

Your bus routes 30 and 205. Your say.

Proposed changes to bus routes 30 and 205 to, from
and through Baker Street, Paddington and Marble Arch.



Have
your
say

Proposed changes to bus routes 30 and 205

Consultation Report
May 2025

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1. Executive Summary

Between, Monday 21 October 2024 and Friday 10 January 2025, we held a public consultation on proposals to make changes to bus routes 30 and 205.

Under the proposals the following changes were suggested for these local bus routes:

- Withdraw route 30 between Marble Arch and Euston Bus Station
- Withdraw route 205 between Paddington and Baker Street station and extend to Marble Arch via Baker Street
- Additional journeys for route 27 were also included in the proposal.

At present:

- Route 30 runs between Marble Arch and Hackney Wick, Chapman Road
- Route 205 runs between Bow Church and Paddington, Cleveland Terrace
- Route 27 runs between Hammersmith Grove and Chalk Farm

To make sure there are no gaps in service between Paddington and Baker Street, extra journeys are proposed on route 27 in early mornings and/or late evenings to compensate for journeys provided by the route 205 currently between Paddington and Hampstead Road.

All three routes currently operate at a high frequency of five or more buses per hour and are routes where passengers tend not to look at the timetable before arriving at the stop.

The consultation sought to understand what respondents thought about the proposal and how they believed it may affect their bus journeys. We asked closed questions asking people to let us know whether the proposed changes would have a positive or negative impact on them.

We received 1359 responses to the consultation. Of these, 1337 were from members of the public and 22 were from stakeholders. A campaign not directly relating to the proposals suggesting that we use New Routemaster buses on the route and within our consultation materials made up 159 responses, 12 per cent of the total responses.

The majority of the feedback received did not endorse the proposals.

The top key issues (below in bold type) as identified through the open text responses and our responses to those issues are detailed below.

Please note the full version of the Response to Issues Raised (RTIR) document can be found in Appendix A.

Table 1: Summary of key issues from open text responses

Issue – top five most frequently raised issues	Summary response – our comments	Number of comments
General opposition to the proposals	We answered more defined opposing questions. See the rest of the Response to Issues Raised section	332
Concern about loss of direct connections/an extra change between buses	If some passengers currently change bus to access areas west of Euston on both routes 30 and 205 then there is a chance some of these trips will require two changes of bus in the future, but the number of these instances are quite low. Journey times for these passengers will increase by up to 10/15 minutes in future but can be made at same-stop interchanges without having to walk further.	317
Opposes proposals to reroute route 205	We answered more defined opposing questions about the proposals for bus route 205 - please see the rest of the document.	317
Concern for the impact on older/disabled/vulnerable customers	Although journey times are anticipated to become somewhat longer for some passengers, including older, disabled, and vulnerable passengers, and some passengers may have to change buses once, it will not prevent passengers from making their journeys. Any impacts on protected groups have been addressed in the Equalities Impact Assessment document (EqIA).	279
Concern that reducing bus services will lead to longer journeys/waiting times/inconvenience	As noted in the consultation, we recognise that some passengers may need to change bus to travel as a result of these changes and have recommended convenient locations along the bus routes where interchange could take place at the same / adjacent bus stop. As a result some journeys will get longer.	254
Concern about loss of links Paddington (e.g. for rail/Heathrow Express) for the 205	These trips can be made in the future via same-stop interchange at pairs of stops changing between bus routes 205 and 27 at stops between Hampstead Road and Baker Street, all of which have shelters.	214
Opposes proposals to reroute route 30	We answered more defined opposing questions about the proposals for bus route 30. Please see the rest of the document.	201

1.1 Next Steps

Following careful consideration of the consultation responses, the decision has been taken to proceed with the proposals to restructure routes 30 and 205 with a target introduction date in June 2025.

2. About the respondents

2.1 Number of respondents

There were 1337 responses received from the public and 22 responses received from stakeholders. As shown in Table 2 below, most respondents were individual members of the public.

A campaign not directly relating to the proposals suggesting that we use New Routemaster buses on the route and within our consultation materials got 159 responses (12 per cent of the responses).

Table 2: Number of responses

Respondents	Total	%	Campaign
Public responses	1337	98%	159
Stakeholder responses	22	2%	0
Total	1359	100%	159

2.2 How respondents heard about the consultation

Respondents were asked where they heard about the consultation in Question 13.

As shown in Table 3, out of 900 respondents to this question, the most common way respondents told us they knew about the consultation was through seeing one or more bus stop posters (31 per cent), followed by receiving an email from TfL (25 per cent) and social media (23 per cent),

Next was hearing about the consultation via 'Other' ways, (apart from those listed) with 11 per cent. Eight per cent received a letter from TfL and then two per cent read about the consultation in a newsletter, with two percent reading about it in the press.

Appendix H lists in full the 'Other' forms of how people heard about the consultation.

Table 3: How did you hear about this consultation? Please select main way you heard. (Q13)

How did you hear about the consultation? Please select the main way you heard:	Count	%
Bus stop poster	275	31%
Received a leaflet/letter	69	8%
Email from TfL	221	25%
Attended a public drop-in session	0	0%
Social media	204	23%
Read about it in a newsletter	21	2%
Read about it in the press	14	2%
Other (please specify)	96	11%
Total	900	100%

2.3 Methods of responding

Table 4: Methods of responding to the consultation

Methods of responding	Total	%
Online survey via Have Your Say (HYS) portal	955	70
Quick response tool via (HYS) portal	181	13
Offline feedback – emails	201	15
Offline feedback – hard copy received	11	1
Offline feedback – via telephone helpline	10	1
Total	1359	100

83 percent of responses to the consultation came via the online portal, 1136 in total. Of these, 955 respondents used the online survey via Have Your Say (HYS) portal (70 percent of respondents) and 181 used the quick response tool via (HYS) portal, this was 13 percent of respondents).

As part of detailed analysis, the number of respondents that took part in the consultation in more than one way were noted. This includes respondents that used a single method, but more than once.

Table 5 below shows the number of multiple responses that were made, and the different methods used.

Table 5: Number of multiple responses

Multiple responses: method of responding	Count
Survey/Quick Response/Email	1
Survey/Quick Response	24
Survey/Email(s)	9
More than one email	11
Quick Response/Email(s)	1
Total	46

2.4 Who responded

Demographic data relating to age, gender, ethnic group and disability of respondents can be found in Appendix F.

Table 6 below shows responses to Question Ten in our survey asking people to select the capacity they were responding to the consultation as. The majority of

respondents identified as local residents (52 per cent). Visitors to the area accounted for ten per cent with 12 per cent saying they were employed locally.

The proportion who were commuters was 20 per cent, while two per cent were not local but interested in the proposals. One percent said they were a local business owner. The answers for the category 'Other (please specify)' can be found in Appendix G.

Table 6: Who are you responding as? (Q10)

Are you responding as (please tick all that apply):	Count	%
A local resident	646	52%
A local business owner	11	1%
Employed locally	155	12%
A commuter to the area	251	20%
A visitor to the area	121	10%
Not local but interested in the proposals	29	2%
Other (please specify)	36	3%
Total	1249	100%

2.5 Visits to our consultation website

Consultation materials were hosted on our online web page at the following address: tfl.gov.uk/30-205-bus-proposals We received 12,931 visitors to the consultation website during the six week consultation period (accurate up to 20 February 2025).

2.6 Postcodes analysis

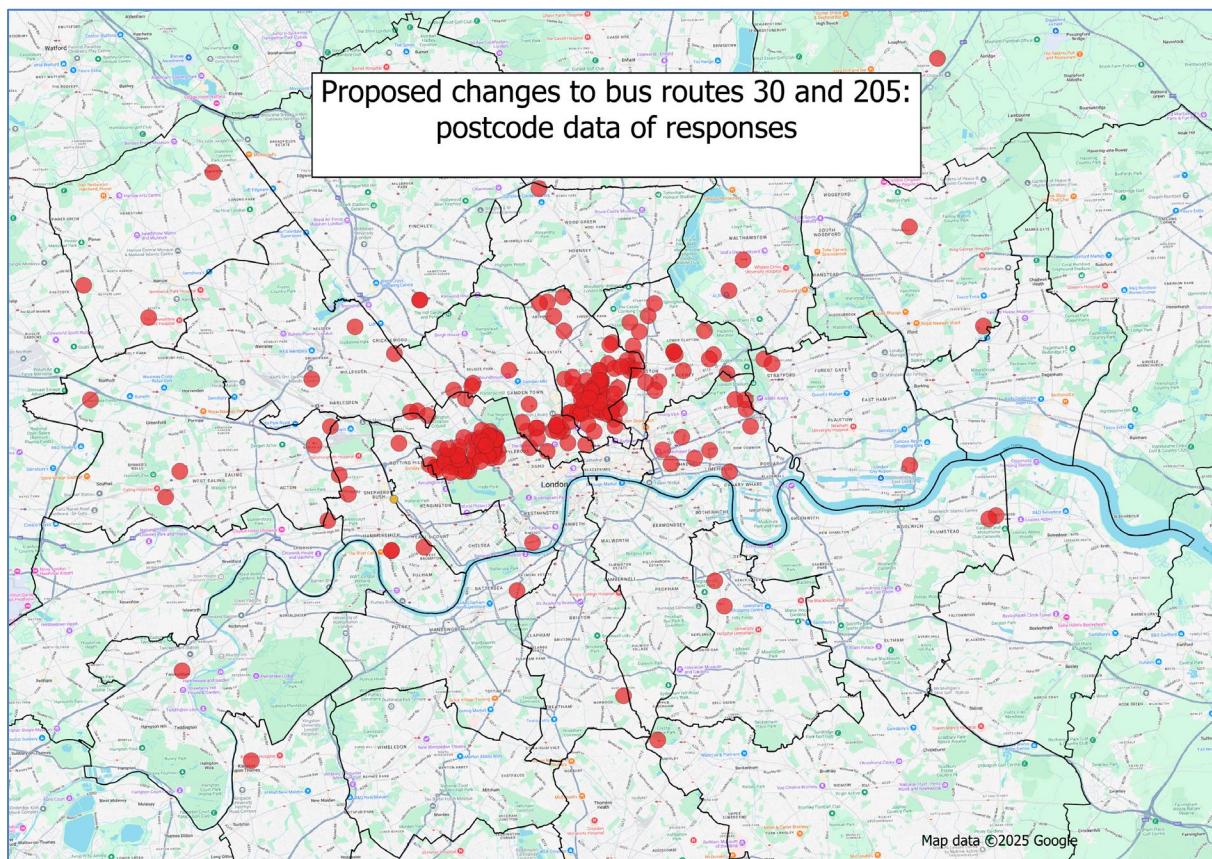
Respondents were able to provide postcode data during a registration process (required to take part in the survey) and as part of the survey.

Of the 1,359 total responses received, 638 respondents provided a postcode. Figure 1 shows the location of respondents who provided a postcode. Please note that the map focuses on where most respondents were located but excludes some who were located further outside of Greater London.

Table 7 : Top five respondents' postcodes provided

Postcode	Total	%
W2 6	24	4.3
N1 2	23	4.1
W2 3	20	3.6
N1 8	15	2.7
NW1 6	14	2.5

Figure 1 : Postcode locations



3. Summary of consultation responses

3.1 Summary of responses to Question 1

We asked respondents to let us know if they currently use bus route 30. A total of 797 respondents answered this optional question. Table 8 below includes all responses.

Table 8 shows that 52 per cent of respondents do currently use the bus route 30, with a further 17 percent using it daily. This adds up to 69 per cent of respondents to this questions saying they use the 30 bus. 31 per cent said they don't use bus route 30.

Table 8 : Do you currently use route 30? (Q1)

Do you currently use route 30?	Responses	%
Daily	135	17%
Yes	415	52%
No	247	31%
Total	797	100%

3.2 Summary of responses to Question 2

For respondents that answered yes to Q1, we then asked those respondents to let us know, if the proposals go ahead, whether they would continue to use route 30? A total of 777 respondents answered this optional question. Table 9 below includes all responses.

Table 9 shows that 18 per cent of respondents would continue to use route 30 if the proposals go ahead and 51 per cent saying they would not. With 30 per cent of respondents stating they did not know if they would continue to use route 30 if the proposals went ahead as proposed.

Table 9 : If the proposals go ahead, would you continue to use route 30? (Q2)

If the proposals go ahead, would you continue to use route 30?	Responses	%
Yes	143	18%
No	399	51%
Don't know	235	30%
Total	777	100%

3.3 Summary of responses to Question 3

For respondents that answered yes to Q1, we also then asked those respondents to let us know, if the proposals go ahead, would the changes proposed to the route 30 mean you need to change buses to complete your journey? A total of 775 respondents answered this optional question. Table 10 below includes all responses.

Table 10 shows that 66 per cent of respondents would need to change buses to complete their journey if the proposals went ahead. With 17 per cent saying they would not need to change buses. 17 per cent of respondents stating they did not know if they would need to change buses to complete their journey.

Table 10 : If the proposals go ahead, would the changes proposed to the route 30 mean you need to change buses to complete your journey? (Q3)

If the proposals go ahead, would the changes proposed to the route 30 mean you need to change buses to complete your journey?	Responses	%
Yes	510	66%
No	135	17%
Don't know	130	17%
Total	775	100%

NB - because of the split of responses, some percentages needed rounding up or down, hence 'no' and 'don't know' answers getting the same percentage without identical numbers of responses.

