Subject: Acknowledgement: Petition opposed to bus route proposals in Battersea, Putney and Roehampton
Date: 03 October 2022 12:41:26
Attachments: [image001.png](#)

Dear Councillor de La Soujeole

I am writing to acknowledge receipt of the petitions submitted to us via haveyoursay@tfl.gov.uk, objecting to proposals for bus routes in Battersea, Putney and Roehampton as part of the central London bus review consultation. I also note the petitions form a combined response on behalf of councillors Govindia, Crivelli, Sutters, Brooks, Jeffreys and Locker.

We thank you and your colleagues for taking the time to consider our proposals and for collating the 2,030 signatures sent to us. We will ensure these are taken into consideration as we work towards reaching a decision about our proposals.

We are currently reviewing the feedback received in response to the consultation and are preparing a consultation report. Your petitions will be referenced within the report and we will contact you again once this is due to be published.

Best wishes
Michelle

Michelle Wildish
Consultation Specialist | Local Communities & Partnerships | City Planning
[REDACTED]



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Acknowledgement of petition submitted by Councillor Maium Talukdar, Deputy Mayor and Canary Wharf ward councillor, London Borough of Tower Hamlets

Transport for London



Our ref: CLBR.petition.receipt

[REDACTED]
Political Advisor to the Aspire Group
Tower Hamlets Council
Town Hall
Mulberry Place
5 Clove Crescent
London E14 2BG

Transport for London
City Planning

Local Communities and
Partnerships
5 Endeavour Square
Stratford
London E20 1JN

10 October 2022

Dear [REDACTED]

Central London bus review – petition about the D7 bus route

I am writing to acknowledge safe receipt of the petition submitted to the Mayor of London, on 5 August, on behalf of Councillors Maium Takiukdar, Saied Ahmed, Belal Uddin, Ahmodur Rahman Khan and Abdul Malik in response to the central London bus review consultation.

This petition and the comments made in relation to our proposals for bus services, in particular routes D3 and D7, will be taken into consideration as we work towards reaching a decision about our proposals.

We are currently reviewing the feedback received in response to the consultation and are preparing a consultation report. The petition will be referenced within the report. I will contact you again once the report is ready for publication, so that you can receive a copy.

Yours sincerely



Michelle Wildish
Consultation Specialist
Email: haveyoursay@tfl.gov.uk

MAYOR OF LONDON



VAT number 756 2769 90

Acknowledgement of petition submitted by G Mavrias, London

From: [Wildish Michelle](#)
To: [George Mavrias](#)
Subject: Central London Bus Review - route 12 petition acknowledgement
Date: 21 October 2022 11:49:00
Attachments: [image001.png](#)

Dear George

I am writing to formally acknowledge receipt of the petition you submitted in response to the central London bus review consultation, objecting to the proposal that route 12 would no longer run.

Thank you for taking the time to consider our proposals and for taking the time to arrange the petition. I have noted that at the close of consultation on 7 August, there were 584 comments and 7,126 signatures received. These will be taken into consideration as we work towards reaching a decision about our proposals. I have also noted the petition received 94,263 online views and was shared by 5,083 people.

We are currently reviewing all the feedback received in response to the consultation and are preparing a consultation report. Your petition will be referenced within the report and we will contact you again once this is due to be published.

Best wishes

Michelle Wildish
Consultation Specialist | Local Communities & Partnerships | City Planning



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Acknowledgement of petitions submitted by J Harris and the Putney bus garage community

From: [Wildish Michelle](#)
To: [Joanne Harris](#)
Subject: Central London bus review - petition acknowledgements
Date: 02 November 2022 17:23:00
Attachments: [image001.png](#)

Dear Joanne

I am writing to formally acknowledge receipt of the petitions you have submitted with and on behalf of the Putney Bus garage community, in response to the central London bus review consultation

I have noted two petitions:

- "Save Our Route 14 and 74 Buses" with 3,662 signatures and 256 comments received at consultation close on 7 August; and
- "Save Our Route 24 Bus" with 1,628 signatures and 116 comments received at consultation close on 7 August

Thank you for taking the time to consider our proposals and for taking the time to engage with your community and work colleagues.

We are currently reviewing all the feedback received in response to the consultation and are preparing a consultation report. Your petition will be referenced within the report and we will contact you again once this is due to be published.

Best wishes

Michelle Wildish
Consultation Specialist | Local Communities & Partnerships | City Planning



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Acknowledgement of the petition submitted by Unmesh Desai AM on behalf of the Tower Hamlets Labour Party

From: [Members Correspondence](#)
To: [Unmesh Desai](#)
Subject: Petition acknowledgement – "Save Our Island Bus Routes!"
Date: 08 November 2022 15:27:38

Dear Unmesh,

I am writing to acknowledge receipt of the petition handed to Seb Dance, Deputy Mayor for Transport on 25 October via the GLA Transport Team in response to our proposals for bus routes on the Isle of Dogs.

Thank you for taking the time to consider our proposals and for collecting the 290 signatures from your community. The petition will be taken into consideration as we work towards reaching a decision about our proposals.

We are currently reviewing the feedback received in response to the consultation and are preparing a consultation report. Your petition will be referenced within the report and we will contact you again once this is due to be published.

All the best,
Libby

Government Relations
Transport for London

Acknowledgement of the petition submitted by Greg Hands MP, Member Parliament for Chelsea and Fulham

From: [Members Correspondence](#)
To: [REDACTED]
Cc: [Members Correspondence](#)
Subject: Receipt of petition
Date: 02 November 2022 14:13:43

Dear Mr Hands,

I am writing to acknowledge receipt of the petition submitted to us in response to our proposals for some bus routes as part of the central London bus review consultation.

Thank you for taking the time to consider our proposals and for collecting the 5,933 signatures from your constituents. The petition will be taken into consideration as we work towards reaching a decision about our proposals.

We are currently reviewing the feedback received in response to the consultation and are preparing a consultation report. Your petition will be referenced within the report and we will contact you again once this is due to be published.

Kind regards,

Elise Lally | Government Relations



Acknowledgement of the petition submitted by Felicity Buchan MP, Member Parliament for Kensington, and by the Kensington, Chelsea and Fulham Conservatives

From: [Members Correspondence](#)
To: [REDACTED]
Subject: Receipt of petition
Date: 02 November 2022 14:22:27

Dear Felicity,

I am writing to acknowledge receipt of the petition submitted to us in response to our proposals for some bus routes as part of the central London bus review consultation.

Thank you for taking the time to consider our proposals and for collecting the 2,387 signatures from your constituents. The petition will be taken into consideration as we work towards reaching a decision about our proposals.

We are currently reviewing the feedback received in response to the consultation and are preparing a consultation report. Your petition will be referenced within the report and we will contact you again once this is due to be published.

Best wishes,

Ally

Government Relations

Transport for London

Acknowledgement of the petition submitted by Nickie Aiken MP, Member Parliament for the Cities of London and Westminster

From: [Members Correspondence](#)
To: [AIKEN, Nickie](#)
Subject: Petition: Acknowledgement of Receipt
Date: 02 November 2022 13:26:54

Dear Nickie,

I am writing to acknowledge receipt of the petition submitted to us in response to our proposals for some bus routes as part of the central London bus review consultation.

Thank you for taking the time to consider our proposals and for collecting the 2,121 signatures from your constituents. The petition will be taken into consideration as we work towards reaching a decision about our proposals.

We are currently reviewing the feedback received in response to the consultation and are preparing a consultation report. Your petition will be referenced within the report and we will contact you again once this is due to be published.

Best wishes,

Liam

Liam Clements | Government Relations Adviser
Transport for London



Have you read our 2021/22 [Annual Report](#)?

Appendix F: Code frame used for analysis

Table 117

- General comments (not specific to route / neighbourhood) - Positive

Code	Theme	Count
001	Positive - In favour of proposals (Generally / All routes)	405
002	Positive - Will improve access / give new route options	27
003	Positive - Will improve access to education	201
004	Positive - Will improve access to jobs / employment	515
005	Positive - Will improve access to leisure opportunities (outdoor space, cinema etc.)	0
006	Positive - Will improve access to services (e.g., healthcare / essential shops)	2
007	Positive - Will improve access to childcare	0
008	Positive - Will improve access to friends and family	0
009	Positive - Will reduce delays / improve network reliability / improve efficiency of the network	41
010	Positive - Good forward planning / future proofing	5
011	Positive - Beneficial impact of changes on other services in the bus network	4
012	Positive - In favour of removal of / changes to bus route - route not specified	29

- General comments (not specific to route / neighbourhood) - Negative

Code	Theme	Count
020	Negative - Not in favour of proposals (Generally / All routes)	3116
021	Negative - Loss of connectivity / access	2641
022	Negative - Will reduce bus use / increase car use / mode shift to car	1756
023	Negative - Will result in needing to walk further / more distance to access transport	1244
024	Negative - Will make journeys longer / more time-consuming	2906
025	Negative - Will make journey times less reliable / more delays	767
026	Negative - Will mean taking more buses / more interchanges	1662
027	Negative - Proposals are confusing / complicated	101
028	Negative - Lack of alternatives for those without car / dependent on bus service	2819
029	Negative - Detrimental impact of changes on other services in the bus network	449
030	Negative - The proposed changes will impact residents / communities	1094
031	Negative - Not in favour of removal of / changes to bus route - route not specified	860
032	Negative - Proposals will mean needing to use another mode of transport (e.g., Underground, DLR, Rail)	988
033	Negative - Comment relating to COVID-19 (e.g., demand will increase, services have already been cut) / Comment relating to the impact of temporary schemes including LTNs	278
034	Negative: Comment relating to route numbering / history of service (e.g., iconic)	71

- General comments (not specific to route / neighbourhood) - Concerns

Code	Theme	Count
050	Concern - Reduction in services will mean more overcrowding / less space on buses	1282
051	Concern - Issues with suitability of proposed routes (e.g., road width / parked cars / congestion / bus stop waiting capacity)	107
052	Concern - Issues for those with mobility and accessibility issues (e.g., disabled / older people / prams)	3812
053	Concern - Will worsen access to education	1394
054	Concern - Will worsen access to jobs / employment	2740
055	Concern - Will worsen access to leisure opportunities (outdoor space, cinema etc.)	709
056	Concern - Will worsen access to services (e.g., healthcare / essential shops)	2250
057	Concern - Will worsen access to childcare	65
058	Concern - Will worsen access to friends and family	600
059	Concern - Personal safety and security issues (e.g., anti-social behaviour / feeling vulnerable)	1301
060	Concern - Operational safety issues (e.g., speeding buses / poor driving / street layout)	34
061	Concern - Changes to buses will result in higher fares / less cost-effective	1768
062	Concern - Concerned by impact of proposals on air quality, climate change and the environment generally	817
063	Concern - Proposals will negatively impact on low-income groups (e.g., those on benefits, single parents, elderly, deprived areas, etc.)	717
064	Concern - Proposals will negatively impact users during a time of high cost of living	399