3.4 Summary of responses to Question 4

We asked respondents to let us know if they currently use bus route 205. A total of 815 respondents answered this optional question. Table 11 below includes all responses.

Table 11 shows that 58 per cent of respondents do currently use the bus route 205, with a further 24 percent saying they are using it daily. This adds up to 82 per cent of respondents to this questions saying they use the 205 bus. 18 per cent said they don't use bus route 205.

Table 11 : Do you currently use route 205? (Q4)

Do you currently use route 205?	Responses	%
Daily	194	24%
Yes	475	58%
No	146	18%
Total	815	100%

3.5 Summary of responses to Question 5

For respondents that answered yes to Q4, we then asked those respondents to let us know, if the proposals go ahead, whether they would continue to use route 205? A total of 794 respondents answered this optional question. Figure 12 below includes all responses.

Table 12 shows that 26 per cent of respondents would continue to use route 205 if the proposals go ahead and 49 per cent saying they would not. With 25 per cent of respondents stating they did not know if they would continue to use route 205 if the proposals went ahead as proposed.

Table 12 : If the proposals go ahead, would you continue to use route 205? (Q5)

If the proposals go ahead, would you continue to use route 205?	Responses	%
Yes	206	26%
No	389	49%
Don't know	199	25%
Total	794	100%

3.6 Summary of responses to Question 6

For respondents that answered yes to Q4, we also then asked those respondents to let us know, if the proposals go ahead, would the changes proposed to the route 205 mean you need to change buses to complete your journey? A total of 794 respondents answered this optional question. Figure 13 below includes all responses.

Table 13 shows that 75 per cent of respondents would need to change buses to complete their journey if the proposals went ahead. With 15 per cent saying they would not need to change buses. Ten per cent of respondents stated they did not know if they would need to change buses to complete their journey.

Table 13 : If the proposals go ahead, would the changes proposed to the route 205 mean you need to change buses to complete your journey? (Q6)

If the proposals go ahead, would the changes proposed to the route 205 mean you need to change buses to complete your journey?	Responses	%
Yes	596	75%
No	116	15%
Don't know	82	10%
Total	794	100%

3.7 Summary of responses to Question 7

We asked respondents to let us know how they thought the proposed changes to route 30 would affect them. A total of 786 respondents answered this optional question. Table 14 below includes all responses

Table 14 shows that two per cent of respondents believe the changes would have a positive impact, with 66 per cent believing the changes would have a negative impact. 18 per cent of respondents stated they believed it would have neither a positive nor negative impact, with 14 per cent selecting 'I do not know.'

Table 14: How would the proposed changes to route 30 affect you? (Q7)

How would the proposed changes to route 30 affect you?	Responses	%
I believe it would have a positive impact	19	2%
I believe it would have neither a positive nor negative impact	140	18%
I believe it would have a negative impact	517	66%
I do not know	110	14%
Total	786	100%

3.8 Summary of responses to Question 8

We asked respondents to let us know how they thought the proposed changes to route 205 would affect them. A total of 797 respondents answered this optional question. Table 15 below includes all responses

Table 15 shows that five per cent of respondents believe the changes would have a positive impact, with 74 per cent believing the changes would have a negative impact. 12 per cent of respondents stated they believed it would have neither a positive nor negative impact, with ten per cent selecting 'I do not know.'

Table 15: How would the proposed changes to route 205 affect you? (Q8)

How would the proposed changes to route 205 affect you?	Responses	%
I believe it would have a positive impact	36	5%
I believe it would have neither a positive nor negative impact	98	12%
I believe it would have a negative impact	586	74%
I do not know	77	10%
Total	797	100%

3.9 Summary of responses to Question 9

Respondents were asked to provide their thoughts about the proposals, for example any changes they might want to see to the scheme and any issues or impacts being caused.

Table 16 below presents the most frequent comments from the responses (top 10 codes) based on the views of the 1304 respondents (including both individuals and stakeholders) who took part in the question.

The full code frame is presented in Appendix A.

Table 16: Top 10 codes for Q9 – about the scheme

Theme	Code	Number	Percent
General	General opposition to the proposals	332	24
Route changes – general	Concern about loss of direct connections/an extra change between buses	317	23
Route changes - 205	Opposes proposals to reroute route 205	317	23
Accessibility/ Safety	Concern for the impact on older/disabled/vulnerable customers	279	21
General	Concern that reducing bus services will lead to longer journeys/waiting times/inconvenience	254	19
Route changes – general	Concern about loss of links to major rail stations	219	16
Route changes - 205	Concern about loss of link to Paddington (e.g. for rail/Heathrow Express)	214	16
Route changes - 30	Opposes proposals to shorten route 30	201	15
Accessibility / Safety	Concern for the impact on those with luggage/pushchairs etc.	159	12
Route changes – General	Concern that the proposals will reduce access to work/leisure/places of worship/shopping etc	142	10

NB1 – percentages are rounded up or down to nearest full number

NB2 – Does not show 'Suggestion about vehicle type e.g. tram-style/double decker electric/ New Routemasters/zero-emission buses/vehicle accessibility' code which received 159 responses (12%), because this was outside the scope of the scheme.

3.9.1 Issues raised at face to face session

We held a drop-in session at the Queen Elizabeth the Queen Mother building reception of St Mary's Hospital on Wednesday 13 November between 09:00 and 13:30.

Issues raised about the proposals were generally negative. Notable ones included enforced additional changes of bus and losing the option of getting 'on just one bus and sitting down' (the 205) all the way home. People mentioned the impact on sick and infirm people who would need to take the bus for treatment, having to change bus, wait for buses, not get a seat.

Other issues raised was a perception that lower paid shift workers and unemployed who rely on buses were/ would be receiving a worse service from the buses than others.

3.11 Summary of responses to Question 12

We asked respondents to tell us if they were responding as an official representative of an organisation. They were also asked them to provide the organisation name.

We had 22 stakeholders answer this question. Names of organisations are below.

- **Baker Street Quarter**
- **CENTRE 404**
- **Chilternrailways.co.uk**
- **Westminster City Council. Cllr - Older Person's Champion**
- **Future Transport London**
- **Great Western Railway**
- **Hackney Council - Cllr for Dalston ward**
- **HACKNEY CYCLING CAMPAIGN**
- **Islington Trades Council**
- **London Borough of Camden**
- **London Borough of Hackney**
- **London Borough of Islington**
- **London Borough of Tower Hamlets**
- **London Travel Watch**
- **PRACT (Paddington Residents' Active Concern on Transport)**
- **Regis Court Management**
- **RMT Paddington No 1 branch**
- **SAVE OUR BUSES**
- **St Marylebone Society**
- **The Islington Society**
- **Westminster City Council - Ward Cllrs - Hyde Park Ward**
- **Westminster City Council***

3.12 Summary of responses to Question 14

We asked respondents to select the statement which best reflected their experience of accessing consultation information. 943 respondents answered this question.

Table 18 shows that 55 per cent of respondents believe the consultation met their expectations, while nine per cent believe it exceeded their expectations. 17 per cent of respondents believe the consultation partially met their expectations, while 19 per cent feel it did not meet their expectations.

Table 18: Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us? (Q14)

Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us.	Count	%
Exceeded my expectations: It was very easy to find the information I needed, and it was very easy to respond.	88	9%
Met my expectations: I was able to find the information I needed, and it was straightforward to respond.	517	55%
Partially met my expectations: I struggled to find some of the information I needed, and I found it difficult to respond.	159	17%
Did not meet my expectations: I couldn't find the information I needed, and it was very difficult to respond.	179	19%
Total	943	100%

3.13 Summary of responses to Question 15

We asked respondents to comment on how the consultation could be improved if their expectations were not met.

Table 19 below presents the most frequent comments from the responses (top 10 codes) based on the views of 217 respondents (including both individuals and stakeholders) who took part in the question.

276 comments in total were received and coded to identify common themes. Of these 93 comments were assigned to the campaign. See Appendix A for full code frame and see Table 19 below for details of the top ten remaining seven comments.

Table: 19 : Top codes for Q15 – about the consultation process

Theme	Code	Number	Percent
Registering	Criticism of having to register to comment	31	11
Consultation policy and process	Concern the consultation/public events were not adequately advertised	26	9
Survey/ information/ website	Information is confusing/too long/too complicated	18	7
Survey/ information/ website	Website not user friendly	11	4
Survey/ information/ website	Survey question options inadequate	10	4
Consultation policy and process	Concern the feedback won't be listened to or affect the decision	10	4
Survey/ information/ website	Criticism of questionnaire/survey	9	3
Survey/ information/ website	More information about the proposals needed	8	3
Survey/ information/ website	Criticism of quality of maps/images	8	3

NB¹ – because 276 responses/ comments, some percentages needed rounding up or down.

NB² – Does not show 'Suggestion to use different buses (e.g. New Routemasters) in marketing/advertisements/proposals' code which received 93 responses (34%), because this was outside the scope of the scheme.

3.15 Stakeholder responses

Here is the list of stakeholders who responded, sorted into categories. A summary of the stakeholder replies is available in Appendix D. All stakeholder replies have been read and the comments made have been used to form our decision making process.

Local authorities & statutory bodies

London Borough of Camden

London Borough of Hackney

London Borough of Islington

London Borough of Tower Hamlets

Westminster City Council - Ward Cllrs - Hyde Park Ward

Westminster City Council

Westminster City Council. Cllr - Older Person's Champion

Hackney Council - Cllr for Dalston ward

Accessibility and Service User Groups

CENTRE 404

Transport and road user groups

London Travel Watch

Future Transport London

SAVE OUR BUSES

HACKNEY CYCLING CAMPAIGN

Business groups

Baker Street Quarter

Businesses, employers and venues

Regis Court Management

Local interest groups

PRACT (Paddington Residents' Active Concern on Transport)

St Marylebone Society

The Islington Society

Others

Chilternrailways.co.uk

Great Western Railway

Islington Trades Council

RMT Paddington No 1 branch

3.16 Petitions and campaigns

3.16.1 Petitions

No petitions were submitted for this consultation

3.16.2 Campaign organised by anonymous person

We identified an organised campaign through responses to the online survey on our Have Your Say portal. These called for the widespread use of New Routemaster buses to operate across the TfL bus network, in preference to any other makes and model of buses.

We received 159 responses associated with this campaign. This was out of scope for this consultation because we did not consult on bus vehicle types, so these comments have been read and recorded but have not been analysed and responded to.

Other comments made which are in scope of the consultation have been analysed and themes responded to in our response to issues raised.

We classified this as an organised campaign due to the submission pattern and the similarity in their response. While each response was slightly different, they all called for the widespread introduction and use of New Routemaster buses.

For the purpose of the analysis, we have reported this as an organised response campaign. Each individual response has been read and analysed and comments coded accordingly.

4. About the consultation

4.1 Purpose

The objectives of the consultation were to:

- Give stakeholders and the public easily understandable information about the proposals and allow them to respond
- Understand the level of support or opposition for the change/s for the proposals
- Understand any issues that might affect the proposal of which we were not previously aware
- Understand concerns and objections
- Allow respondents to make suggestions

4.2 Consultation history

Between 1 June and 7 August 2022, we held a public consultation proposing changes to 71 bus routes in and around central London. It was called the central London bus review (CLBR) and as part of the CLBR we proposed to restructure route 205 to run between Parliament Hill Fields and Mile End

During November 2022 we announced how we intended to proceed with some of the CLBR proposals. We confirmed that changes to route 205 would not go ahead at that time.

The proposals contained in this consultation are considered different to the previous proposals about the 205 bus route put forward in the CLBR. More details about the CLBR consultation are available on the Transport for London (TfL) Have Your Say website. Visit: <https://haveyoursay.tfl.gov.uk/busreview>

4.3 Who we consulted

We held this consultation to listen to what the public and other stakeholders thought about the proposals for routes 30, 205 and 27 within the scope of consultation. We aimed to ensure that residents, communities, venues and businesses in the areas served by and surrounding the routes were aware of the consultation, as well as customers that currently use bus routes 30, 205, 27 as well as other local bus routes.

We also consulted with stakeholder groups, the London Boroughs of Camden, Hackney, Islington, Newham, Tower Hamlets, The City of London Corporation and the City of Westminster Council. We also reached out to local elected representatives.

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

An initial [Equality Impact Assessment \(EqIA\)](#) on the proposals was carried out.

4.4 Dates and duration

The consultation ran for 11 weeks and four days from Monday 21 October to 23:59 on Friday 10 January 2025.

4.5 What we asked

We asked several closed questions designed to gain information about the how people used routes 30 and 205 now, as well as what they thought of the proposals.

We asked one open question with a free text box to enable respondents to share their views about the proposals and make suggestions.

We asked further closed questions to help us understand more about who participated in the consultation, how they heard about it and some quality control questions related to the consultation process and the materials we provided, with comment about the quality of the consultation possible via one further free text box.

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

4.6 Methods of responding

We made several channels available that people could use to respond to the consultation.

It was possible for respondents to complete a consultation questionnaire by visiting our website <https://haveyoursay.tfl.gov.uk/30-205-bus-proposals>

Comments could also be submitted by email to haveyoursay@tfl.gov.uk or in writing to FREEPOST TFL Have your say (30_205 bus changes).

Respondents could complete an Easy Read Version of the consultation survey. This survey was also available to download from our webpage as a fillable PDF for completion and return by email or our Freepost service.

They could also come and visit us at the in person drop in event we ran at the Queen Elizabeth the Queen Mother building reception of St Mary's Hospital on Wednesday 13 November between 9am and 1.30pm, they could hand in paper copies, ask us to help them complete them, dictate face to face what they wanted to say as well.

We provided a telephone call back service (Tel: 020 3054 6037) for respondents to get in touch with any questions and as a further method of response.

The 'Questions' tool on our consultation website was available during the consultation to enable people to submit queries and obtain further information to help them respond

It was possible to download and complete a paper survey from the webpages.

Printed paper versions of all the materials were sent by post on request and were sent with a freepost envelope addressed to FREEPOST TFL Have your say (30_205 bus changes), so people could respond without buying a stamp.

4.7 Consultation materials and publicity

Awareness of the consultation was raised through a variety of channels. This included 50,114 emails, including 892 emails to local stakeholders, a letter drop to 63,006 addresses in the local area, hand distribution of A5 flyers to all reception areas of St Mary's hospital, 296 bus stop posters and 42 '3D Toblerone' style adverts at bus stops in the Paddington/ Baker Street/ Marble Arch area.

All posters and leaflets included QR codes for easy access to the web page.

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

The online web page hosted a series of documents and maps designed to provide respondents with information about the proposals. This included a consultation survey in standard and Easy Read formats. We publicised the consultation on the main tfl.gov.uk website and provided digital assets to help promote the consultation online.

The following sections provide more detail about the methods used. 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 publicity can be found in Appendix C: Consultation materials.

Consultation web page

Consultation materials were hosted on the online web page at the following address <https://haveyoursay.tfl.gov.uk/30-205-bus-proposals>

With the short URL being <https://tfl.gov.uk/30-205-bus-proposals>

The pages contained a link to the online survey, frequently asked questions and supporting documents, and information to assist respondents.

All content could be downloaded and/or printed via the web page's 'Documents' section. This facility recorded 2,479 separate document downloads, from 12,931 visitors. There were 3,710 downloads in total from the 13 documents available (accurate up to 20 February 2025).

Accessibility

Visitors to the web page were able to customise their online experience to suit their individual needs. The following accessibility tools were available, larger font sizes, and translation text into around 100 languages.

To enhance how we engage and consult with London's deaf community we include two British Sign Language (BSL) videos with each consultation. One includes the consultation information and the other the consultation survey questions.

Emails to customers and stakeholders

We sent a CRM email to 49,222 customers about the consultation with 55 per cent opening the email and then 1.83 per cent clicking through to the content.

This went to users of bus routes 30 and 205 as well as those that use routes 18 and 27 and were registered to receive updates from us.

It also went to people who live/work in the following postcodes:

- W1, W2
- WC1E, H, N, X
- EC1R, V, Y
- EC2A, M
- EC3A, N
- E1, E2, E3

- N1
- NW1

It also went to local Freedom Pass holders, Disabled Freedom Pass holders in this area, local over-18 zip student card holders, 60+ Oyster Card holders and also any people who have asked to be kept up to date with relevant news about buses.

We also sent 892 emails to targeted stakeholder groups and community contacts in the local area as well as in the wider local area to let them know about the consultation. A copy of this email is in Appendix E: Consultation materials.

On-street advertising

During the consultation period we placed 296 bus stop posters in all stops on routes 30, 205, 27 and 18 where space was available, as well as on selected other local bus stops in the wider Paddington area that were not served by any of the four routes listed but were close enough to be useful. Sometimes space at bus stops is not available because it is required for operational messages.

See below in Figure 2 for full extent of where the bus stop posters were installed.

Figure 2: Extent of distribution of bus stop posters



We also placed 42 3D 'Toblerone' style adverts at bus stops across the Paddington/ Marble Arch/ Baker Street area where the changes are proposed. We selected these locations to be visible to people while they were waiting for or getting off the services in question.

Both the posters and the Toblerones had QR codes people could scan with smartphones, as well as the web address

Please see Appendix C: Consultation Materials for examples of both items.

Letters by post

In addition to bus stop posters in place, 63,006 letters were delivered to all business and residential addresses in the areas shown in the maps below within 100 metres of the bus routes proposed to have changes. These were A4 sized with colour map. Please see Appendix E: Consultation Materials for a copy. The distribution areas are shown in Figure 3-6 inclusive below.

We included all address within a 100 metre buffer zone from the routes taken by routes 30 and 205.

Figure 3: Mail drop area 1 extent; Bow to Angel (x18,389 letters)

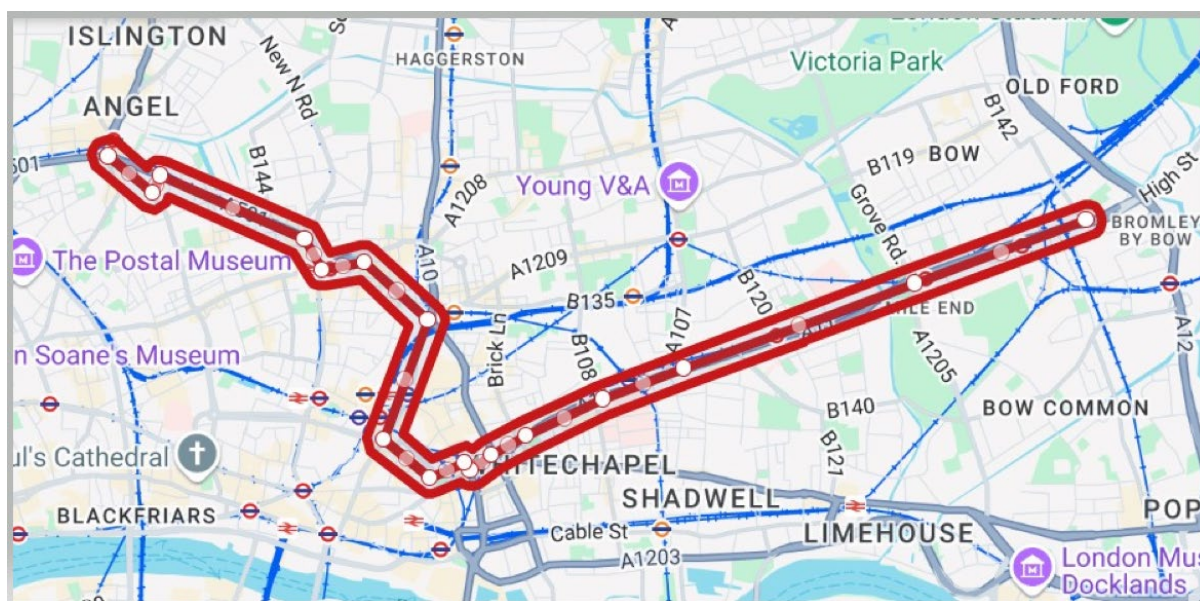
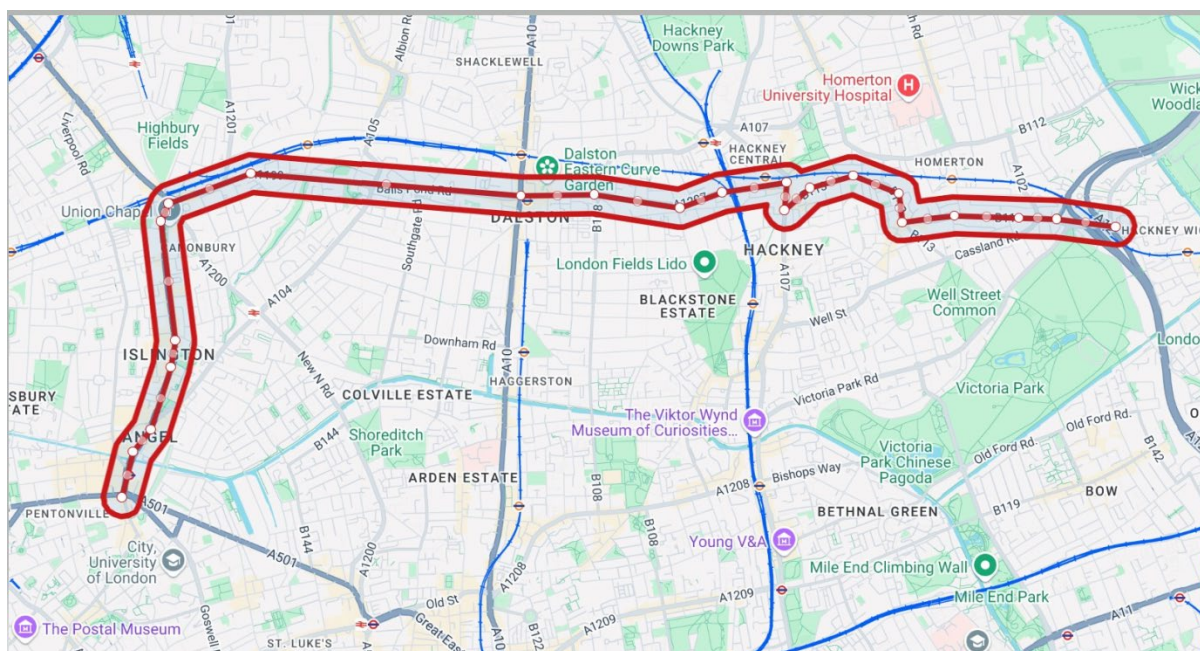


Figure 4: Mail drop area 2 extent; Hackney Wick to Angel (x11,488 letters)



This map illustrates the proposed Crossrail 2 route through central London. The route is shown as a red line, starting from the west, passing through Marylebone, Euston, King's Cross, and ending near Farringdon. The map includes various landmarks such as Regent's Park, the British Museum, and the University of London. It also shows existing transport lines and stations.

4.8 Equalities Assessment

An initial Equalities Impact Assessment (EqIA) was undertaken for the proposals, and this document was available on the consultation page. The document identified and examined in more detail what positive and negative impacts the proposals may have on individuals with protected characteristics, together with our equality objectives and how we proposed to mitigate any negative impacts.

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 provided access to the consultation in a combination of paper based (leaflets), 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 and we targeted bus users and residents in the area where the changes were proposed.

The EqIA document remains under review and will be updated to reflect any relevant new information received as part of the consultation process. Please see Appendix C: Consultation Materials

4.9 Analysis of consultation responses

The TfL Consultation team analysed the consultation responses ‘in house’. A code frame was developed to categorise comments received in response to each open question to identify the most common issues raised.

The code frame and the approach to analysis were peer reviewed within the team before detailed analysis of every comment received could commence.

Where comments were sent to us by email, and not within the structure of our survey, these were read in full and coded in the same way as comments made in response to our open questions.

Once detailed analysis was complete, a list of the issues being raised was generated, and these issues were considered and responded to. Our response to the main issues raised can be found in Appendix A: Response to issues raised.

It should be noted that all questions were optional, and consultees could choose whether to skip or answer questions. Therefore, the total of number of respondents differs for each question. It should also be noted that some respondents to the consultation are not included the closed question analysis. This was because email, telephone, letter and paper copy responses were manually entered into the online survey, meaning bus usage, bus journey impact and demographic related data was not captured.

Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised

Code Frame

General	Survey and quick responses (all)	Non campaign responses only	Campaign responses only
	Count	Count	Count
General opposition to the proposals	332	332	0
Concern that reducing bus services will lead to longer journeys/waiting times/inconvenience	254	254	0
Concern that could not use buses in future/forced to use alternative transport (e.g. cars)	49	49	0
General support for the proposals	30	30	0
Concern changes will lead to increased traffic/congestion	18	18	0
Supports proposals as it will help reduce congestion/traffic levels	13	13	0
Route changes - general	Count	Count	Count
Concern about loss of direct connections/an extra change between buses	317	317	0
Concern about loss of links to major rail stations	219	219	0
Concern that the proposals will reduce access to work/leisure/places of worship/shopping etc.	142	142	0
Concern that the changes will negatively impact access to St Mary's Hospital	105	105	0
Concern that the changes will negatively impact access to UCLH	90	90	0

Concern about loss of direct link between Paddington and Kings Cross/St Pancras	86	86	0
Concern that the proposals will reduce access to schools/education	81	81	0
Concern about loss of east/west or City to West End links	77	77	0
Suggestion for an additional or alternative route	72	72	0
Opposes as proposals would reduce alternatives for other modes (e.g. if tube is disrupted)	64	64	0
Concern about loss of links to other health-related destinations	59	59	0
Concern that the proposals will require two or more changes (i.e. three or more journey stages)	42	42	0
Concern that the changes will negatively impact access to Moorfields Hospital	25	25	0
Other route changes comment	13	13	0
Concern an existing short bus journey will now be unviable/impossible to make	8	8	0
Supports proposals as there are enough alternative transport options	4	4	0
Route changes - 30	Count	Count	Count
Opposes proposals to shorten route 30	201	201	0
Neutral/mixed position on proposals to shorten route 30	18	18	0
Supports proposals to shorten route 30	11	11	0
Route changes - 205	Count	Count	Count
Opposes proposals to reroute route 205	317	317	0
Concern about loss of link to Paddington (e.g. for rail/Heathrow Express)	214	214	0
Opposes 205 changes as there are alternative routes to Marble Arch/Oxford Street already	27	27	0