- General comments (not specific to route / neighbourhood) - Suggestions

Code	Theme	Count
075	Suggestion - Provide enhanced cycling facilities (e.g., new routes / better routes)	21
076	Suggestion - Suggest changes to the routing of other bus routes / Suggest the removal of other bus routes / Suggest new bus routes and connections	606
077	Suggestion - Consider using low-emission / electric buses	287
078	Suggestion - Suggest retiming buses to integrate with other modes (Rail, underground, DLR, Overground)	14
079	Suggestion - Suggest buses should be timed to integrate with other bus services	33
080	Suggestion - Provide improved customer information (e.g., real-time information)	176
081	Suggestion - Suggest that the hopper fare period is extended (e.g., extend the daily caps)	129
082	Suggestion - Provide integrated ticketing for public transport	7
083	Suggestion - Suggests changes to the frequency / timings of other services	269
084	Suggestion - Consider impact of changes on tourists / visitors to London	378
085	Suggestion - Need for bus lanes to be reinstated / provided	55
086	Suggestion - Hopper fare cap to include other modes (e.g., tubes, DLR, trains, etc.)	10
087	Suggestion - Allow freedom pass holders / 60+ pass holders to travel during peaks free of charge	13
088	Suggestion - Consider charging children for their bus travel	9
089	Suggestion - Need for shelter provision at bus stops	81
090	Suggestion - Suggest increasing the congestion charge / ULEZ fees	23
091	Suggestion - Increase fares / reduce subsidies to avoid the need to reduce / cut bus services	64
092	Suggestion - Need for subsidised / discounted bus fares	24
093	Suggestion - Retain / introduce Routemaster bus services	475
094	Suggestion - Reduce service frequency of routes instead of removing routes completely	137
095	Suggestion - Consider using smaller buses for route/s where demand is low (e.g., out of peak hours)	26

- General comments (not specific to route / neighbourhood) – Night Buses

Code	Theme	Count
0000	Will limit access to areas with night life / make it difficult to get home	321
0001	Shift workers rely on nighttime / 24-hour buses to / from their workplace	405
0003	Not many alternative options at night / in the early hours if night buses / 24-hour buses are removed	201
0004	General safety concerns around removal of night buses	515

- Baker street - Route 31

Code	Theme	Count
100	Route 31: Support proposals	4
101	Route 31: Suggest alternative routing	12
102	Route 31: Suggest more frequent route	13
103	Route 31: Routes should run later / start earlier (i.e., longer hours)	0
104	Route 31: Suggest capacity enhancements / bigger buses	4
105	Route 31: Oppose any reduction in frequency	9
106	Route 31: Oppose proposals to remove route	954
107	Route 31: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
108	Route 31: Oppose proposals - Proposals would result in a need to interchange in the future	120
109	Route 31: Comment relating to route numbering / history of route (e.g., iconic)	31

- Baker street - Route 113

Code	Theme	Count
110	Route 113: Support proposals	11
111	Route 113: Suggest alternative routing	24
112	Route 113: Suggest more frequent route	6
113	Route 113: Routes should run later / start earlier (i.e., longer hours)	5
114	Route 113: Suggest capacity enhancements / bigger buses	2
115	Route 113: Oppose any reduction in frequency	8
116	Route 113: Oppose proposals	521
117	Route 113: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	4
118	Route 113: Oppose proposals - Proposals would result in a need to interchange in the future	140
119	Route 113: Comment relating to route numbering / history of route (e.g., iconic)	14

- Baker street - Route 189 (24-hour route)

Code	Theme	Count
120	Route 189: Support proposals	12
121	Route 189: Suggest alternative routing	18
122	Route 189: Suggest more frequent route	5
123	Route 189: Routes should run later / start earlier (i.e., longer hours)	0
124	Route 189: Suggest capacity enhancements / bigger buses	0
125	Route 189: Oppose any reduction in frequency	2
126	Route 189: Oppose proposals	446
127	Route 189: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	3
128	Route 189: Oppose proposals - Proposals would result in a need to interchange in the future	75
129	Route 189: Comment relating to overnight routes	16
120a	Route 189: Comment relating to route numbering / history of route (e.g., iconic)	2

- Caledonian Road - Route 254

Code	Theme	Count
130	Route 254: Support proposals	7
131	Route 254: Suggest alternative routing	3
132	Route 254: Suggest more frequent route	3
133	Route 254: Routes should run later / start earlier (i.e., longer hours)	0
134	Route 254: Suggest capacity enhancements / bigger buses	0
135	Route 254: Oppose any reduction in frequency	0
136	Route 254: Oppose proposals	66
137	Route 254: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
138	Route 254: Oppose proposals - Proposals would result in a need to interchange in the future	2

- Caledonian Road - Route 259

Code	Theme	Count
140	Route 259: Support proposals	7
141	Route 259: Suggest alternative routing	12
142	Route 259: Suggest more frequent route	8
143	Route 259: Routes should run later / start earlier (i.e., longer hours)	2
144	Route 259: Suggest capacity enhancements / bigger buses	1
145	Route 259: Oppose any reduction in frequency	1
146	Route 259: Oppose proposals	143
147	Route 259: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
148	Route 259: Oppose proposals - Proposals would result in a need to interchange in the future	38

- Caledonian Road - Route 279

Code	Theme	Count
150	Route 279: Support proposals	9
151	Route 279: Suggest alternative routing	5
152	Route 279: Suggest more frequent route	5
153	Route 279: Routes should run later / start earlier (i.e., longer hours)	0
154	Route 279: Suggest capacity enhancements / bigger buses	1
155	Route 279: Oppose any reduction in frequency	0
156	Route 279: Oppose proposals	68
157	Route 279: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
158	Route 279: Oppose proposals - Proposals would result in a need to interchange in the future	5

- Caledonian Road - Route 349

Code	Theme	Count
160	Route 349: Support proposals	13
161	Route 349: Suggest alternative routing	6
162	Route 349: Suggest more frequent route	0
163	Route 349: Routes should run later / start earlier (i.e., longer hours)	0
164	Route 349: Suggest capacity enhancements / bigger buses	0
165	Route 349: Oppose any reduction in frequency	0
166	Route 349: Oppose proposals to remove route	54
167	Route 349: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
168	Route 349: Oppose proposals - Proposals would result in a need to interchange in the future	9
169	Route 349: Comment relating to route numbering / history of route (e.g., iconic)	2

- Edgware Road - Route 6 (24 hr. Route)

Code	Theme	Count
170	Route 6: Support proposals	10
171	Route 6: Suggest alternative routing	13
172	Route 6: Suggest more frequent route	4
173	Route 6: Routes should run later / start earlier (i.e., longer hours)	0
174	Route 6: Suggest capacity enhancements / bigger buses	6
175	Route 6: Oppose any reduction in frequency	3
176	Route 6: Oppose proposals	136
177	Route 6: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
178	Route 6: Oppose proposals - Proposals would result in a need to interchange in the future	30
179	Route 6: Comment relating to overnight routes	7

- Edgware Road - Route 16

Code	Theme	Count
180	Route 16: Support proposals	7
181	Route 16: Suggest alternative routing	22
182	Route 16: Suggest more frequent route	9
183	Route 16: Routes should run later / start earlier (i.e., longer hours)	2
184	Route 16: Suggest capacity enhancements / bigger buses	0
185	Route 16: Oppose any reduction in frequency	8
186	Route 16: Oppose proposals to remove route	751
187	Route 16: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
188	Route 16: Oppose proposals - Proposals would result in a need to interchange in the future	159
189	Route 16: Comment relating to route numbering / history of route (e.g., iconic)	36

- Edgware Road - Route 23 (24 hr. Route)

Code	Theme	Count
190	Route 23: Support proposals	29
191	Route 23: Suggest alternative routing	10
192	Route 23: Suggest more frequent route	3
193	Route 23: Routes should run later / start earlier (i.e., longer hours)	0
194	Route 23: Suggest capacity enhancements / bigger buses	0
195	Route 23: Oppose any reduction in frequency	1
196	Route 23: Oppose proposals	93
197	Route 23: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	3
198	Route 23: Oppose proposals - Proposals would result in a need to interchange in the future	14
199	Route 23: Comment relating to overnight routes	4

- Edgware Road - Route 98

Code	Theme	Count
200	Route 98: Support proposals	9
201	Route 98: Suggest alternative routing	7
202	Route 98: Suggest more frequent route	7
203	Route 98: Routes should run later / start earlier (i.e., longer hours)	0
204	Route 98: Suggest capacity enhancements / bigger buses	5
205	Route 98: Oppose any reduction in frequency	2
206	Route 98: Oppose proposals	148
207	Route 98: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
208	Route 98: Oppose proposals - Proposals would result in a need to interchange in the future	24

- Euston Road - Service 24 (24 hr. Route)

Code	Theme	Count
210	Route 24: Support proposals	10
211	Route 24: Suggest alternative routing	10
212	Route 24: Suggest more frequent route	6
213	Route 24: Routes should run later / start earlier (i.e., longer hours)	1
214	Route 24: Suggest capacity enhancements / bigger buses	3
215	Route 24: Oppose any reduction in frequency	6
216	Route 24: Oppose proposals to remove route	1238
217	Route 24: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
218	Route 24: Oppose proposals - Proposals would result in a need to interchange in the future	133
219	Route 24: Comment relating to overnight routes	66
210a	Route 24: Comment relating to route numbering / history of route (e.g., iconic)	135

- Euston Road - Route 88 (24 hr. Route)

Code	Theme	Count
220	Route 88: Support proposals	8
221	Route 88: Suggest alternative routing	29
222	Route 88: Suggest more frequent route	9
223	Route 88: Routes should run later / start earlier (i.e., longer hours)	1
224	Route 88: Suggest capacity enhancements / bigger buses	7
225	Route 88: Oppose any reduction in frequency	3
226	Route 88: Oppose proposals	340
227	Route 88: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	4
228	Route 88: Oppose proposals - Proposals would result in a need to interchange in the future	35
229	Route 88: Comment relating to overnight routes	12
220a	Route 88: Comment relating to route numbering / history of route (e.g., iconic)	10

- Euston Road - Route 205

Code	Theme	Count
230	Route 205: Support proposals	18
231	Route 205: Suggest alternative routing	17
232	Route 205: Suggest more frequent route	7
233	Route 205: Routes should run later / start earlier (i.e., longer hours)	2
234	Route 205: Suggest capacity enhancements / bigger buses	5
235	Route 205: Oppose any reduction in frequency	3
236	Route 205: Oppose proposals	266
237	Route 205: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
238	Route 205: Oppose proposals - Proposals would result in a need to interchange in the future	61
239	Route 205: Comment relating to route numbering / history of route (e.g., iconic)	2

- Euston Road - Route 214

Code	Theme	Count
240	Route 214: Support proposals	18
241	Route 214: Suggest alternative routing	21
242	Route 214: Suggest more frequent route	18
243	Route 214: Routes should run later / start earlier (i.e., longer hours)	3
244	Route 214: Suggest capacity enhancements / bigger buses	47
245	Route 214: Oppose any reduction in frequency	4
246	Route 214: Oppose proposals	312
247	Route 214: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	3
248	Route 214: Oppose proposals - Proposals would result in a need to interchange in the future	54
249	Route 214: Comment relating to route numbering / history of route (e.g., iconic)	9

- Route N16

Code	Theme	Count
250	Route N16: Support proposals	2
251	Route N16: Suggest alternative routing	0
252	Route N16: Suggest more frequent route	0
253	Route N16: Routes should run later / start earlier (i.e., longer hours)	0
254	Route N16: Suggest capacity enhancements / bigger buses	0
255	Route N16: Oppose any reduction in frequency	0
256	Route N16: Oppose proposals to remove route	55
257	Route N16: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
258	Route N16: Oppose proposals - Proposals would result in a need to interchange in the future	11

- Route N31

Code	Theme	Count
260	Route N31: Support proposals	1
261	Route N31: Suggest alternative routing	0
262	Route N31: Suggest more frequent route	0
263	Route N31: Routes should run later / start earlier (i.e., longer hours)	0
264	Route N31: Suggest capacity enhancements / bigger buses	0
265	Route N31: Oppose any reduction in frequency	0
266	Route N31: Oppose proposals to remove route	52
267	Route N31: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
268	Route N31: Oppose proposals - Proposals would result in a need to interchange in the future	6

- Route N98

Code	Theme	Count
270	Route N98: Support proposals	0
271	Route N98: Suggest alternative routing	1
272	Route N98: Suggest more frequent route	1
273	Route N98: Routes should run later / start earlier (i.e., longer hours)	0
274	Route N98: Suggest capacity enhancements / bigger buses	0
275	Route N98: Oppose any reduction in frequency	0
276	Route N98: Oppose proposals	24
277	Route N98: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
278	Route N98: Oppose proposals - Proposals would result in a need to interchange in the future	4

- Route N205

Code	Theme	Count
280	Route N205: Support proposals	1
281	Route N205: Suggest alternative routing	1
282	Route N205: Suggest more frequent route	0
283	Route N205: Routes should run later / start earlier (i.e., longer hours)	0
284	Route N205: Suggest capacity enhancements / bigger buses	0
285	Route N205: Oppose any reduction in frequency	0
286	Route N205: Oppose proposals	22
287	Route N205: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
288	Route N205: Oppose proposals - Proposals would result in a need to interchange in the future	5

- Route N32

Code	Theme	Count
290	New Route N32: Support proposals	1
291	New Route N32: Suggest alternative routing	3
292	New Route N32: Suggest more frequent route	0
293	New Route N32: Routes should run later / start earlier (i.e., longer hours)	0
294	New Route N32: Suggest capacity enhancements / bigger buses	0
295	New Route N32: Oppose any reduction in frequency	0
296	New Route N32: Oppose proposals	5
297	New Route N32: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
298	New Route N32: Oppose proposals - Proposals would result in a need to interchange in the future	1

- Coldharbour Lane - Route 45

Code	Theme	Count
300	Route 45: Support proposals	7
301	Route 45: Suggest alternative routing	6
302	Route 45: Suggest more frequent route	2
303	Route 45: Routes should run later / start earlier (i.e., longer hours)	0
304	Route 45: Suggest capacity enhancements / bigger buses	2
305	Route 45: Oppose any reduction in frequency	5
306	Route 45: Oppose proposals to remove route	251
307	Route 45: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
308	Route 45: Oppose proposals - Proposals would result in a need to interchange in the future	63
309	Route 45: Comment relating to route numbering / history of route (e.g., iconic)	3

- Coldharbour Lane - Route 59

Code	Theme	Count
310	Route 59: Support proposals	9
311	Route 59: Suggest alternative routing	15
312	Route 59: Suggest more frequent route	3
313	Route 59: Routes should run later / start earlier (i.e., longer hours)	0
314	Route 59: Suggest capacity enhancements / bigger buses	1
315	Route 59: Oppose any reduction in frequency	1
316	Route 59: Oppose proposals	170
317	Route 59: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
318	Route 59: Oppose proposals - Proposals would result in a need to interchange in the future	40

- Horseferry Road - Route 3

Code	Theme	Count
320	Route 3: Support proposals	17
321	Route 3: Suggest alternative routing	11
322	Route 3: Suggest more frequent route	7
323	Route 3: Routes should run later / start earlier (i.e., longer hours)	0
324	Route 3: Suggest capacity enhancements / bigger buses	0
325	Route 3: Oppose any reduction in frequency	6
326	Route 3: Oppose proposals	231
327	Route 3: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
328	Route 3: Oppose proposals - Proposals would result in a need to interchange in the future	55
329	Route 3: Comment relating to route numbering / history of route (e.g., iconic)	2

- Horseferry Road - Route 77

Code	Theme	Count
330	Route 77: Support proposals	4
331	Route 77: Suggest alternative routing	2
332	Route 77: Suggest more frequent route	2
333	Route 77: Routes should run later / start earlier (i.e., longer hours)	0
334	Route 77: Suggest capacity enhancements / bigger buses	0
335	Route 77: Oppose any reduction in frequency	1
336	Route 77: Oppose proposals	24
337	Route 77: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
338	Route 77: Oppose proposals - Proposals would result in a need to interchange in the future	1

- Horseferry Road - Route 507

Code	Theme	Count
340	Route 507: Support proposals	4
341	Route 507: Suggest alternative routing	4
342	Route 507: Suggest more frequent route	2
343	Route 507: Routes should run later / start earlier (i.e., longer hours)	0
344	Route 507: Suggest capacity enhancements / bigger buses	8
345	Route 507: Oppose any reduction in frequency	3
346	Route 507: Oppose proposals	84
347	Route 507: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	4
348	Route 507: Oppose proposals - Proposals would result in a need to interchange in the future	10
349	Route 507: Comment relating to route numbering / history of route (e.g., iconic)	6

- Horseferry Road - Route C10

Code	Theme	Count
350	Route C10: Support proposals	10
351	Route C10: Suggest alternative routing	5
352	Route C10: Suggest more frequent route	10
353	Route C10: Routes should run later / start earlier (i.e., longer hours)	0
354	Route C10: Suggest capacity enhancements / bigger buses	4
355	Route C10: Oppose any reduction in frequency	1
356	Route C10: Oppose proposals	122
357	Route C10: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
358	Route C10: Oppose proposals - Proposals would result in a need to interchange in the future	12

- Walworth Road - Route 12 (24 hr. Route)

Code	Theme	Count
360	Route 12: Support proposals	7
361	Route 12: Suggest alternative routing	15
362	Route 12: Suggest more frequent route	10
363	Route 12: Routes should run later / start earlier (i.e., longer hours)	1
364	Route 12: Suggest capacity enhancements / bigger buses	7
365	Route 12: Oppose any reduction in frequency	20
366	Route 12: Oppose proposals to remove route	1663
367	Route 12: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	6
368	Route 12: Oppose proposals - Proposals would result in a need to interchange in the future	359
369	Route 12: Comment relating to overnight routes	109
360a	Route 12: Comment relating to route numbering / history of route (e.g., iconic)	143

- Walworth Road - Route 148 (24-hour route)

Code	Theme	Count
370	Route 148: Support proposals	15
371	Route 148: Suggest alternative routing	18
372	Route 148: Suggest more frequent route	27
373	Route 148: Routes should run later / start earlier (i.e., longer hours)	0
374	Route 148: Suggest capacity enhancements / bigger buses	12
375	Route 148: Oppose any reduction in frequency	2
376	Route 148: Oppose proposals	235
377	Route 148: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	6
378	Route 148: Oppose proposals - Proposals would result in a need to interchange in the future	32
379	Route 148: Comment relating to overnight routes	6
370a	Route 148: Comment relating to route numbering / history of route (e.g., iconic)	6

- Waterloo - Route 53

Code	Theme	Count
380	Route 53: Support proposals	6
381	Route 53: Suggest alternative routing	11
382	Route 53: Suggest more frequent route	1
383	Route 53: Routes should run later / start earlier (i.e., longer hours)	0
384	Route 53: Suggest capacity enhancements / bigger buses	1
385	Route 53: Oppose any reduction in frequency	1
386	Route 53: Oppose proposals	120
387	Route 53: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
388	Route 53: Oppose proposals - Proposals would result in a need to interchange in the future	17

- Waterloo - Route 59

Code	Theme	Count
390	Route 59: Support proposals	4
391	Route 59: Suggest alternative routing	12
392	Route 59: Suggest more frequent route	2
393	Route 59: Routes should run later / start earlier (i.e., longer hours)	0
394	Route 59: Suggest capacity enhancements / bigger buses	1
395	Route 59: Oppose any reduction in frequency	0
396	Route 59: Oppose proposals	106
397	Route 59: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
398	Route 59: Oppose proposals - Proposals would result in a need to interchange in the future	21

- Waterloo - Route 133

Code	Theme	Count
400	Route 133: Support proposals	4
401	Route 133: Suggest alternative routing	9
402	Route 133: Suggest more frequent route	4
403	Route 133: Routes should run later / start earlier (i.e., longer hours)	0
404	Route 133: Suggest capacity enhancements / bigger buses	1
405	Route 133: Oppose any reduction in frequency	1
406	Route 133: Oppose proposals	101
407	Route 133: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
408	Route 133: Oppose proposals - Proposals would result in a need to interchange in the future	24

- Waterloo - Service 171

Code	Theme	Count
410	Route 171: Support proposals	1
411	Route 171: Suggest alternative routing	9
412	Route 171: Suggest more frequent route	0
413	Route 171: Routes should run later / start earlier (i.e., longer hours)	0
414	Route 171: Suggest capacity enhancements / bigger buses	2
415	Route 171: Oppose any reduction in frequency	4
416	Route 171: Oppose proposals	84
417	Route 171: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
418	Route 171: Oppose proposals - Proposals would result in a need to interchange in the future	8

- Waterloo - Route 521

Code	Theme	Count
420	Route 521: Support proposals	3
421	Route 521: Suggest alternative routing	3
422	Route 521: Suggest more frequent route	3
423	Route 521: Routes should run later / start earlier (i.e., longer hours)	0
424	Route 521: Suggest capacity enhancements / bigger buses	0
425	Route 521: Oppose any reduction in frequency	0
426	Route 521: Oppose proposals to remove route	228
427	Route 521: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
428	Route 521: Oppose proposals - Proposals would result in a need to interchange in the future	21
429	Route 521: Routes should be extended to cover weekends	2