Concern that the changes would also affect route N205	19	19	0
Concern about impact on route 205 as it was originally introduced as a direct, accessible 'Stationlink' alternative to the tube	13	13	0
Supports removal of 205/bus routes from Paddington	9	9	0
Neutral/mixed position on proposals to reroute route 205	8	8	0
Supports route 205 serving Marble Arch/Oxford Street	5	5	0
Concern that changes to route 205 have already been consulted upon recently	3	3	0
Frequency	Count	Count	Count
Concern that proposed frequency of route 27 will not be sufficient	66	66	0
Other frequency comment	8	8	0
Concern about the general frequency of the bus network	7	7	0
Support proposed increase in frequency of buses on route 27	4	4	0
Capacity/reliability	Count	Count	Count
Concern that reducing bus services will see overcrowding/full buses leaving passengers behind	70	70	0
Concern about capacity/reliability of route 205	61	61	0
Concern about capacity/reliability of route 27	53	53	0
Concern about capacity/reliability of existing/alternative bus routes	49	49	0
Concern about capacity/reliability of route 30	41	41	0
Concern about current peak time capacity	37	37	0

Concern about capacity/reliability of route 18	18	18	0
Supports reductions as the route has too much capacity/runs empty	4	4	0
Other capacity/reliability comment	4	4	0
Accessibility/safety	Count	Count	Count
Concern for the impact on older/disabled/vulnerable customers	279	279	0
Concern for the impact on those with luggage/pushchairs etc.	159	159	0
Concern about the impact on step-free travel (e.g. forced to use less accessible alternatives/tube is not accessible)	102	102	0
Concern about possible increased travel costs/buses are cheaper than alternatives	76	76	0
Concern for the impact on safety (e.g. women's safety when waiting at night)	61	61	0
Concern changes will lead to longer walks	59	59	0
Concern about not getting a seat (e.g. when changing buses)	34	34	0
Concern for the impact on wheelchair users	29	29	0
Concern about interchange stops - more waiting in the cold/rain/few seats/poor information etc.	23	23	0
Concern changes will mean journeys can't be completed on the Hopper fare	16	16	0
Concern about the Equality Act or Equality Impact Assessment (EqIA)	11	11	0
Other accessibility comment	4	4	0
Concern incorrect census data was used to calculate the number of disabled Londoners affected	1	1	0

Policy	Count	Count	Count
Concern the Mayor's/TfL's policies are making travel in London by bus more difficult	45	45	0
Concern about cumulative impact of these bus cuts after previous bus cuts	43	43	0
Suggest that TfL should make bus travel more attractive/not reduce services	33	33	0
Concern the proposals are a waste of money/funds should be spent elsewhere	8	8	0
Concern about TfL losing income due to changes	1	1	0
Other	Count	Count	Count
Concern TfL does not listen to feedback/decision has already been made	17	17	0
Unclear comment	7	7	0
Concern the consultation was not adequately advertised and distributed	7	7	0
Out of scope	Count	Count	Count
Suggestion about vehicle type e.g. tram-style/double decker electric/new routemasters/zero-emission buses/vehicle accessibility	159	0	159
Other suggestions/comments unrelated to scheme	17	17	0
Pollution/sustainability	Count	Count	Count
Concern about the impact on the environment/will lead to less sustainable travel	8	8	0
Supports as change would reduce pollution in Paddington	4	4	0

Open question 15: If we didn't meet your expectations, please tell us how you would like us to improve our consultation service in the future. Please only share your feedback on how we can improve our consultation service. If you want to leave further feedback on the proposals that we're consulting on, then please return to question nine above and leave your feedback there.	All survey and quick responses	Non-campaign responses only	Campaign response only
Consultation policy and process	Count	Count	Count
Suggestion to use different buses (e.g. New Routemasters) in marketing/advertisements/proposals	93	0	93
Criticism of having to register to comment	31	31	0
Concern the consultation/public events were not adequately advertised	26	26	0
Information is confusing/too long/too complicated	18	18	0
Website not user friendly	11	11	0
Survey question options inadequate	10	10	0
Concern the feedback won't be listened to or affect the decision	10	10	0
Criticism of questionnaire/survey	9	9	0
More information about the proposals needed	8	8	0
Criticism of quality of maps/images	8	8	0
Difficulty registering	6	6	0

No engagement with people who don't use digital platforms	6	6	0
Request for more in-person or online discussions	5	5	0
Unclear/out of scope/no comment	5	5	0
Concern the consultation is biased or misleading	4	4	0
Request for more precise details on maps	4	4	0
Hard to find consultation on website	4	4	0
Criticism of layout of consultation webpage	3	3	0
Criticism of needing separate log-in details for different parts of TfL	3	3	0
Website slow/not working	3	3	0
Appreciate being consulted/quality is acceptable	2	2	0
Answer to main questionnaire not quality of consultation	2	2	0
Criticism of request for demographic data	2	2	0
More information about the consultation process needed	1	1	0
Preferred reading info/maps at public event rather than on the website	1	1	0
Criticism of length of consultation period	1	1	0

Our Response to Issues Raised

Below are our responses to the most common issues raised by respondents to the consultation.

Issues raised related to the proposals

Routes 30_205 open question	
Issues raised	
General	Response to the issue raised
Opposes proposals (in general)	We answered more defined opposing questions. See the rest of the section.
Concern that reducing bus services will lead to longer journeys/waiting times/inconvenience	As noted in the consultation, we recognise that some passengers may need to change bus to travel as a result of these changes and have recommended convenient locations along the bus routes where interchange could take place at the same / adjacent bus stop. As a result some journeys will get longer.
Concern that could not use buses in future/forced to use alternative transport (e.g. cars)	Our current strategy is to make savings in inner and central London, where the bus, rail and Tube networks are denser and better, so the outer London bus network can be expanded and improved, particularly in areas where other public transport options are not available.
Concern that the proposals will increase traffic/congestion	TfL aims to encourage travel by sustainable modes of transport. An improved public transport network helps contribute to reducing congestion by providing an attractive alternative to the private car. The proposal helps to minimise the impact of traffic on the road by encouraging travel using public transport.
Route changes – general	
Concern about loss of links to major rail stations	
Concern about loss of direct link between Paddington and Kings Cross/St Pancras	These trips can be made in the future via same-stop interchange at pairs of stops changing between bus routes 205 and 27 at stops between Hampstead Road and Baker Street, all of which have shelters.

	Real-time information signs are available at stops D and E at Baker Street station.
Concern that the proposals will reduce access to work/leisure/places of worship/shopping etc.	<p>Some trips to work/leisure/places of worship/shopping may require an extra change of bus in the future. There are identified interchange points at stops at Baker Street station at stops E (westbound) and stop D (eastbound) for interchange between routes 27 and 205. These stops have good lighting, real-time information boards and good-sized shelters.</p> <p>For interchange between route 30 and route 205 there are identified interchange points at stops at the British Library at stops B (westbound) and stop C (eastbound) for interchange between routes 30 and 205. These stops have good lighting and good-sized shelters.</p>
<p>Concern that the changes will negatively impact access to St Mary's Hospital</p> <p>Concern that the changes will negatively impact access to Moorfields Hospital</p> <p>Concern about loss of links to other health-related destinations</p>	<p>The proposals may result in some customers having to change bus to access Hospitals. Trips to St. Mary's can be made in the future via same-stop interchange at 6 pairs of stops, changing between bus routes 205 and 27 at stops between Hampstead Road and Baker Street, all of which have shelters.</p> <p>Real-time information signs are available at stops D and E at Baker Street station.</p> <p>Trips to Moorfields Hospital can be made in the future via same-stop interchange at 6 pairs of stops, changing between bus routes 27 and 205 at stops between Hampstead Road and Baker Street, all of which have shelters.</p> <p>Real-time information signs are available at stops D and E at Baker Street station.</p>
Concern that the changes will negatively impact access to UCLH	<p>The proposals have been designed to reduce the impacts on passengers and ensure same stop interchange is maintained for passengers who have to change bus.</p> <p>Good access to UCLH is still retained with routes 18, 73, 205 and 390.</p>
Concern that the proposals will reduce access to schools/education	The proposals may result in some school children having to change bus to access schools in W1. Trips to each of the schools listed can be made in the future via same-stop interchange at 6 pairs of stops, changing between bus

	route 30 and 205 at stops between Euston and Angel Station.
Concern about loss of east/west or City to West End links	<p>The proposals have been designed to reduce the impacts on passengers and ensure same stop interchange is maintained for passengers who have to change bus.</p> <p>Good east/west links are retained on routes 18, 73, 205 and 390. Numerous travel options between the City and the West End are still available on routes 15, 25 and 205 as well as the Elizabeth Line and Central Line.</p>
<p>Suggestion for additional or alternative route. Two most popular being</p> <p>Route 30 - terminate at other destinations beyond Euston (such as UCLH, Warren Street, Great Portland Street, Baker Street, Marylebone station)</p> <p>Route 453 - extend to Paddington</p>	<p>There are no plans to extend the route at the moment, but we do keep the bus network under continuous review. We have forwarded your enquiry to the relevant bus planning team for consideration in future area reviews.'</p> <p>Extending a route (like the 453) or terminating the 30 any further west would cost a significant amount of money at a time when TfL has to make financial savings. Extending route 453 to Paddington is also not required for capacity.</p> <p>Terminating route 30 at UCLH, Warren Street, Great Portland Street, Baker Street or Marylebone station would require additional stand space that does not exist currently and is historically very hard to secure.</p>
Opposes as proposals would reduce alternatives for other modes (e.g. if tube is disrupted)	There is still a significantly dense bus and rail network to cope when there is disruption on the tube network. Trips between Paddington and King's Cross are still available with a high frequency change of bus also.
<p>Concern that the proposals will require two or more changes (i.e. three or more journey stages)</p> <p>Concern an existing short bus journey will now be unviable/impossible to make</p> <p>Concern about loss of direct connections/an</p>	<p>If some passengers currently change bus to access areas west of Euston on both routes 30 and 205 then some of these trips will require two changes of bus in the future, but the number of these instances should be small due to bus frequency.</p> <p>Journey times for these passengers will increase by up to 10/15 minutes in future but can be made at same-stop interchanges without having to walk further.</p>

extra change between buses	
Route changes – 30	
Opposes proposals to shorten route 30	We answered more defined opposing questions about the proposals for bus route 30 – please . see the rest of the document .
Route changes – 205	
Opposes proposals to reroute route 205	We answered more defined opposing questions about the proposals for bus route 205 - please see the rest of the document.
Concern about loss of link to Paddington (e.g. for rail/Heathrow Express)	<p>These trips can be made in the future via same-stop interchange at pairs of stops changing between bus routes 205 and 27 at stops between Hampstead Road and Baker Street, all of which have shelters.</p> <p>Real-time information signs are available at stops D and E at Baker Street station.</p>
Opposes 205 changes as there are alternative routes to Marble Arch/Oxford Street already	The link between Marylebone Road to Baker Street and Marble Arch is only provided by route 30 currently (or route 205 in the future) and is not possible by any other Public Transport mode. Interchange at Baker Street is also very difficult as it would involve crossing the inner ring road and walking up to 200 metres.
Concern that the changes would also affect route N205	There are no plans to make changes to route N205. TfL would undertake public consultation if there were proposals to change existing bus routes or introduce new routes.
Concern about impact on route 205 as it was originally introduced as a direct, accessible 'Stationlink' alternative to the tube	<p>Trips will be able to be made in the future via same-stop interchange at pairs of stops changing between bus routes 205 and 27 at stops between Hampstead Road and Baker Street, all of which have shelters.</p> <p>Real-time information signs are available at stops D and E at Baker Street station.</p>
Concern that changes to route 205 have already been consulted upon recently	Between 1 June and 7 August 2022, we held a public consultation proposing changes to 71 bus routes in and around central London. It was called the central London bus review and as part of the CLBR we proposed to restructure route 205 to run between Parliament Hill Fields and Mile End.