- Route N133

Code	Theme	Count
440	Route N133: Support proposals	0
441	Route N133: Suggest alternative routing	1
442	Route N133: Suggest more frequent route	1
443	Route N133: Routes should run later / start earlier (i.e., longer hours)	0
444	Route N133: Suggest capacity enhancements / bigger buses	0
445	Route N133: Oppose any reduction in frequency	0
446	Route N133: Oppose proposals	22
447	Route N133: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
448	Route N133: Oppose proposals - Proposals would result in a need to interchange in the future	6

- Commercial Street – Route 15

Code	Theme	Count
450	Route 15: Support proposals	5
451	Route 15: Suggest alternative routing	13
452	Route 15: Suggest more frequent route	1
453	Route 15: Routes should run later / start earlier (i.e., longer hours)	1
454	Route 15: Suggest capacity enhancements / bigger buses	0
455	Route 15: Oppose any reduction in frequency	2
456	Route 15: Oppose proposals	29
457	Route 15: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
458	Route 15: Oppose proposals - Proposals would result in a need to interchange in the future	1

- Commercial Street - Route 135

Code	Theme	Count
460	Route 135: Support proposals	6
461	Route 135: Suggest alternative routing	13
462	Route 135: Suggest more frequent route	7
463	Route 135: Routes should run later / start earlier (i.e., longer hours)	0
464	Route 135: Suggest capacity enhancements / bigger buses	1
465	Route 135: Oppose any reduction in frequency	4
466	Route 135: Oppose proposals	68
467	Route 135: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
468	Route 135: Oppose proposals - Proposals would result in a need to interchange in the future	15
469	Route 135: Comment relating to route numbering / history of route (e.g., iconic)	1

- Commercial Street - Route 242

Code	Theme	Count
470	Route 242: Support proposals	6
471	Route 242: Suggest alternative routing	14
472	Route 242: Suggest more frequent route	1
473	Route 242: Routes should run later / start earlier (i.e., longer hours)	0
474	Route 242: Suggest capacity enhancements / bigger buses	0
475	Route 242: Oppose any reduction in frequency	14
476	Route 242: Oppose proposals to remove route	409
477	Route 242: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
478	Route 242: Oppose proposals - Proposals would result in a need to interchange in the future	29

- Essex Road - Route 4

Code	Theme	Count
480	Route 4: Support proposals	7
481	Route 4: Suggest alternative routing	9
482	Route 4: Suggest more frequent route	10
483	Route 4: Routes should run later / start earlier (i.e. longer hours)	2
484	Route 4: Suggest capacity enhancements / bigger buses	5
485	Route 4: Oppose any reduction in frequency	6
486	Route 4: Oppose proposals to remove route	1134
487	Route 4: Oppose proposals - Proposed route is unsuitable (e.g. road width / parked cars / congestion / bus stop waiting capacity)	1
488	Route 4: Oppose proposals - Proposals would result in a need to interchange in the future	207
489	Route 4: Comment relating to route numbering / history of route (e.g. iconic)	10

- Essex Road - Route 56

Code	Theme	Count
490	Route 56: Support proposals	3
491	Route 56: Suggest alternative routing	11
492	Route 56: Suggest more frequent route	6
493	Route 56: Routes should run later / start earlier (i.e. longer hours)	0
494	Route 56: Suggest capacity enhancements / bigger buses	3
495	Route 56: Oppose any reduction in frequency	2
496	Route 56: Oppose proposals	126
497	Route 56: Oppose proposals - Proposed route is unsuitable (e.g. road width / parked cars / congestion / bus stop waiting capacity)	1
498	Route 56: Oppose proposals - Proposals would result in a need to interchange in the future	15

- Essex Road - Route 236

Code	Theme	Count
500	Route 236: Support proposals	7
501	Route 236: Suggest alternative routing	6
502	Route 236: Suggest more frequent route	17
503	Route 236: Routes should run later / start earlier (i.e., longer hours)	1
504	Route 236: Suggest capacity enhancements / bigger buses	24
505	Route 236: Oppose any reduction in frequency	3
506	Route 236: Oppose proposals	101
507	Route 236: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
508	Route 236: Oppose proposals - Proposals would result in a need to interchange in the future	8

- Essex Road - Route 476

Code	Theme	Count
510	Route 476: Support proposals	4
511	Route 476: Suggest alternative routing	15
512	Route 476: Suggest more frequent route	2
513	Route 476: Routes should run later / start earlier (i.e., longer hours)	1
514	Route 476: Suggest capacity enhancements / bigger buses	1
515	Route 476: Oppose any reduction in frequency	3
516	Route 476: Oppose proposals	164
517	Route 476: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
518	Route 476: Oppose proposals - Proposals would result in a need to interchange in the future	24

- Fleet Street - Route 11

Code	Theme	Count
520	Route 11: Support proposals	6
521	Route 11: Suggest alternative routing	12
522	Route 11: Suggest more frequent route	5
523	Route 11: Routes should run later / start earlier (i.e., longer hours)	1
524	Route 11: Suggest capacity enhancements / bigger buses	2
525	Route 11: Oppose any reduction in frequency	20
526	Route 11: Oppose proposals to remove route	1336
527	Route 11: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
528	Route 11: Oppose proposals - Proposals would result in a need to interchange in the future	86
529	Route 11: Comment relating to route numbering / history of route (e.g., iconic)	123

- Fleet Street - Route 26

Code	Theme	Count
530	Route 26: Support proposals	3
531	Route 26: Suggest alternative routing	4
532	Route 26: Suggest more frequent route	3
533	Route 26: Routes should run later / start earlier (i.e., longer hours)	0
534	Route 26: Suggest capacity enhancements / bigger buses	1
535	Route 26: Oppose any reduction in frequency	3
536	Route 26: Oppose proposals	89
537	Route 26: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
538	Route 26: Oppose proposals - Proposals would result in a need to interchange in the future	25
539	Route 26: Comment relating to route numbering / history of route (e.g., iconic)	2

- Fleet Street - Route 211

Code	Theme	Count
540	Route 211: Support proposals	9
541	Route 211: Suggest alternative routing	9
542	Route 211: Suggest more frequent route	8
543	Route 211: Routes should run later / start earlier (i.e., longer hours)	0
544	Route 211: Suggest capacity enhancements / bigger buses	3
545	Route 211: Oppose any reduction in frequency	17
546	Route 211: Oppose proposals	496
547	Route 211: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
548	Route 211: Oppose proposals - Proposals would result in a need to interchange in the future	43

- Fleet Street - Route 507

Code	Theme	Count
550	Route 507: Support proposals	3
551	Route 507: Suggest alternative routing	7
552	Route 507: Suggest more frequent route	1
553	Route 507: Routes should run later / start earlier (i.e., longer hours)	0
554	Route 507: Suggest capacity enhancements / bigger buses	9
555	Route 507: Oppose any reduction in frequency	1
556	Route 507: Oppose proposals	76
557	Route 507: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	3
558	Route 507: Oppose proposals - Proposals would result in a need to interchange in the future	7
559	Route 507: Comment relating to route numbering / history of route (e.g., iconic)	6

- Isle of Dogs and Wapping - Route D3

Code	Theme	Count
560	Route D3: Support proposals	8
561	Route D3: Suggest alternative routing	20
562	Route D3: Suggest more frequent route	2
563	Route D3: Routes should run later / start earlier (i.e., longer hours)	0
564	Route D3: Suggest capacity enhancements / bigger buses	2
565	Route D3: Oppose any reduction in frequency	7
566	Route D3: Oppose proposals	209
567	Route D3: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
568	Route D3: Oppose proposals - Proposals would result in a need to interchange in the future	28
569	Route D3: Comment relating to loss of step free access	42

- Isle of Dogs and Wapping - Route D7

Code	Theme	Count
570	Route D7: Support proposals	10
571	Route D7: Suggest alternative routing	8
572	Route D7: Suggest more frequent route	8
573	Route D7: Routes should run later / start earlier (i.e., longer hours)	1
574	Route D7: Suggest capacity enhancements / bigger buses	0
575	Route D7: Oppose any reduction in frequency	5
576	Route D7: Oppose proposals to remove route	202
577	Route D7: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
578	Route D7: Oppose proposals - Proposals would result in a need to interchange in the future	17

- Isle of Dogs and Wapping - Route D8

Code	Theme	Count
580	Route D8: Support proposals	3
581	Route D8: Suggest alternative routing	4
582	Route D8: Suggest more frequent route	1
583	Route D8: Routes should run later / start earlier (i.e., longer hours)	0
584	Route D8: Suggest capacity enhancements / bigger buses	0
585	Route D8: Oppose any reduction in frequency	0
586	Route D8: Oppose proposals	21
587	Route D8: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
588	Route D8: Oppose proposals - Proposals would result in a need to interchange in the future	1

- Isle of Dogs and Wapping - Route 100

Code	Theme	Count
590	Route 100: Support proposals	13
591	Route 100: Suggest alternative routing	11
592	Route 100: Suggest more frequent route	2
593	Route 100: Routes should run later / start earlier (i.e., longer hours)	0
594	Route 100: Suggest capacity enhancements / bigger buses	1
595	Route 100: Oppose any reduction in frequency	3
596	Route 100: Oppose proposals	33
597	Route 100: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
598	Route 100: Oppose proposals - Proposals would result in a need to interchange in the future	3

- Isle of Dogs and Wapping - Route 135

Code	Theme	Count
600	Route 135: Support proposals	9
601	Route 135: Suggest alternative routing	4
602	Route 135: Suggest more frequent route	9
603	Route 135: Routes should run later / start earlier (i.e., longer hours)	0
604	Route 135: Suggest capacity enhancements / bigger buses	0
605	Route 135: Oppose any reduction in frequency	2
606	Route 135: Oppose proposals	46
607	Route 135: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
608	Route 135: Oppose proposals - Proposals would result in a need to interchange in the future	3
609	Route 135: Comment relating to route numbering / history of route (e.g., iconic)	1

- Isle of Dogs and Wapping - Route 277

Code	Theme	Count
610	Route 277: Support proposals	6
611	Route 277: Suggest alternative routing	5
612	Route 277: Suggest more frequent route	17
613	Route 277: Routes should run later / start earlier (i.e., longer hours)	1
614	Route 277: Suggest capacity enhancements / bigger buses	2
615	Route 277: Oppose any reduction in frequency	4
616	Route 277: Oppose proposals	74
617	Route 277: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	3
618	Route 277: Oppose proposals - Proposals would result in a need to interchange in the future	5

- London Bridge and Tower Bridge - Route 43

Code	Theme	Count
620	Route 43: Support proposals	0
621	Route 43: Suggest alternative routing	7
622	Route 43: Suggest more frequent route	2
623	Route 43: Routes should run later / start earlier (i.e., longer hours)	0
624	Route 43: Suggest capacity enhancements / bigger buses	1
625	Route 43: Oppose any reduction in frequency	1
626	Route 43: Oppose proposals	128
627	Route 43: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
628	Route 43: Oppose proposals - Proposals would result in a need to interchange in the future	29

- London Bridge and Tower Bridge - Route 47

Code	Theme	Count
630	Route 47: Support proposals	1
631	Route 47: Suggest alternative routing	10
632	Route 47: Suggest more frequent route	1
633	Route 47: Routes should run later / start earlier (i.e., longer hours)	2
634	Route 47: Suggest capacity enhancements / bigger buses	0
635	Route 47: Oppose any reduction in frequency	2
636	Route 47: Oppose proposals	104
637	Route 47: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
638	Route 47: Oppose proposals - Proposals would result in a need to interchange in the future	28

- London Bridge and Tower Bridge - Route 78

Code	Theme	Count
640	Route 78: Support proposals	8
641	Route 78: Suggest alternative routing	17
642	Route 78: Suggest more frequent route	11
643	Route 78: Routes should run later / start earlier (i.e., longer hours)	0
644	Route 78: Suggest capacity enhancements / bigger buses	3
645	Route 78: Oppose any reduction in frequency	3
646	Route 78: Oppose proposals to remove route	830
647	Route 78: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
648	Route 78: Oppose proposals - Proposals would result in a need to interchange in the future	123
649	Route 78: Comment relating to route numbering / history of route (e.g., iconic)	17

- London Bridge and Tower Bridge - Route 343

Code	Theme	Count
650	Route 343: Support proposals	4
651	Route 343: Suggest alternative routing	5
652	Route 343: Suggest more frequent route	0
653	Route 343: Routes should run later / start earlier (i.e., longer hours)	1
654	Route 343: Suggest capacity enhancements / bigger buses	0
655	Route 343: Oppose any reduction in frequency	0
656	Route 343: Oppose proposals	81
657	Route 343: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
658	Route 343: Oppose proposals - Proposals would result in a need to interchange in the future	8

- London Bridge and Tower Bridge - Route 388

Code	Theme	Count
660	Route 388: Support proposals	11
661	Route 388: Suggest alternative routing	17
662	Route 388: Suggest more frequent route	5
663	Route 388: Routes should run later / start earlier (i.e., longer hours)	0
664	Route 388: Suggest capacity enhancements / bigger buses	0
665	Route 388: Oppose any reduction in frequency	2
666	Route 388: Oppose proposals	59
667	Route 388: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
668	Route 388: Oppose proposals - Proposals would result in a need to interchange in the future	5

- Route N11

Code	Theme	Count
670	Route N11: Support proposals	0
671	Route N11: Suggest alternative routing	2
672	Route N11: Suggest more frequent route	1
673	Route N11: Routes should run later / start earlier (i.e., longer hours)	0
674	Route N11: Suggest capacity enhancements / bigger buses	0
675	Route N11: Oppose any reduction in frequency	1
676	Route N11: Oppose proposals to remove route	231
677	Route N11: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
678	Route N11: Oppose proposals - Proposals would result in a need to interchange in the future	15
679	Route N11: Comment relating to route numbering / history of route (e.g., iconic)	4

- Route N15

Code	Theme	Count
680	Route N15: Support proposals	2
681	Route N15: Suggest alternative routing	1
682	Route N15: Suggest more frequent route	0
683	Route N15: Routes should run later / start earlier (i.e., longer hours)	0
684	Route N15: Suggest capacity enhancements / bigger buses	0
685	Route N15: Oppose any reduction in frequency	0
686	Route N15: Oppose proposals	6
687	Route N15: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
688	Route N15: Oppose proposals - Proposals would result in a need to interchange in the future	1

- Route N26

Code	Theme	Count
690	Route N26: Support proposals	0
691	Route N26: Suggest alternative routing	0
692	Route N26: Suggest more frequent route	0
693	Route N26: Routes should run later / start earlier (i.e., longer hours)	0
694	Route N26: Suggest capacity enhancements / bigger buses	0
695	Route N26: Oppose any reduction in frequency	0
696	Route N26: Oppose proposals	2
697	Route N26: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
698	Route N26: Oppose proposals - Proposals would result in a need to interchange in the future	0

- Route N242

Code	Theme	Count
700	Route N242: Support proposals	0
701	Route N242: Suggest alternative routing	2
702	Route N242: Suggest more frequent route	0
703	Route N242: Routes should run later / start earlier (i.e., longer hours)	0
704	Route N242: Suggest capacity enhancements / bigger buses	0
705	Route N242: Oppose any reduction in frequency	2
706	Route N242: Oppose proposals to remove route	39
707	Route N242: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
708	Route N242: Oppose proposals - Proposals would result in a need to interchange in the future	2

- Route N135

Code	Theme	Count
710	New Route N135: Support proposals	1
711	New Route N135: Suggest alternative routing	0
712	New Route N135: Suggest more frequent route	0
713	New Route N135: Routes should run later / start earlier (i.e., longer hours)	0
714	New Route N135: Suggest capacity enhancements / bigger buses	0
715	New Route N135: Oppose any reduction in frequency	1
716	New Route N135: Oppose proposals	1
717	New Route N135: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
718	New Route N135: Oppose proposals - Proposals would result in a need to interchange in the future	0

- Route N507

Code	Theme	Count
720	New Route N507: Support proposals	0
721	New Route N507: Suggest alternative routing	0
722	New Route N507: Suggest more frequent route	1
723	New Route N507: Routes should run later / start earlier (i.e., longer hours)	0
724	New Route N507: Suggest capacity enhancements / bigger buses	1
725	New Route N507: Oppose any reduction in frequency	1
726	New Route N507: Oppose proposals	4
727	New Route N507: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
728	New Route N507: Oppose proposals - Proposals would result in a need to interchange in the future	1
729	New Route N507: Comment relating to route numbering / history of route (e.g., iconic)	2

- Earls Court – Route 27

Code	Theme	Count
730	Route 27: Support proposals	14
731	Route 27: Suggest alternative routing	12
732	Route 27: Suggest more frequent route	9
733	Route 27: Routes should run later / start earlier (i.e., longer hours)	0
734	Route 27: Suggest capacity enhancements / bigger buses	2
735	Route 27: Oppose any reduction in frequency	10
736	Route 27: Oppose proposals	245
737	Route 27: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
738	Route 27: Oppose proposals - Proposals would result in a need to interchange in the future	31

- Earls Court - Route 328

Code	Theme	Count
740	Route 328: Support proposals	8
741	Route 328: Suggest alternative routing	21
742	Route 328: Suggest more frequent route	4
743	Route 328: Routes should run later / start earlier (i.e., longer hours)	0
744	Route 328: Suggest capacity enhancements / bigger buses	0
745	Route 328: Oppose any reduction in frequency	12
746	Route 328: Oppose proposals	353
747	Route 328: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
748	Route 328: Oppose proposals - Proposals would result in a need to interchange in the future	23

- Earls Court - Route C3

Code	Theme	Count
750	Route C3: Support proposals	15
751	Route C3: Suggest alternative routing	1
752	Route C3: Suggest more frequent route	4
753	Route C3: Routes should run later / start earlier (i.e., longer hours)	0
754	Route C3: Suggest capacity enhancements / bigger buses	0
755	Route C3: Oppose any reduction in frequency	10
756	Route C3: Oppose proposals to remove route	597
757	Route C3: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
758	Route C3: Oppose proposals - Proposals would result in a need to interchange in the future	34

- South Kensington - Route 14 (24-hour route)

Code	Theme	Count
760	Route 14: Support proposals	11
761	Route 14: Suggest alternative routing	19
762	Route 14: Suggest more frequent route	17
763	Route 14: Routes should run later / start earlier (i.e., longer hours)	0
764	Route 14: Suggest capacity enhancements / bigger buses	4
765	Route 14: Oppose any reduction in frequency	30
766	Route 14: Oppose proposals to remove route	2178
767	Route 14: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	4
768	Route 14: Oppose proposals - Proposals would result in a need to interchange in the future	228
769	Route 14: Comment relating to overnight routes	134
760a	Route 14: Comment relating to route numbering / history of route (e.g., iconic)	107

- South Kensington - Route 19

Code	Theme	Count
770	Route 19: Support proposals	10
771	Route 19: Suggest alternative routing	17
772	Route 19: Suggest more frequent route	11
773	Route 19: Routes should run later / start earlier (i.e., longer hours)	0
774	Route 19: Suggest capacity enhancements / bigger buses	5
775	Route 19: Oppose any reduction in frequency	24
776	Route 19: Oppose proposals	561
777	Route 19: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
778	Route 19: Oppose proposals - Proposals would result in a need to interchange in the future	44
779	Route 19: Comment relating to route numbering / history of route (e.g., iconic)	9

- South Kensington - Route 49

Code	Theme	Count
780	Route 49: Support proposals	9
781	Route 49: Suggest alternative routing	10
782	Route 49: Suggest more frequent route	2
783	Route 49: Routes should run later / start earlier (i.e., longer hours)	0
784	Route 49: Suggest capacity enhancements / bigger buses	1
785	Route 49: Oppose any reduction in frequency	15
786	Route 49: Oppose proposals	412
787	Route 49: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
788	Route 49: Oppose proposals - Proposals would result in a need to interchange in the future	38
780a	Route 49: Comment relating to route numbering / history of route (e.g., iconic)	6

- South Kensington - Route 72

Code	Theme	Count
790	Route 72: Support proposals	6
791	Route 72: Suggest alternative routing	6
792	Route 72: Suggest more frequent route	1
793	Route 72: Routes should run later / start earlier (i.e., longer hours)	0
794	Route 72: Suggest capacity enhancements / bigger buses	1
795	Route 72: Oppose any reduction in frequency	1
796	Route 72: Oppose proposals to remove route	106
797	Route 72: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
798	Route 72: Oppose proposals - Proposals would result in a need to interchange in the future	8
799	Route 72: Comment relating to route numbering / history of route (e.g., iconic)	2

- South Kensington - Route 74

Code	Theme	Count
800	Route 74: Support proposals	11
801	Route 74: Suggest alternative routing	17
802	Route 74: Suggest more frequent route	4
803	Route 74: Routes should run later / start earlier (i.e., longer hours)	2
804	Route 74: Suggest capacity enhancements / bigger buses	1
805	Route 74: Oppose any reduction in frequency	12
806	Route 74: Oppose proposals to remove route	1179
807	Route 74: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
808	Route 74: Oppose proposals - Proposals would result in a need to interchange in the future	99
809	Route 74: Comment relating to route numbering / history of route (e.g., iconic)	29

- South Kensington - Route 272

Code	Theme	Count
810	Route 272: Support proposals	12
811	Route 272: Suggest alternative routing	2
812	Route 272: Suggest more frequent route	5
813	Route 272: Routes should run later / start earlier (i.e., longer hours)	1
814	Route 272: Suggest capacity enhancements / bigger buses	0
815	Route 272: Oppose any reduction in frequency	2
816	Route 272: Oppose proposals	16
817	Route 272: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
818	Route 272: Oppose proposals - Proposals would result in a need to interchange in the future	1