	<p>During November 2022 we announced how we intended to proceed with some of the CLBR proposals. We confirmed that changes to route 205 would not go ahead at that time.</p> <p>The proposals contained in this consultation are considered different to the previous proposals put forward regarding the 205 bus route in the CLBR.</p>
Frequency	
Concern that proposed frequency of route 27 will not be sufficient	<p>Our data shows a frequency of a bus every 12 minutes on route 27 is sufficient to provide enough space for passengers at the busiest points on the along the route once the 205 is rerouted.</p> <p>The route would be reviewed following introduction of the proposals to ensure the right level of service is provided.</p>
Concern about the general frequency of the bus network	<p>We aim to ensure that all bus routes run frequently enough to provide sufficient capacity at the busiest point.</p> <p>There are no current plans to change the frequency of routes 30 and 205 and existing capacity is adequate to meet current and expected additional demand.</p> <p>The route would be reviewed following introduction of the proposals to ensure the right level of service is provided</p>
Capacity/ reliability	
Concern about capacity/reliability of route 205	<p>Route 205 is currently meeting its reliability minimum standard and will be kept under review. Excess capacity is currently operated on route 205 at the busiest point so capacity is sufficient for demand and expected future demand.</p>
Concern about capacity/reliability of route 27	<p>Under the proposals sufficient capacity will be provided on route 27 to accommodate the uplift in demand between Warren Street and Baker Street. Route 27 does not currently meet its reliability standard of 1.3 minutes Excess Wait Time (EWT). However, steps are being considered to improve poor performance by the operator.</p>
Concern about capacity/reliability of route 30	<p>Under the proposals sufficient capacity will be provided on route 30. Route 30 currently meet its reliability standard of 1.4 minutes Excess Wait Time, achieving 1.28 minutes EWT in period 6.</p>

Concern about capacity/reliability of route 18	Route 18 is currently being impacted by road works on the Westway and steps are being taken to monitor and address performance issues on the route.
Accessibility/ safety	
Concern for the impact on older/disabled/vulnerable customers	Although journey times are anticipated to become somewhat longer for some passengers, including older, disabled, and vulnerable passengers, and some passengers may have to change buses once, it will not prevent passengers from making their journeys.
Concern for the impact on wheelchair users	
Concern for the impact on those with luggage/pushchairs etc.	Any impacts on protected groups have been addressed in the Equalities Impact Assessment document (EqIA).
Concern about the impact on step-free travel (e.g. forced to use less accessible alternatives/tube is not accessible)	Step-free travel is still possible with an extra change of bus at Baker Street station stops D and E or at King's Cross station at stops D and R.
Concern about possible increased travel costs/buses are cheaper than alternatives	The Hopper Fare would cover all trips currently made on routes 205, 30 and 27
Concern for the impact on safety (e.g. women's safety when waiting at night)	<p>We recognise that some passengers may need to change bus to travel as a result of these changes and have recommended locations along the bus routes where interchange can take place at the same / adjacent bus stop and in areas where natural surveillance can contribute to improved personal safety.</p> <p>Any impacts on protected groups have been addressed in the EqIA.</p> <p>TfL aims to encourage travel by sustainable modes of transport and provide an accessible bus network with bus stops sited in locations that benefit passengers wherever possible.</p>

Concern changes will lead to longer walks	All bus journeys made currently will be able to be made, under these proposals, using the same stops, avoiding extra walking distances.
Concern about not getting a seat (e.g. when changing buses)	Sufficient capacity will be provided at peak times but fewer seats may be available during these times so more passengers may have to stand. Outside of peak times the majority of passengers should still be able to find seating.
Concern about interchange stops - more waiting in the cold/rain/few seats/poor information etc.	<p>We recognise that some passengers may need to change bus to travel as a result of these changes and have recommended locations along the bus routes where interchange can take place at the same / adjacent bus stop and in areas where natural surveillance can contribute to improved personal safety.</p> <p>These locations along the Euston Road 'corridor' between Baker Street and Warren Street for bus routes 205 and 27, where interchange could take place at stops with seating, shelter and lighting:</p> <p>Westbound</p> <p>Warren Street station/Tottenham Court Road - Bus stop V</p> <p>Great Portland Street station - Bus stop G</p> <p>Regent's Park station - Bus stop B</p> <p>Harley Street - Bus stop L</p> <p>Baker Street station - Bus Stop E</p> <p>Eastbound</p> <p>Old Marylebone Town Hall - Bus stop W</p> <p>Baker Street Station - Bus stop D</p> <p>Harley Street - Bus stop M</p> <p>Regent's Park Station - Bus stop A</p> <p>Great Portland Street station/Euston Road - Bus stop H</p> <p>Warren Street station - Bus Stop KA</p> <p>Impacts on protected groups have been addressed in the EqIA.</p>
Concern changes will mean journeys can't be	The Hopper Fare was introduced to help reduce the cost of travel for passengers who change between bus routes

completed on the Hopper fare	during their journey, with multiple changes of route possible within 60 minutes of boarding the first bus at no additional cost.
Concern about the Equality Act or Equality Impact Assessment (EqIA)	TfL has undertaken an Equality Impact Assessment (EqIA) as part of the development of the proposals. The EqIA seeks to identify and consider the impacts the proposals may have on people with protected characteristics.
Concern incorrect census data was used to calculate the number of disabled Londoners affected	We used the best information available at the time of writing the EqIA. If older data has been used it is because that type of data wasn't available at the time or isn't available in the 2021 census.
Policy	
Concern the Mayor's/TfL's policies are making travel in London by bus more difficult	Our current strategy is to make savings in inner and central London, where the bus, rail and Tube networks are denser and better, so the outer London bus network can be expanded and improved, particularly in areas where other public transport options are not available.
Concern about cumulative impact of these bus cuts after previous bus cuts	The bus network is checked regularly and any cumulative impacts will be reviewed once the changes are made to ensure the impacts are in line with forecasts.
Suggest that TfL should make bus travel more attractive/not reduce services	Our current strategy is to make savings in inner and central London, where the bus, rail and Tube networks are denser and better, so the outer London bus network can be expanded and improved, particularly in areas where other public transport options are not available.
Concern the proposals are a waste of money/funds should be spent elsewhere	The proposals provide a significant net financial saving to us and meet our objective of providing a reliable and efficient London bus service which enables us to reinvest bus services where they are needed more.
Concern about TfL losing income due to changes	The proposals are forecast to decrease TfL's fares revenue, which is accounted for when evaluating the impacts of these changes, included in the business case. The loss of revenue is more than offset by the financial savings generated by the changes and overall the business case for the change is positive.

Other	
Concern TfL does not listen to feedback/decision has already been made	<p>When developing consultations, we follow best practice guidelines to ensure our activities are legally compliant, open, and honest.</p> <p>We hold public consultations while our proposals are at a formative stage, and in advance of a final decision being made as to how we may proceed.</p> <p>Through consultation we seek to listen to respondents and to understand the reasons why they may view proposals positively or negatively. The feedback we receive through consultation is used as part of our decision-making process.</p>
Concern the consultation was not adequately advertised and distributed	<p>Chapter two of this report details the activity that took place to help ensure the consultation was suitably publicised. Activities included:</p> <ul style="list-style-type: none"> • Bus stop posters • On-street signage • Emails • On-street leafleting • A public drop-in session <p>We were pleased to have received nearly 1400 responses to the consultation, and a majority of feedback received was from local residents and bus users. The variety of feedback received helped demonstrate the efficacy of the publicity methods used.</p> <p>In addition to this, the consultation webpages received 12,931 visitors (who made 17,661 visits to the consultation website during the consultation period and documents were downloaded 3,710 times during the consultation period.</p>
Out of scope	
Suggestion about vehicle type e.g. tram-style/double decker electric/new routemasters/zero-emission buses/vehicle accessibility	<p>Although we cannot commit to a specific vehicle type being used on buses in London, our Bus action plan commits to an inclusive customer experience which makes travelling by bus easy, comfortable and accessible to all.</p>

Pollution/ sustainability	
Concern about the impact on the environment/will lead to less sustainable travel	We have made great progress in greening our bus fleet, with all buses in our fleet now either low or zero emission (at the tailpipe) meeting the ULEZ (Euro VI) emission standards.

Issues raised related to the quality of the consultation process, materials and administration

Routes 30_205 open question	
Issues raised Quality of consultation	Response
Consultation policy & process	
Concern the feedback won't be listened to or affect the decision	When developing consultations, we follow best practice guidelines to ensure our activities are legally compliant, open, and honest. We hold public consultations while our proposals are at a formative stage, and in advance of a final decision being made as to how we may proceed.
Concern the consultation is biased or misleading	Through consultation we seek to listen to respondents and to understand the reasons why they may view proposals positively or negatively. The feedback we receive through consultation is used as part of our decision-making process.
More information about the consultation process needed	We ask people via multiple methods including online, to give their views about proposals for change. We then analyse that data and produce a report of what has been raised. TfL directors as the decision makers use this information alongside other data to make their decision as to how we should proceed. We then publish that report and the next steps.

	<p>Please see https://haveyoursay.tfl.gov.uk/how-we-involve-you-faqs for further information.</p>
<p>Concern the consultation/public events were not adequately advertised</p>	<p>We tried to raise awareness of the consultation in different ways.</p> <p>Awareness of the consultation was raised through a variety of channels. This included 50,114 emails, including 892 emails to local stakeholders, to make them aware of the consultation and how to take part. We also asked these contacts to help and support us in the promotion of the consultation to their customers and communities.</p> <p>We also arranged for hand delivery of a letter to 63,006 addresses in the local area, hand distribution of A5 flyers to all reception areas of St Mary's hospital, 296 bus stop posters and 42 '3D Toblerone' style adverts at bus stops in the Paddington/ Baker Street/ Marble Arch area.</p> <p>All posters and leaflets included QR codes for easy access to the web page.</p> <p>Please see Appendix E: Consultation Materials for details.</p>
Survey/info/website	
<p>Criticism of questionnaire/survey</p> <p>Survey question options inadequate</p>	<p>The consultation survey questions were designed to understand how respondents used our services and asked for their thoughts on the proposals via a free text box.</p> <p>We do not consider there was any restriction as to how people commented, and this is reflected in the variety of feedback we have received.</p>
<p>More information about the proposals needed</p>	<p>In presenting the information related to what was proposed it was our aim to equip respondents with what they needed in order for them to make an informed response.</p> <p>Where respondents considered they did not have enough information about the proposals</p>

	<p>then assistance was available via our online 'Questions' tool, or by email or telephone.</p>
<p>Website not user friendly – for example ; the online survey was hard to find and one instance was reported of difficulty accessing the online link.</p> <p>Criticism of layout of consultation webpage</p>	<p>In such instances, where respondents encountered difficulty accessing the survey, or any other information about the proposals then we are happy to assist further via our online 'Questions' tool, or by email or telephone.</p> <p>We want our consultations to be accessible to anyone that wishes to take part.</p> <p>Our aim was to ensure the consultation was accessible to anyone that wanted to take part. Our online web pages use software that meets WCAG 2.1, the current global web content accessibility standard.</p> <p>We got 83 percent of responses to the consultation via the website portal – 955 respondents used the online survey via Have Your Say (HYS) portal (70 percent of respondents) and 181 used the quick response tool via (HYS) portal, this was 13 percent of respondents).</p> <p>Visitors to the web page could customise their online experience to suit individual needs. The following accessibility tools were available: page narration, colour scheme changes, larger font sizes, and translation text into around 100 languages if needed.</p>
<p>Too much information/too many documents</p> <p>Information is confusing/too long/too complicated</p>	<p>We always try to provide sufficient information to allow respondents to the consultation to arrive at considered opinions.</p> <p>We also offered Easy Read documents for the consultation information and the survey questions, for those who prefer to access their information this way. These could be downloaded from the website or requested from us in hard copy if needed.</p>

<p>Criticism of quality of maps/images</p> <p>Request for more precise details on maps</p>	<p>Our consultation maps, materials, and web page were designed to make clear the proposals being presented to respondents. We are sorry of this was not the case for some respondents.</p> <p>In such instances, where respondents considered they did not have enough information about the proposals then we would have been happy to assist further via our online 'Questions' tool, or by email or telephone to help them get what they needed</p>
<p>Hard to find consultation on website</p>	<p>As detailed in Chapter 4 of this report, the online questionnaire was one of a series of ways people were able to take part in the consultation, 85% of respondents to this consultation did so via the web portal.</p> <p>We received 12,931 visitors (who made 17,661 visits to the consultation website during the consultation period and the documents detailed above were downloaded 3,710 times during the eight-week consultation period.</p> <p>It was also possible for responses to be submitted by email and post. A Freepost address was provided, and no postage charges applied.</p> <p>In addition, a telephone call back service was provided for people to talk to us in person.</p>
<p>Website slow/not working</p>	<p>Noted thank you for the responses. We are sorry you didn't find the website to be working as you would have wanted. We received 12,931 visitors (who made 17,661 visits to the consultation website during the consultation period and the documents detailed above were downloaded 3,710 times during the 11 week and four days consultation period.</p>

Registering	
<p>Criticism of having to register to comment and Difficulty registering</p> <p>Criticism of request for demographic data</p> <p>Criticism of needing separate log-in details for different parts of TfL</p>	<p>We ask participants to register when they respond online to our consultations for the first time. This is to enable us to notify people of the outcome of the project of interest, or to provide an update; also, to allow us to notify people about other projects that may be of interest to them.</p> <p>Registration also helps us to ensure people adhere to our community guidelines, designed to underpin a safe, constructive environment for everyone using 'Have your say'.</p> <p>While registration is required when someone is using the consultation portal to respond through the online questionnaire for the first time, it was also possible for responses to be submitted by email and post. A Freepost address was provided, and no postage charges applied.</p> <p>In addition, a telephone line was made available for people to talk to us in person.</p> <p>People have to register to leave a response and the settings on the site mean they can only leave one on-line response.</p>
Out of scope	
<p>Suggestion to use the New Routemaster buses in marketing/advertisements/proposals</p>	<p>Although we cannot commit to a specific vehicle type being used on buses in London, our Bus action plan commits to an inclusive customer experience which makes travelling by bus easy, comfortable and accessible to all.</p>
Public sessions	
<p>Request for more in-person or online discussions</p>	<p>Noted – thank you for all comments – We try to balance resources available with ensuring the</p>

	contact points available are sufficient for us to receive feedback about the proposals.
Preferred reading info/maps at public event rather than on the website	<p>The face to face in person public session was held in the Queen Elizabeth the Queen Mother building reception of St Mary's Hospital on Wednesday 13 November between 9am and 1.30pm</p> <p>We did offer the option of requesting hard copy materials to be posted out free of charge and there was a telephone line where we could be contacted with any queries to do with the consultation.</p>
No engagement with people who don't use digital platforms	<p>Awareness of the consultation was raised through a variety of channels. Non digitally this included a letter drop to 63,006 addresses in the local area, hand distribution of A5 flyers to all reception areas of St Mary's hospital, 296 bus stop posters and 42 '3D Toblerone' style adverts at bus stops in the Paddington/ Baker Street/ Marble Arch area.</p> <p>All posters and leaflets included QR codes for easy access to the web page.</p> <p>It was also possible for responses to be submitted by email and post. A Freepost address was provided, and no postage charges applied.</p> <p>In addition, a telephone line was made available for people to talk to us in person.</p>
Consultation policy & process	
Criticism of length of consultation period	The consultation period was extended beyond the usual 6 weeks to allow more time for people to provide their feedback.