- South Kensington - Route 283

Code	Theme	Count
820	Route 283: Support proposals	5
821	Route 283: Suggest alternative routing	3
822	Route 283: Suggest more frequent route	1
823	Route 283: Routes should run later / start earlier (i.e., longer hours)	0
824	Route 283: Suggest capacity enhancements / bigger buses	1
825	Route 283: Oppose any reduction in frequency	1
826	Route 283: Oppose proposals	20
827	Route 283: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
828	Route 283: Oppose proposals - Proposals would result in a need to interchange in the future	2

- South Kensington - Route 414

Code	Theme	Count
830	Route 414: Support proposals	12
831	Route 414: Suggest alternative routing	19
832	Route 414: Suggest more frequent route	42
833	Route 414: Routes should run later / start earlier (i.e., longer hours)	1
834	Route 414: Suggest capacity enhancements / bigger buses	11
835	Route 414: Oppose any reduction in frequency	48
836	Route 414: Oppose proposals	487
837	Route 414: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	2
838	Route 414: Oppose proposals - Proposals would result in a need to interchange in the future	22
839	Route 414: Comment relating to route numbering / history of route (e.g., iconic)	13

- South Kensington - route 430

Code	Theme	Count
840	Route 430: Support proposals	6
841	Route 430: Suggest alternative routing	17
842	Route 430: Suggest more frequent route	18
843	Route 430: Routes should run later / start earlier (i.e., longer hours)	0
844	Route 430: Suggest capacity enhancements / bigger buses	4
845	Route 430: Oppose any reduction in frequency	14
846	Route 430: Oppose proposals	376
847	Route 430: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	4
848	Route 430: Oppose proposals - Proposals would result in a need to interchange in the future	21
849	Route 430: Comment relating to route numbering / history of route (e.g., iconic)	2

- Route N16

Code	Theme	Count
850	Route N16: Support proposals	0
851	Route N16: Suggest alternative routing	0
852	Route N16: Suggest more frequent route	0
853	Route N16: Routes should run later / start earlier (i.e., longer hours)	0
854	Route N16: Suggest capacity enhancements / bigger buses	0
855	Route N16: Oppose any reduction in frequency	0
856	Route N16: Oppose proposals to remove route	28
857	Route N16: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
858	Route N16: Oppose proposals - Proposals would result in a need to interchange in the future	3

- Route N27

Code	Theme	Count
860	Route N27: Support proposals	1
861	Route N27: Suggest alternative routing	5
862	Route N27: Suggest more frequent route	0
863	Route N27: Routes should run later / start earlier (i.e., longer hours)	1
864	Route N27: Suggest capacity enhancements / bigger buses	1
865	Route N27: Oppose any reduction in frequency	0
866	Route N27: Oppose proposals	9
867	Route N27: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
868	Route N27: Oppose proposals - Proposals would result in a need to interchange in the future	2

- Route N72

Code	Theme	Count
870	Route N72: Support proposals	2
871	Route N72: Suggest alternative routing	0
872	Route N72: Suggest more frequent route	0
873	Route N72: Routes should run later / start earlier (i.e., longer hours)	0
874	Route N72: Suggest capacity enhancements / bigger buses	0
875	Route N72: Oppose any reduction in frequency	0
876	Route N72: Oppose proposals to remove route	23
877	Route N72: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
878	Route N72: Oppose proposals - Proposals would result in a need to interchange in the future	3

- Route N74

Code	Theme	Count
880	Route N74: Support proposals	0
881	Route N74: Suggest alternative routing	1
882	Route N74: Suggest more frequent route	1
883	Route N74: Routes should run later / start earlier (i.e., longer hours)	0
884	Route N74: Suggest capacity enhancements / bigger buses	0
885	Route N74: Oppose any reduction in frequency	0
886	Route N74: Oppose proposals to remove route	135
887	Route N74: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
888	Route N74: Oppose proposals - Proposals would result in a need to interchange in the future	4
889	Route N74: Comment relating to route numbering / history of route (e.g., iconic)	3

- Route N414

Code	Theme	Count
890	New Route N414: Support proposals	1
891	New Route N414: Suggest alternative routing	3
892	New Route N414: Suggest more frequent New Route	0
893	New Route N414: New Routes should run later / start earlier (i.e., longer hours)	0
894	New Route N414: Suggest capacity enhancements / bigger buses	0
895	New Route N414: Oppose any reduction in frequency	0
896	New Route N414: Oppose proposals	15
897	New Route N414: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	0
898	New Route N414: Oppose proposals - Proposals would result in a need to interchange in the future	1
899	New Route N414: Comment relating to route numbering / history of route (e.g., iconic)	5

- Route N430

Code	Theme	Count
900	New Route N430: Support proposals	0
901	New Route N430: Suggest alternative routing	3
902	New Route N430: Suggest more frequent New Route	1
903	New Route N430: New Routes should run later / start earlier (i.e., longer hours)	0
904	New Route N430: Suggest capacity enhancements / bigger buses	0
905	New Route N430: Oppose any reduction in frequency	0
906	New Route N430: Oppose proposals	7
907	New Route N430: Oppose proposals - Proposed route is unsuitable (e.g., road width / parked cars / congestion / bus stop waiting capacity)	1
908	New Route N430: Oppose proposals - Proposals would result in a need to interchange in the future	2
909	New Route N430: Comment relating to route numbering / history of route (e.g., iconic)	1

- Comments relating to TfL or the consultation

Code	Theme	Count
970	Criticism of Transport for London	1100
971	Criticism of Mayor of London (e.g., Sadiq Khan, Labour, Mayors Office)	433
972	Criticism of UK Government (e.g., Boris Johnson, Tory, Conservative)	196
973	Criticism of consultation (e.g., will not be listened to / won't make a difference / insufficiently publicised)	200
974	Criticism of consultation materials (e.g., website, leaflet, maps, and info.)	124
975	Criticism of consultation accessibility (e.g., lack of access for those without internet)	91

- Other comments which respondents mentioned

Code	Theme	Count
980	Not sure / confused by proposals	49
981	Need more information / question about proposals	295
982	Request for contact / conversation regarding proposals	30
983	Suggest earlier / later bus services (route not specified)	2
998	Other comment (out of scope) e.g., transport proposals elsewhere	1532
999	Other (unrelated comments)	370

- Comments relating to links to key destinations

Code	Theme	Count
2000	Local destination (e.g., street, avenue)	1988
2001	Central London	1977
2002	Other major area in London (e.g., Croydon, Wimbledon, Lewisham, Islington etc.)	3229
2003	Healthcare facility (Hospital, Medical Centre)	1782
2004	Childcare facility (Nursery, Creche, Kindergarten, Childminder)	48
2005	Education facility (School, College, University, Library)	820
2006	Workplace	1273
2007	Tourist destination (e.g., museum / cultural attraction)	978
2008	Leisure destination (e.g., cinema, swimming pool)	389
2009	Shopping destination (e.g., shopping centre, central London)	733
2010	Outdoor green space destination (park, riverside etc.)	159
2011	Transport Hub (Bus station, Rail Station, Underground, DLR, Overground, Elizabeth Line)	1669
2012	Airport (Heathrow, Gatwick, City, Stansted, Luton)	33
2013	Religious Building (Mosque, Church, Temple etc.)	107
2014	Prison facility (HMP)	4
2015	Other essential services (e.g., banking, post office, public institutions)	44

Appendix G: List of stakeholders consulted with

Local authorities and statutory bodies

All London borough local authorities
City of London Corporation
Greater London Authority
Lea Valley Regional Park Authority
London Councils
Port of London Authority
The Royal Parks

Government Departments, parliamentary bodies and politicians

All London Members of Parliament
All Greater London Authority London Assembly Members
All London local authority ward councillors
Department for Transport
Environment Agency

Emergency Services and healthcare

All London NHS Hospital Trusts
All London Primary Care Networks
City of London Police
London Ambulance Service
Metropolitan Police
London Fire and Emergency Planning Authority

Accessibility Groups

Access Able
Access for Living
Action Disability Kensington & Chelsea
Action Space
Access UK
Age UK Barnet
Age UK Camden
Age UK Chiswick
Age UK Ealing
Age UK East London
Age UK Hammersmith & Fulham
Age UK Harrow, Hillingdon, Brent
Age UK Hounslow
Age UK Islington
Age UK Kensington & Chelsea

Age UK Kingston
Age UK Lambeth
Age UK Lambeth & Southwark
Age UK London
Age UK Sutton
Age UK Waltham Forest
Age UK Wandsworth
Age UK Westminster
Age UK Lambeth
Alzheimer's Society
Asian People's Disability Alliance
Barnet Parent Carer Forum
Blind Aid
Brent Mencap
British Blind Sport
Bromley Mobility Forum
Camden Disability Action
Camden People First
Centre for Ageing Better
Chicken Shed Theatre Group
Choice in Hackney
City of London Access Group
Clapham NCT
Crystal Palace NCT
DASH Charity
Deaf Ethnic Women Association
Disability Action in Islington
Disability Lambeth
Disability Network Hounslow
Disability Rights UK
Disability Lambeth
Dulwich NCT
Ealing NCT
Elop
Enfield Mencap
Enfield NCT
Enfield Over 50's Forum
Fight for Sight
Graeae Theatre
Greenwich Mums
Greenwich NCT
Guide Dogs
Hackney NCT
Haringey NCT
Haringey Phoenix Group
Hillington Autistic Care Support
Hillington NCT
Inclusion Barnet
Inclusion London

Independent Age
Islington NCT
Islington Pensioners' Forum
JDA Charity
Kensington & Chelsea NCT
Kensington Mums
KIDS Charity
Kingston Centre for Independent Living
Kingston NCT
Kith and Kids Charity
Lambeth Parents' Forum
Learning Disability Network London
Leonard Cheshire Charity
Lewisham NCT
Lewisham Nexus Service
Lewisham Parents' & Carers
Lewisham Speaking Up
Living Made Easy
London Vision
Metro GAD, Greenwich
Middlesex Association for the Blind
MIND
MS Society
Mumsnet
Muscular Dystrophy UK
National Autistic Society
Outward Housing, Tottenham
Parkinson's UK
Pocklington Trust
Radiomarathon
Real Charity
Redbridge NCT
Respond Charity
Royal Association for Deaf People
Royal National Institute for Blind People
Royal National Institute for Deaf People
Sense
Scope
Speak Out Hounslow
The Shane Project
Tooting and Mitcham NCT
Torch Trust
Tottenham NCT
Tourism for All
Tower Hamlets NCT
Transport for All
Urban Inclusion
Waltham Forest Carers
Wandsworth Mind

Wandsworth NCT
Westminster Drug Project
Westminster NCT
Wheels for Wellbeing
Whizz Kidz
WinVisible
Your Choice Barnet

Business Improvement Districts/Businesses/Business groups/Employers

Aldgate BID
All Safe and Sound
Angel London
Baker Street Quarter
Bee Midtown BID
Bermondsey Blue
Better Bankside
Brixton BID
Cadogan Estates
Camden Town Unlimited
Canary Wharf Group
Catford Centre
Central District Alliance
City Property Association
Cornerstone Recovery
Covent Garden
Covent Garden Market Authority
Craftory Workshop
Cross River Partnership
Ealing Broadway BID
Enterprise Enfield
ExCel Centre
Federation of Small Businesses
Forty Hall Community Vineyard
Fulham Broadway BID
Hainault Business Park
Hammersmith & Fulham Chamber of Commerce
Hammersmith BID
Harringay 4 Shops
Harrow Town Centre BID
Hatton Garden BID
Heart of London BID
Hillingdon Chamber of Commerce
Hounslow Chamber of Commerce
Husk Brewing, North Woolwich
In Streatham
In West Ealing
John Lewis Group

Kings Cross Development
Kingston Chamber of Commerce
Kingston First
Knightsbridge Partnership
Land Securities
London & Partners
London Riverside BID
London Stadium
Make It Ealing
Marble Arch London
Meanwhile Space
Metrobank
New West End Company
Northbank BID
Old Street District
Palace Shopping Centre, Enfield
Pearsons of Enfield
Positively Putney BID
Purley BID
South Bank BID
South Wimbledon Business Area
Southbank BID
Southwark Chamber of Commerce
Station to Station BID
Station to Station BID (West Norwood & Tulse Hill)
Stratford Original
Team London Bridge
The Crown Estate
The Junction BID
The Lorenzo Consultancy
The Mall, Wood Green
The Means Place Making
This is Clapham BID
This is Paddington BID
Uxbridge BID
Vauxhall One
Victoria BID
Visit Britain
Visit Greenwich
Wake up Docklands
Wandsworth Chamber of Commerce
We Are Waterloo
Wenta Business Centre
Westfield
Wood Green BID

Transport/road user groups

Barnet Cyclists
Brent Cyclists
Camden Cyclists
Campaign for Better Transport
City of London Cyclists
Cycle Islington
Ealing Cyclists
Eurostar
Greenwich Cyclists
Hackney Cyclists
Hammersmith & Fulham Cyclists
Haringey Cyclists
Harrow Public Transport Users Committee
Heathrow Airport
Hounslow Cyclists
Islington Cyclists
Islington Living Streets
Kensington & Chelsea Cyclists
Kingston Cyclists
Lambeth Cyclists
Lambeth Living Streets
Lewisham Living Streets
London City Airport
London Cycle Campaign
London Travelwatch
Newham Cyclists
Rail Future
Rail, Maritime and Transport Workers Union
Richmond Cyclists
Southwark Cyclists
Sustrans
Sutton Cyclists
Thames Clippers
Tower Hamlets Community Transport
Tower Hamlets Cyclists
Transport Focus
Unite the Union
Westminster Cyclists

Charities/Communities/Voluntary sector

Abney Public Hall
Access UK
Achieving for Children
Action and Rights
Action Space
Advocacy Greenwich
Advocacy Project
Alevi Cultural Centre
Ambition Aspire Achieve Charity, Newham
Angling Trust
Animal Aid & Advice
Apasen Charity, East London
ARCA Generation Community Centre
Arts Richmond
Asian Women Lone Parents Association
Bankside Press
Barnet Carers
Barnet Environment Centre
Barnet Multicultural Centre
Barnet Residents' Association
Barnet Society
Barnet Symphony Orchestra
Battersea Society
Belgravia Residents' Association
Better Archway Forum
Black Arts Production Theatre
Blackheath Society
Blue Bird Care
Brent Community Voluntary Service
Brent Gateway Partnership
Brent Indian Association
Brent Irish Advisory Service
Brick Lane Music Hall
Bridge Renewal Trust
Bringing Unity Back to the Community
British Youth Council
Brixton Neighbourhood Forum
Brockley Society
Burgh House
Camden Carers
Camden Chinese Community Centre
Camden Society
Canonbury Society
Care Net UK
Carers Hub Lambeth
Carers' Support
Castlehaven Community Centre, Camden

Central Croydon Community Action
Central Ealing Residents' Association
Change Grow Live (CGL) Charity
Charity Choice
Chelsea Society
Chinese Centre London
Choice Support
Citizens UK
City Connections
City Gateway Charity, East London
Clapham Park Project
Community Barnet
Community Cook Up
Community Southwark
Compass UK Charity
Compost London
Copper Mill Residents' Association
Cultural Industries Development Agency
Dalgarno Trust Centre, Kensington
Daymer Turkish & Kurdish Community Centre
Doddington & Rollo Community Association
Ealing & Hounslow Community Voluntary Service
Ealing Civic Society
Ealing Voluntary Service
East End Homes
East London Garden Society
East Thames Housing
ECT Charity Ealing
Elatt Charity
Elders' Voice
Elfrida Rathbone Camden
Enable
End Violence Against Women Coalition
Enfield Carers
Enfield LGBT Network
Enfield Racial Equality Council
Enfield Saheli Charity
Enjoy Work, Chiswick
Evolution Quarter Residents Association
Fawcett Society
Fight for Peace
Forest Hill Society
Friends of Alexandra Park
Friends of Battersea Park
Friends of Highlands Gardens
Friends of Mill Hill Park
Fulham Estate Residents' Association
Gallions Housing Association
Garden Suburb Community Library, Hampstead

Gendered Intelligence
Ghanaian Welfare Association
Godwin Lawson Foundation
Greek and Greek Cypriot Community, Enfield
Groundwork
Growing Hope
Hackney & Tower Hamlets Friends of the Earth
Hackney CVS
Hackney Historic Buildings Trust
Hackney Voluntary Services
HAGA Haringey
Hammersmith & Fulham Community Transport
Hammersmith Society
Haringey Association of Neighbourhood Watches
Haringey Citizens Advice Bureau
Haringey Law Centre
Haringey Women's Forum
HBC Community Centre, Homerton
Highbury Fields Association
Highbury Roundhouse
Hillingdon Carers
Hillside Clubhouse
Home Start Haringey
Humankind Charity
Integrate Agency Lambeth
Isleworth Explorers Youth Centre
Islington Bangladesh Association
Islington Chinese Community
Islington Foodbank
Islington Parent Carer Forum
Islington Society
Jami UK
Jewish Care
Jewish LGBT+ Group
Katherine Low Settlement, Battersea
Kensington & Chelsea Forum
Kensington & Chelsea Social Council
Kingston Voluntary Action
Launch It Business Support
Lea Valley Crossroads Carers Service
Lebanon Gardens & Lebanon Road Residents' Association, Wandsworth
Lewisham Community Transport
Lewisham Local
LGBT Foundation
Linden Hall Community Centre
Living Well Network Hub, Lambeth
London Friend
London Gypsies & Travellers
London Plusv

Look Ahead Group
Manor House Centre
Marylebone Association
Merton and Sutton Mediation
Merton Connected
Merton Park Ward Residents' Association
Metro Charity, Woolwich
Migrant Help Charity
Mill Hill Jazz Club
Nafsiyat Intercultural Therapy Centre
Neighbourcare Charity, Westminster
Network Housing Group
Network of Sikh Organisations
New River Studios
Newark Youth London Charity, Tower Hamlets
North London Asian Care
Norwood Action Group
Norwood Forum
Notting Hill Housing Group
Oakleigh Park Tennis Club, Whetstone
One Newham Network
One Westminster Network
Peabody Housing
Penge Forum
Phoenix Community Housing, Lewisham
Poplar Harca
Praxis
Princes Trust
Providence Row Housing Association
Putney Society
Race Equality Foundation
Rainbow Hamlets
Redbridge CVS
Redbridge Voluntary Services
Refugee and Migrant Network Sutton
Remploy
Riverside Centre
Royal Docks Learning & Activity Centre
Samaritans
SE5 Forum for Camberwell
SEND Family Support
Share Community
Sobus Charity Support
Social Care Consortium
Society Links Tower Hamlets
Somali Parents & Children
Somers Town Community Association
South Bank Centre
South East Bayswater Residents' Association

Spare Tyre Inclusive Theatre
Spitalfields Housing Association
St John's Wood Society
Stifford Centre, Tower Hamlets
Stockwell Partnership
Stonewall
Streatham Action
Streetlink
Sutton Community Transport
Sutton LGBT Network
Sutton U3A
Suzy Lamplugh Trust
Swan Housing Association
Sydenham Society
Telegraph Hill Society
The Bike Project
The Faith Regen Foundation
The Rooted Forum
The Soho Society
The Sulgrave Club
Tower Hamlets Voluntary Service
Trekstock
Unite Students
UpRising
Voluntary Action Camden
Volunteering Barnet
Volunteers Greenwich
Walpole Residents' Association
Waltham Forest Community Hub
Walthamstow Village Residents' Association
Wandsworth Care Alliance
Wandsworth Carers
Wandsworth Community Empowerment Network
Wandsworth Foodbank
Wapping Bangladesh Association
We Are Spotlight
Wellbeing Connect Services
West Ham Football Club
Westcombe Society
Westway Community Trust
Willesden Scouts
Willesden Triathlon Club
Work Rights Centre
Yogi Divine Society UK
Young Brent Foundation
Young Roots Charity
Youth Engagement Solutions
Yusuf Islam Foundation

Appendix H: Demographics

This section details the demographic information collected from people that took part in the consultation via our website. Questions were optional.

Gender

Respondents were asked to disclose their gender. A total of 15,332 (71 per cent) respondents chose to answer this question.