Appendix B: Consultation questions

Proposed changes to bus routes 30 and 205



Tell us your views

We are holding a six week public consultation to hear what you think about these proposals. We want to know if you agree with them, if there is anything you do not agree with, and to understand the reasons why you feel this way.

You can reply by completing our survey, which should only take a few minutes to complete.

Please post your completed survey to 'FREEPOST, TfL Have Your Say (Bus routes 30 and 205 proposed changes)' (no stamp needed)

The closing date for comments is Sunday 2 December 2024.

If you prefer, you can also:

- Email: haveyoursay@tfl.gov.uk
- Telephone: 020 3054 6037 to leave your name and contact number and we will call you back. Please quote '**Bus routes 30 and 205 proposed changes**' when leaving your message
- Complete our online survey at <https://haveyoursay.tfl.gov.uk/30-205-bus-proposals/>

What happens next

These proposals are subject to the outcome of our consultation. Once consultation ends on 2 December 2024, we will spend time considering all the responses we receive and will prepare a consultation report.

The consultation report will help us reach a decision about how bus routes 30 and 205 may change.

A copy of the report will be available to everyone that takes part in the consultation and a copy will be published on our website.

Survey questions

1. **Do you currently use route 30?** (Tick one box only)
☐ Daily
☐ Yes
☐ No
2. **If the proposals go ahead, would you continue to use route 30?** (Tick one box only)
☐ Yes
☐ No
☐ Don't know
3. **If the proposals go ahead, would the changes proposed to the route 30 mean you need to change buses to complete your journey?** (Tick one box only)
☐ Yes
☐ No
☐ Don't know
4. **Do you currently use route 205?** (Tick one box only)
☐ Daily
☐ Yes
☐ Don't know
5. **If the proposals go ahead, would you continue to use route 205?** (Tick one box only)
☐ Yes
☐ No
☐ Don't know
6. **If the proposals go ahead, would the changes proposed to the route 205 mean you need to change buses to complete your journey?** (Tick one box only)
☐ Yes
☐ No
☐ Don't know

7. **How would the proposed changes to route 30 affect you?** (Tick one box only)

- ☐ I believe it would have a positive impact
- ☐ I believe it would have neither a positive nor negative impact
- ☐ I believe it would have a negative impact
- ☐ I do not know

8. **How would the proposed changes to route 30 affect you?** (Tick one box only)

- ☐ I believe it would have a positive impact
- ☐ I believe it would have neither a positive nor negative impact
- ☐ I believe it would have a negative impact
- ☐ I do not know

9. **We want to know what you think about the proposal to change bus routes 30 and 205. Please use the text the box below to tell us.**

10. **Are you responding as** (Tick all that apply)

- ☐ A local resident
- ☐ A local business owner
- ☐ Employed locally
- ☐ A commuter to the area
- ☐ A visitor to the area
- ☐ Not local but interested in the proposals
- ☐ Other (please specify):

--

About you

If you would like us to keep you informed about the outcome of this consultation. Please also provide us with your name and email address or postal address:

All 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](#).

Name:	
Email:	
Address:	
Postcode:	

11. 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).

(Choose one option)

☐ As an individual

☐ As an official representative of an organisation

12. If you are responding as an official representative of an organisation, then please provide your organisation name below.

13. How did you hear about the consultation? Please select the main way you heard:

☐ Bus stop poster

☐ Received a leaflet/letter

☐ Email from TfL

☐ Attended a drop-in session

☐ Social media

☐ Read about it in a newsletter

☐ Read about it in the press

☐ Other (please specify)

14. Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us.

- ☐ Exceeded my expectations: It was very easy to find the information I needed, and it was very easy to respond.
- ☐ Met my expectations: I was able to find the information I needed, and it was straightforward to respond.
- ☐ Partially met my expectations: I struggled to find some of the information I needed, and I found it difficult to respond.
- ☐ Did not meet my expectations: I couldn't find the information I needed, and it was very difficult to respond.

15. If we didn't meet your expectations, please tell us how you would like us to improve our consultation service in the future.

Please only share your feedback on how we can improve our consultation service. If you want to leave further feedback on the proposals that we're consulting on, then please return to question 9 above and leave your feedback there.

16. It's always good to talk and we're always keen to discuss how we'll improve our consultation service going forward. If you'd be interested in taking part in helping to shape our consultation service in the future, by taking part in quick polls, webinars, surveys or focus groups, then select one or more of the options below

- ☐ Yes – I'd like to take part in online surveys or quick polls
- ☐ Yes – I'd like to take part in focus groups or webinars
- ☐ No – I'm not interested in taking part in this research

Appendix C: Consultation materials

Local residential and business address letter

Transport for London
PUBLIC CONSULTATION





Transport for London
Consultation Team

11th Floor Blue Zone
Palestra
197 Blackfriars Road
London
SE1 8NJ

haveyoursay.tfl.gov.uk

21 October 2024

Proposed changes to bus routes 30 and 205 in the Marble Arch, Baker Street and Paddington areas

We want to hear your views about changes we are proposing to bus routes 30 and 205. Route 30 currently runs between Marble Arch and Hackney Wick, with route 205 currently running between Bow Church and Paddington.

We are proposing to withdraw route 30 between Euston Bus Station and Marble Arch and withdraw route 205 between Paddington and Baker Street station and then extend the route 205 to Marble Arch via Baker Street.

We are also proposing extra journeys for bus route 27 in the early mornings and late evenings, to make sure the frequency of buses in service between Paddington and Baker Street is sufficient to meet demand. This is to compensate for the journeys provided by route 205 currently between Paddington and Hampstead Road.

Currently, bus route 205 directly serves the St Mary's Hospital in Paddington. If route 205 was changed as planned, then passengers currently using this route for access to St Mary's hospital would need to use route 27 or routes 7 or 23 or 36, which will continue to serve St Mary's Hospital. Night routes N7, N27 and N205 would also continue to serve the hospital as they do now.

The Paddington – Baker Street – Euston 'bus corridor' is well served by several other bus routes and all three routes currently operate at a high frequency of five or more buses per hour.

We are proposing these changes because more buses are running on routes 30 and 205 than are needed by customers, even though passenger numbers have increased since the pandemic.

MAYOR OF LONDON



VAT number 756 2769 90

Summary of proposals

- Bus route 30 would no longer run between Euston Bus Station and Marble Arch
- Bus route 205 would be withdrawn between Baker Street and Paddington
- Bus route 205 would no longer directly serve St Mary's Hospital in Paddington
- Bus route 27 that covers the Paddington to Baker Street section of bus route 205 would get extra early morning and late evening journeys to compensate for the loss of the route 205 journeys that serve this section at present

To find out more and to have your say on our proposals:

For more information and to complete our online survey, please visit our consultation website tfl.gov.uk/30-205-bus-proposals or scan QR code above. Alternatively:

- Email: Haveyoursay@tfl.gov.uk
- Telephone: 020 3054 6037 (call back service) Please quote '30 and 205 bus consultation'
- Write to us at: Freepost TfL Have Your Say (no stamp required)

Consultation closes Monday 2 December 2024

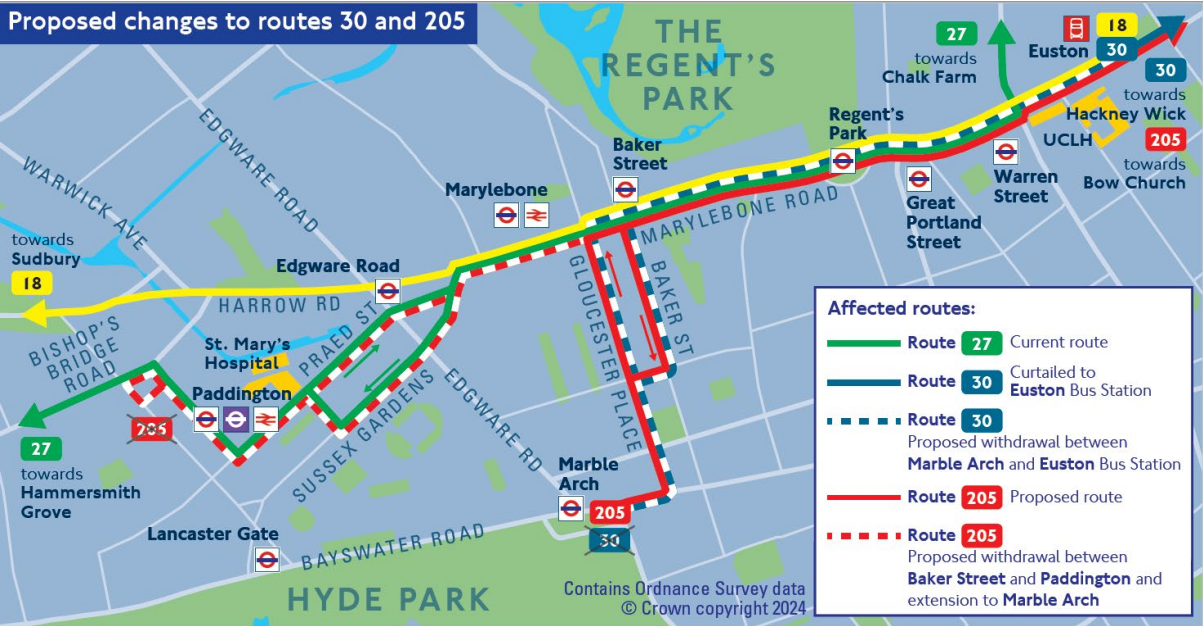


Consultation maps

Overall view of the scheme area



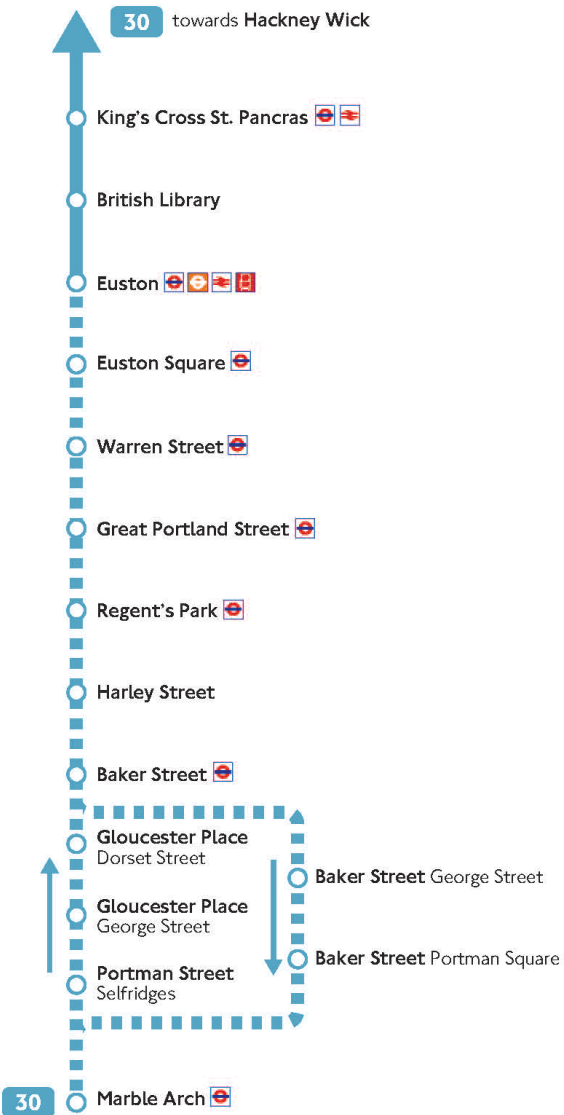
Closer scale view of the Paddington/ Baker Street/ Marble Arch area



Linear diagram route 30

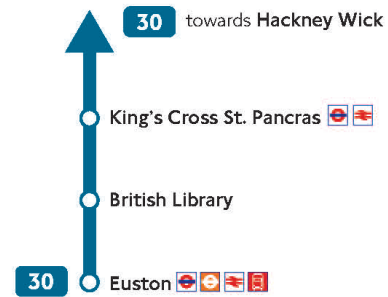
Current route

30:

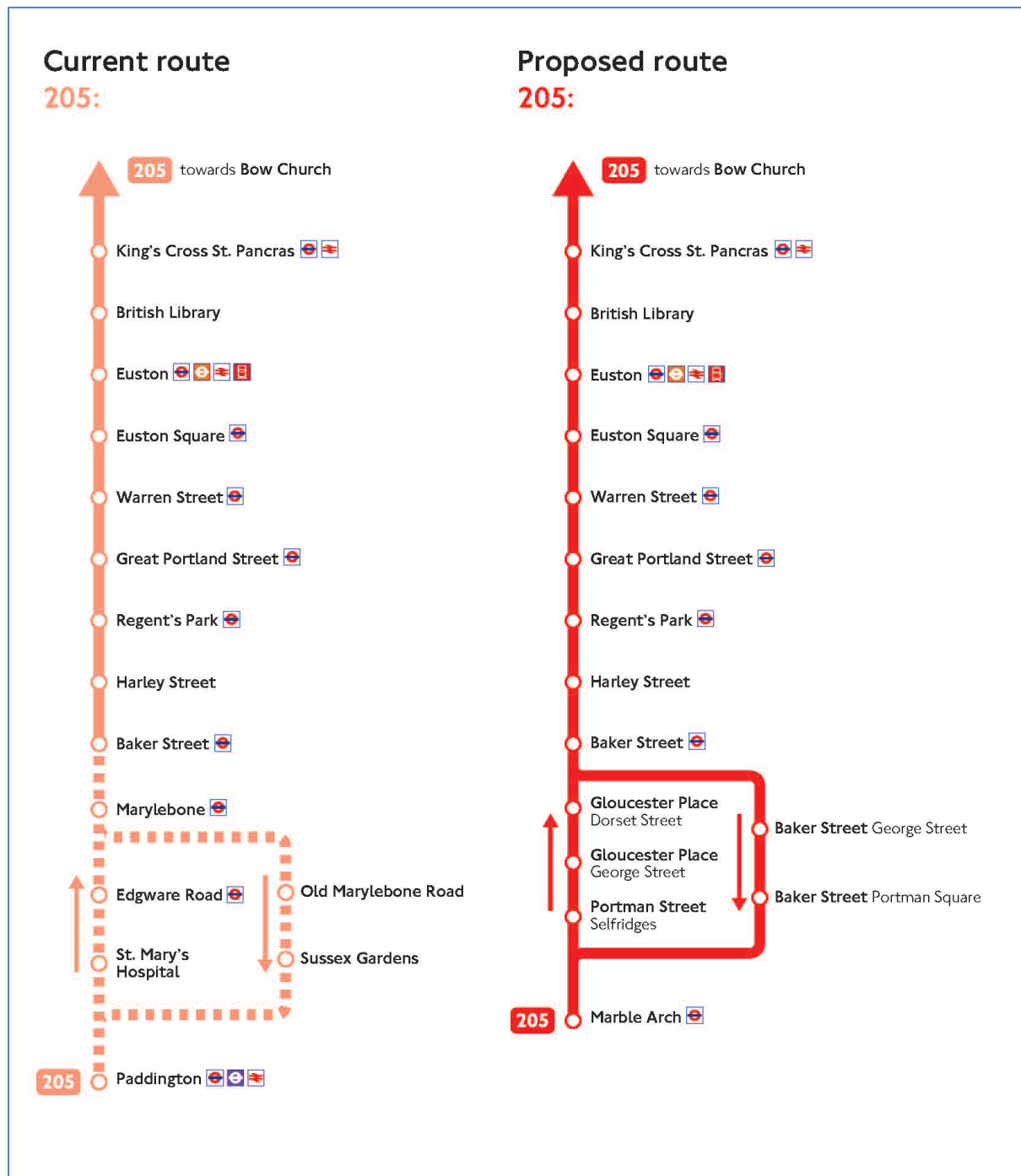


Proposed route

30:



Linear diagram route 205

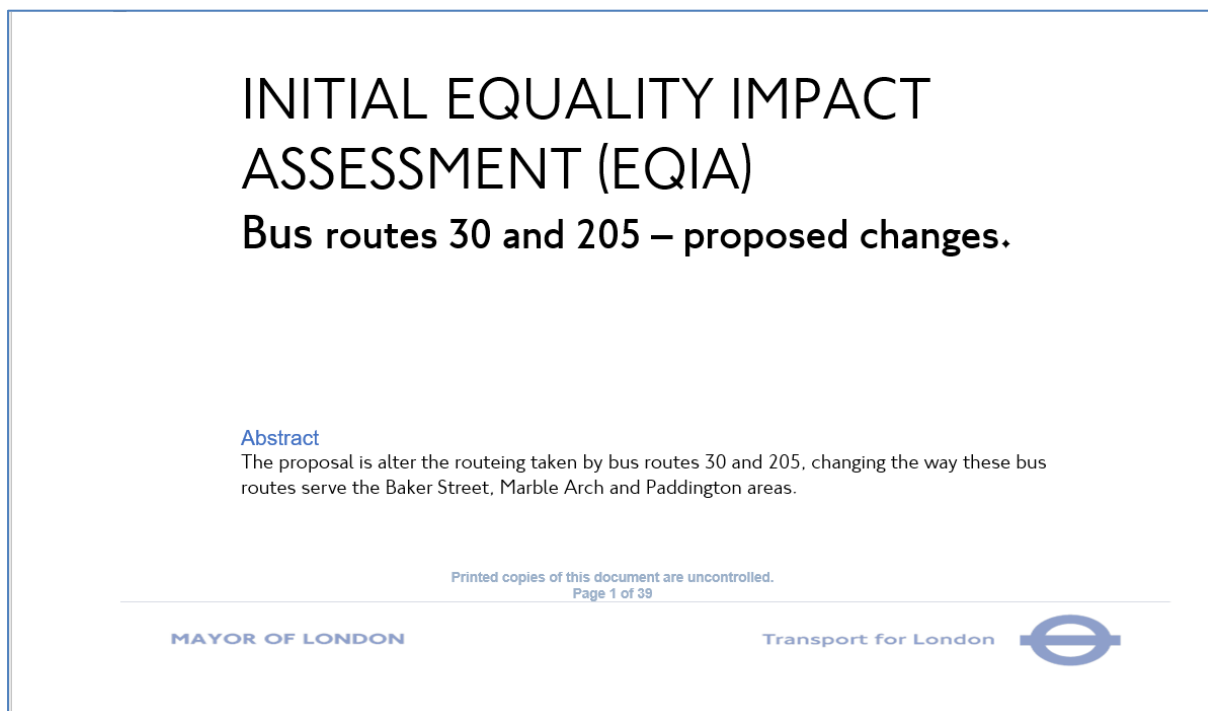


Selection of supporting documents

Easy Read Documents - Consultation materials (L) and Survey questions (R)



Initial Equality Impact Assessment (EqIA)




Customer CRM email

[Share your views](#)[Can't see this email? View online](#)

[Home](#)[Plan a journey](#)[Status updates](#)

Your bus routes 30 and 205.
Your say.



Transport for London

Dear Mr Stevens,

We are launching a consultation and are proposing to make changes to bus routes 30 and 205 in your area.

We propose to:


- Withdraw route 30 between Marble Arch and Euston Bus Station
- Withdraw route 205 between Paddington and Baker Street station and extend to Marble Arch via Baker Street

We would like to hear your views about what is proposed. Please visit our [website](#) for more information, to view maps and have your say.

We received requests to extend the length of time the consultation is open for and as a result, the closing date is now Friday 10 January 2025.

Yours sincerely,


Geoff Hobbs
Director of Public Transport Service Planning



Stakeholder email

Teams | Apps | Quick steps | ... | Language | Zoom | Find time | Add-in | ...

Proposed changes to bus routes 30 and 205


 TfL Have Your Say
To TfL Have Your Say

☺

↩ Reply


↩ Reply All

➡ Forward



...

Retention Policy TfL Exchange Online Retention Policy (7 years) Expires 20/10/2031 Mon 21/10/2024 15:12

 TfL Unclassified

Good afternoon

We want to hear your views about changes we are proposing to bus routes 30 and 205 in your area.

Route 30 currently runs between Marble Arch and Hackney Wick, with route 205 currently running between Bow Church and Paddington.

We are proposing to withdraw route 30 between Euston Bus Station and Marble Arch and withdraw route 205 between Paddington and Baker Street station and then extend the route 205 to Marble Arch via Baker Street.

We are also proposing extra journeys for bus route 27 in the early mornings and late evenings, to make sure the frequency of buses in service between Paddington and Baker Street is sufficient to meet demand.

Summary of proposals

- Bus route 30 would no longer run between Euston Bus Garage and Marble Arch
- Bus route 205 would be withdrawn between Baker Street and Paddington
- Bus route 27 that covers the Paddington to Baker Street section of the route 205 would get extra early morning and late evening journeys to compensate for the loss of the route 205 journeys that serve this section at present.

To find out more and to have your say on our proposals:

- Visit our website: <https://haveyoursay.tfl.gov.uk/30-205-bus-proposals>
- Email: Haveyoursay@tfl.gov.uk
- Telephone: 020 3054 6037 (call back service) please quote '30/ 205 buses'
- Write to us at: FREEPOST TFL HAVE YOUR SAY (no stamp required)

The consultation closes on **Monday 2 December 2024**.



Yours faithfully

Geoff Hobbs
Director of Public Transport Service Planning
Transport for London

A4 Bus stop poster

Your bus routes 30 and 205. Your say.

Proposed changes to bus routes 30 and 205 to, from
and through Baker Street, Paddington and Marble Arch.



Have
your
say

We're proposing changes to routes 30 and 205. Our proposals aim to meet demand with a local network of bus routes to help you get around your area.

For more information, to view maps and have your say, please scan the QR code or:

Visit: tfl.gov.uk/30-205-bus-proposals


Email: haveyoursay@tfl.gov.uk

Telephone: 020 3054 6037 (call back service)

Write to: Freepost TfL Have Your Say (bus routes 30 and 205)

Consultation ends Sunday 21 July 2024.

MAYOR OF LONDON



TRANSPORT
FOR LONDON
EVERY JOURNEY MATTERS

Your bus routes 30 and 205. Your say.

Proposed changes to bus routes 30 and 205 to, from
and through Baker Street, Paddington and Marble Arch.



Have
your
say

MAYOR OF LONDON



TRANSPORT
FOR LONDON
EVERY JOURNEY MATTERS

We're proposing changes to routes 30 and 205. Our proposals
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For more information, to view maps and have your say,
please scan the QR code or:

Visit: tfl.gov.uk/30-205-bus-proposals

Email: haveyoursay@tfl.gov.uk

Telephone: 020 3054 6037 (call back service)

Write to: **Freepost TfL Have Your Say (bus routes 30 and 205)**

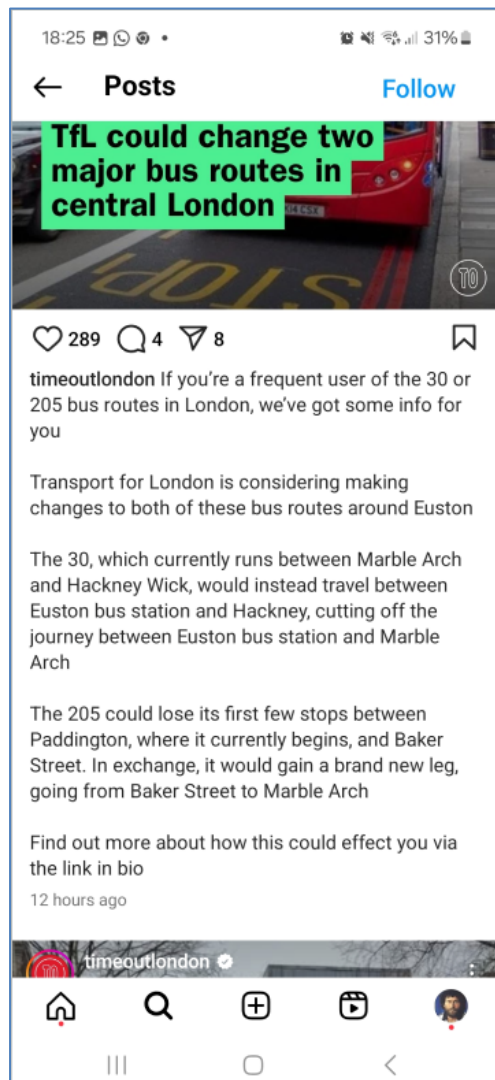
Consultation ends Sunday 21 July 2024.