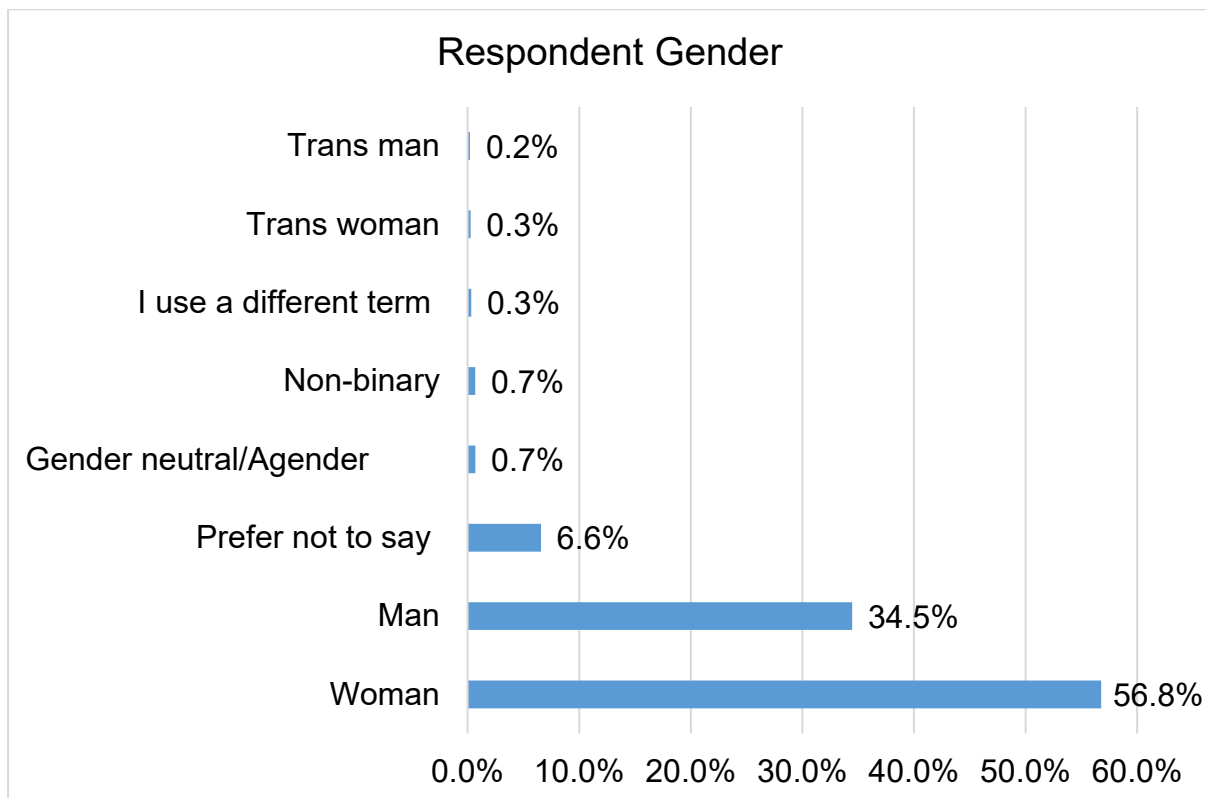


Figure 26 – respondent gender

Figure 26 illustrates that the largest proportion of respondents completing the survey was women who made up 8,704 (56.8 per cent) of respondents, followed by men who made up 5,284 (34.5 per cent) of respondents. A total of 1,008 (6.6 per cent) respondents preferred not to specify gender, with 106 (0.7 per cent) respondents being gender neutral and 105 (0.7 per cent) non-binary. A small number of respondents use a different term to those specified in the survey (50 respondents/0.3 per cent) or are a trans woman (42 respondents/0.3 per cent) or trans man (33 respondents/0.2 per cent).

Ethnicity

Respondents were asked to identify their ethnicity. A total of 15,209 (70 per cent) respondents chose to answer this question.

Table 118– respondent ethnicity

Ethnic Group	Frequency	Percentage
White – British	7,657	35.5%
White – Other	2,650	12.3%
Do not wish to disclose	1,615	7.5%
White – Irish	476	2.2%
Black or Black British – African	447	2.1%
Asian or Asian British – Indian	307	1.4%
Black or Black British – Caribbean	300	1.4%
Mixed/Dual Heritage – Mixed Other	245	1.1%
Asian or Asian British – Chinese	236	1.1%
Asian or Asian British – Other	218	1.0%
Mixed/Dual Heritage – White and Asian	189	0.9%
Other Ethnic Group	160	0.7%
Asian or Asian British – Bangladeshi	135	0.6%
Other Ethnic Group – Latin American	110	0.5%
Mixed/Dual Heritage – White and Black Caribbean	105	0.5%
Asian or Asian British – Pakistani	90	0.4%
Other Ethnic Group – Arab	83	0.4%

Ethnic Group	Frequency	Percentage
Mixed/Dual Heritage – White and Black African	60	0.3%
Black or Black British – Other	59	0.3%
Other Ethnic Group – Turkish	48	0.2%
Other Ethnic Group – Kurdish	10	0.05%
Gypsy, Roma, or Irish Traveller	9	0.04%
Total	7,552	70.6%

Table 118 shows the largest proportion of respondents were White – British (35.5 per cent, followed by White – Other (12.3 per cent), while 7.5 per cent of respondents chose not to disclose their ethnicity.

Much lower percentages of respondents were White – Irish (2.2 per cent) or Black or Black British – African (2.1 per cent). A further 1.4 per cent of respondents were Asian or Black British – Indian and 1.4 per cent were Black or Black British – Caribbean.

Ethnicities less than one per cent included Asian or Asian British – Pakistani, Other Ethnic Group – Arab, Mixed/Dual, Heritage – White and Black African, Black or Black British – Other, Other Ethnic Group – Turkish, Other Ethnic Group – Kurdish, and Gypsy, Roma, or Irish Traveller.

Age

Table 119 provides a breakdown of the age of respondents, whereby 15,342 (71 per cent) of respondents answered this question.

Table 119 – respondent age group

Age Group	Frequency	Percentage
Prefer not to say	1,039	6.8%
71+	1,323	8.6%
66-70	928	6.0%
61-65	1,250	8.1%
56-60	1,179	7.7%
51-55	1,374	9.0%
46-50	1,341	8.7%
41-45	1,424	9.3%
36-40	1,365	8.9%
31-35	1,434	9.3%
26-30	1,283	8.4%
21-25	879	5.7%
16-20	430	2.8%
Under 15	93	0.6%
Total	15,342	100%

Table 119 shows the largest proportion of respondents to the consultation were aged between 31-35 (9.3 per cent), similarly, around nine per cent were aged between 41-45, 51-55, 46-50 and 36-40. There was a very small number of respondents to the consultation who were under 15 (0.6 per cent), along with a small number of 16–20-year-olds (2.8 per cent).

Table 119 also shows that ages 25 or over provided a consistent number of responses with even representation amongst these ages. Ages 25+ represented 84 per cent of respondents, with a reduced representation from younger respondents – three per cent (13 per cent chose not to provide an answer or selected they preferred not to say).

Faith

Respondents were asked to describe their faith or belief. There were 15,101 responses received (70 per cent)

Table 120– respondent faith/belief - 15,101 responses received (70%)

Faith or belief	Frequency	Percent
Christian	4,799	31.8%
None	3,639	24.1%
Prefer not to say	2,710	17.9%
Atheist	2,311	15.3%
Muslim	467	3.1%
Other	475	3.1%
Jewish	413	2.7%
Hindu	154	1.0%
Buddhist	116	0.8%
Sikh	17	0.1%
Total	15,101	100%

As illustrated in Table 120 the largest number of respondents were Christian (31.8 per cent), followed by those with no faith or belief (24.1 per cent) then by those who preferred not to say (17.9 per cent), and lastly those who describe their faith or belief as atheist (15.3 per cent).

Respondents specifying other, Muslim and Jewish each were selected by around one per cent of total respondents. Selections for Buddhist and Hindu were each around one per cent of respondents.

Disability

Respondents were asked the following question “Do you consider yourself to be disabled as defined by the Equality Act 2010?”. There was a 70 per cent response rate to this question with 15,177 responses received.

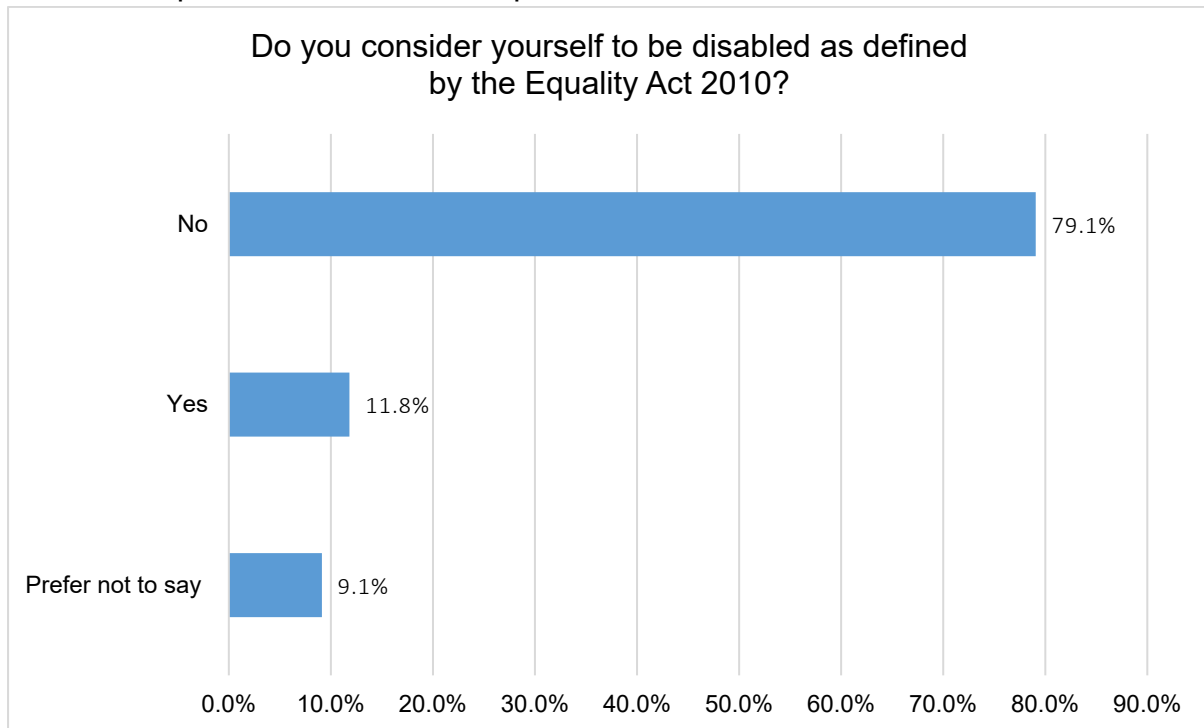


Figure 27 – Do you consider yourself to be disabled as defined by the Equality Act 2010

Figure 27 shows that most (12,000) respondents did not consider themselves to be disabled as per the Equality Act 2010 (79.1 per cent). A further 1,793 (11.8 per cent) respondents did regard themselves as having a disability defined by the Equality Act 2010, and 1,384 (9.1 per cent) preferred not to say.

Sexual Orientation

Respondents were asked to describe their sexual orientation. This question was answered by 15,061 (70 per cent) respondents and the results are outlined in Table 121 below.

Table 121 – Sexual orientation

Sexual Orientation	Frequency	Percentage
Heterosexual	9,269	61.5%
Prefer not to say	3,837	25.5%
Gay/lesbian	934	6.2%
Bisexual	618	4.1%
Other	228	1.5%
Asexual	175	1.2%
Total	15,061	100%

Table 121 shows the largest proportion of respondents describe their sexual orientation as heterosexual (61.5 per cent), followed by 25.5 per cent who preferred not to specify. A lower proportion of respondents describe themselves as gay/lesbian (6.2 per cent), bisexual (4.1 per cent), other (1.5 per cent) or asexual (1.2 per cent). This question was responded to by 70 per cent of respondents, the 30 per cent who provided no answer can't be accounted for with regards to their sexual orientation.