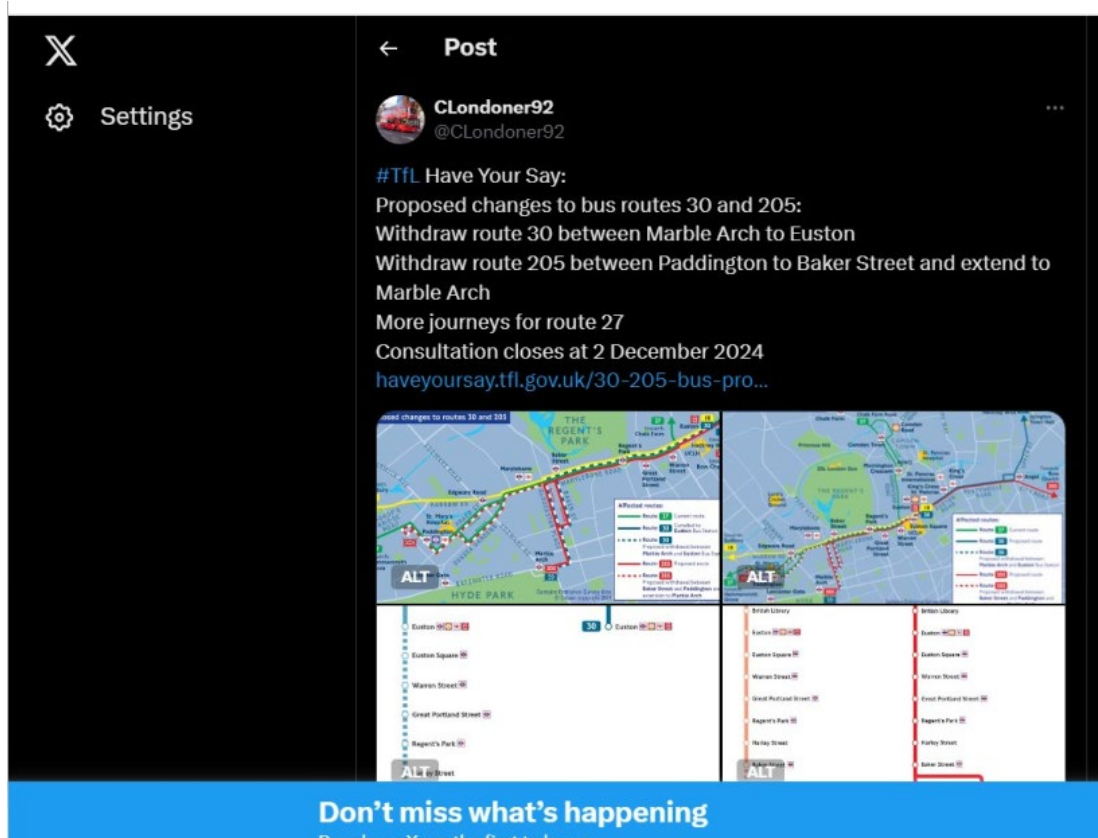
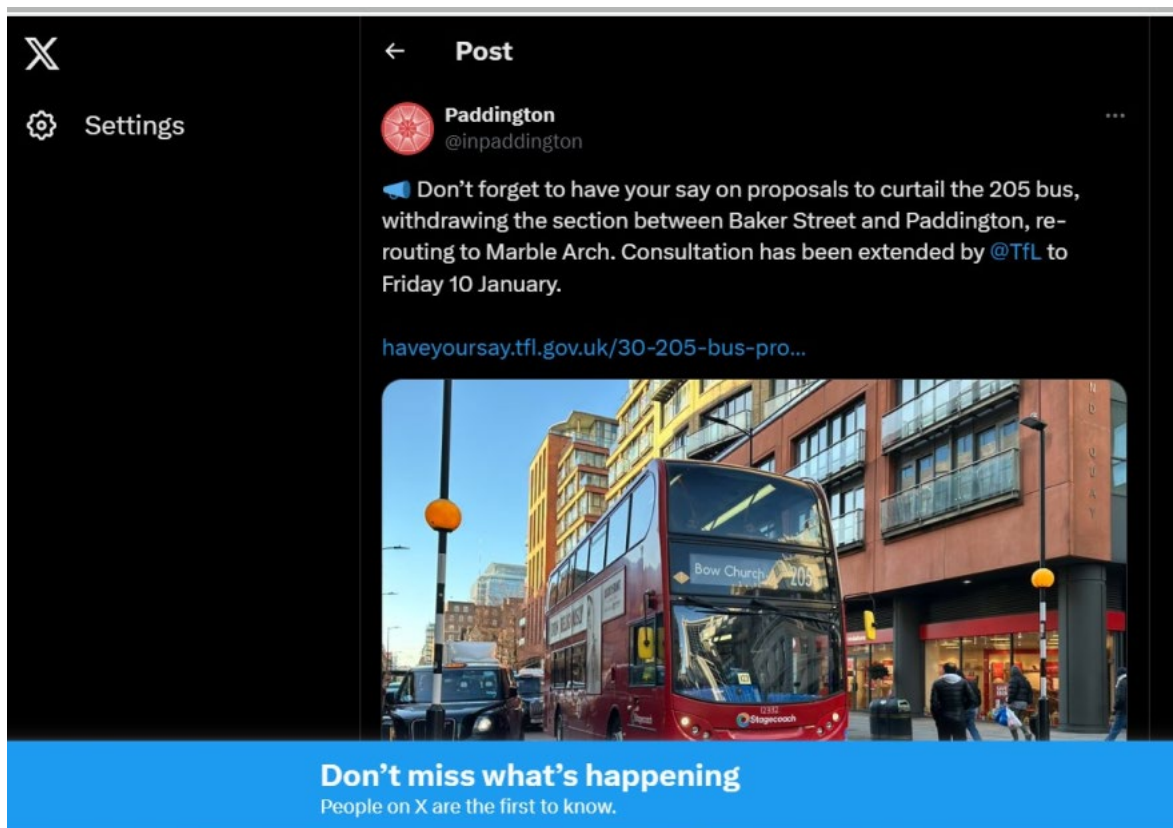
Have
your
say

Social media, local notices and other coverage

Instagram



X (formally known as Twitter)



Bus Stop Posters and 3D adverts (Toblerones) (selected locations shown)

UCLH bus stop W



Paddington Station bus stop H



Marble Arch station bus stop P



St Mary's Hospital bus stop G



Meetings and in person events

One in person event was held for the consultation. It was on Wednesday 13 November. It was held in St Mary's Hospital, Queen Elizabeth the Queen Mother building reception area. It ran from 09:00 through to 13:30

We were visited by 30 people in total. The general theme of feelings and opinions expressed about the proposals were negative with additional changes of bus and losing the option of getting 'on just one bus and sitting down' (the 205) all the way home.

We also visited other parts of the wider St Mary's Hospital estate to leave A5 card flyers about the consultation for patients, visitors and staff to take as they needed. We went to fracture reception, main outpatients reception, Cambridge, A&E, Cambridge wing,

Through the session the attitude towards the changes remained overwhelmingly negative, with enforced changes between buses featuring prominently, as well as the perception that lower paid shift workers and unemployed who rely on buses receiving a worse service from the buses than others.

Before the end of the session a couple of team went and handed out flyers to people waiting for buses on Praed Street.

Appendix D: Summary of Stakeholder replies

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries.

The full stakeholder responses are always used for analysis purposes.

Baker Street Quarter Partnership

Baker Street Quarter Partnership is the Business Improvement District for the Baker Street and western area of Marylebone.

They identify accessible and reliable public transport as of great importance to local workers, residents and visitors as well as to the local economy supporting the significant commercial district of the area as well as local hospitality and retail.

Regarding the specific proposals being consulted on:

They are concerned at the removal of bus services serving the area. They say buses are the most accessible form of public transport. Both in terms of cost and physical accessibility (regrettably Baker Street Station remains not fully accessible removing other options travelling east west along the bus routes being proposed for reduction/removal). This is especially a concern where route 205 connects the Marylebone area to St Mary's Hospital.

They do not feel the proposal to add extra peak time services on the 27 bus route is sufficient. This route is already unreliable with long waits.

They are also disappointed that the current capacity issues on the 18 bus route have not been considered, in their opinion this is considered a more urgent issue.

They suggest exploring whether the 453 route might be extended from Marylebone Station westbound to add capacity throughout the day and evening on this route to St Mary's Hospital and Paddington. They continue saying this would have added benefit of removing the 453's terminal stand from Great Central Street which is currently preventing a desired public realm scheme and investment in this street for the local community and economy.

CENTRE 404

The response explains that Centre 404 is a charity, which is a care provider for adults with learning disabilities. They make some general points regarding the consultation.

They emphasise the need for and importance of bus drivers consistently enforcing the need for wheelchair users to have priority as passengers, to be able to use the

designated area, at all times of the day, regardless of how busy the bus happens to be.

They continue saying some of their service users, use buses, late at night and for their service users having to wait less time for a bus, is always in their best interests, rather than 2 or 3 coming together, after a long wait.

They conclude by saying that CCTV footage of incidents on buses should be shared as part of an investigation into what actually took place.

City of Westminster Council

The City of Westminster Council's official response starts by registering their strong objection to proposals to change bus route 205, together with linked proposed changes to routes 27 and 30.

They say this is because they need buses to:

- Become more frequent, resilient, reliable and convenient; and
- Be safer where enforced interchanging between journeys is considered only as a measure of last resort or where passenger numbers are very low.

They continue to say they believe that for central London's economy to recover and for car dependency to decline even further, the bus service needs to be built-up and not be on a course of continual decline.

They continue, urging TfL to address the ongoing concerns about other services which include anecdotal reports of uncomfortable overcrowding and full buses on route 148, especially over the Park Lane, Victoria Street over the Thames section at PM peak weekdays, and Route 18 during weekday AM peak times for eastbound journeys along Harrow Road to Marylebone Road and onto Euston.

They ask; could a 'Superloop' extra peak limited stop service be considered for this section of route, especially as the 18 is one of London's busiest services, there is no parallel Tube alternative and many residents relying on the 18 bus are on lower incomes and jobs in service industries where home working is less of an option.

They explain that stakeholders have contacted them with concerns about the proposed change to routes 205 and 30 and the expectation for route 27 to pick up route 205's enforced interchanging passengers in the Marylebone Road/ Baker Street area. Concerns include:

They mention colleagues from The London Boroughs of Hackney and Camden and the Paddington Residents Active Concerns on Transport (PRACT) residents' group – who have submitted their own response to this consultation.

Councillor Paul Dimoldenberg

Cabinet Member for City Management and Air Quality

City of Westminster Council – Hyde Park Ward Councillors

Responding in their official capacity of ward Cllrs for Hyde Park Ward, they begin by stating they are strongly opposing TfL proposals for bus route 205 and this will mean more difficult journeys for patients attending St Mary's as well as for those living and working in the Praed Street and Paddington Central area.

They highlight having to change from the 205 to the 27 at Baker Street to get to Paddington Station adding to the inconvenience for many bus travellers going to St Mary's Hospital, as well as for those living and working in the Paddington area.

They say bus route 205 provides a vital direct link between Paddington and East London, serving a significant number of local workers, residents, and tourists. They continue saying the 205 bus effectively connects east and west London with minimal transfers. Limiting the service to just bus route 27 would likely lead to longer wait times for passengers and exacerbate overcrowding.

They finish by saying the biggest problem for bus travellers in their area is the need for more buses on the number 18 route on the Harrow Road, where passengers regularly wait long times as full buses pass by, particularly at busy times. It is a great disappointment that TfL have brought forward no plans for improved services on the number 18 bus route.

Cllrs Paul Dimoldenberg, Judith Southern and Md Shamsed Chowdhury

City of Westminster Council – Older Person's Champion – Cllr Judith Southern

The Cllr responds in their official capacity as the Older Person's Champion for the City of Westminster Council. The Cllr starts by expressing their opposition to the changes proposed to the 205 route. She says she uses this bus when travelling from Paddington (where she lives) to King's Cross and Euston stations because she has to have a suitcase with her. She cannot manage on the tube due to the lack of step-free access at the tube station.

She feels sure this must be a problem for many other people in the area who are elderly/ disabled.

Chiltern Railways

Chiltern Railways start by stating they strongly oppose the changes proposed in this consultation. They feel maintaining the direct connection between Paddington and Marylebone is essential for ensuring accessibility, supporting integrated transport links, and providing passengers with a reliable and convenient travel option.

They urge Transport for London (TfL) to reconsider these proposals to ensure that essential bus connections between some of London's key rail hubs remain in place.

They believe the proposal will have a serious impact for those customers with accessibility needs who have, until now, been able to catch a bus directly outside the station entrance/exit, they note they believe this is counter to Policy 14 of the Mayor's Transport Strategy 2018.

Chiltern Railways believes that the proposal will make the public transport network less accessible for disabled and older people and will add additional journey time for these people.

Accessibility and Passenger Experience

They restate the importance of the current 205 bus providing a direct connection between Marylebone Station and other major London termini, including Paddington, Euston, King's Cross, St Pancras, and Liverpool Street.

They highlight the 205 as being particularly important for passengers with mobility impairments, those carrying heavy luggage, parents with buggies, and wheelchair users, as well as those with less visible disabilities who prefer to avoid the Underground.

They feel removing this 205 bus direct bus link will disproportionately affect vulnerable groups by forcing them to navigate additional interchanges, often involving stairs and crowded Underground environments.

They highlight the lack of lifts at Marylebone Bakerloo station meaning many passengers prefer the ease of street-level access provided by the 205 bus. For passengers unfamiliar with the Underground or those who find the environment challenging, the 205 bus is vital in providing a more accessible, less stressful option.

Integration with the National Rail Network

They then reference the Transport Strategy that says bus services should be made more accessible at key locations such as interchanges and that a higher level of improvement, including improved shelters, seating and interchange information, should be provided as close as possible at key destinations.

They assert that because Marylebone Station handles more than 10 million passengers annually (average 30,045 passengers daily) and its high passenger-to-service ratio (29th out of 1,735 stations in the UK), this highlights its importance

within the national rail network, they believe it should come under this designation of a key destination.

They say the 205 bus plays a critical role in linking many Chiltern Railways passengers to other major London rail hubs, such as Paddington, Euston, King's Cross and Liverpool Street. Reiterating that removing this direct link would disrupt these connections, increase journey complexity and potentially discourage public transport use.

Keeping Passengers Moving During Disruptions

They refer to HS2 construction causing periodic disruption and overcrowding at Euston and Paddington over the next decade. They suggest retaining the 205 bus will keep resilience in the local transport network, providing passengers with an alternative to navigate these disruptions.

They also refer to times disruption means national rail routes out of London are completely closed, for passengers with accessibility needs, the Bakerloo Line is unsuitable due to the lack of lift access at Marylebone. In such cases, buses are the only viable public transport option, with private taxis being the only alternative. Removing the 205 service would create additional obstacles for passengers during disruptions.

FUTURE TRANSPORT LONDON

FTL point out that at the moment, it is possible to travel from Islington Town Hall (and other stops along Upper Street) by bus to Paddington station changing only once (with no walking) and that this would no longer be possible under these proposals.

They continue saying it would be notably disadvantageous for those trying to catch a train from Paddington and/or carrying heavy luggage) so they are opposing the proposals for that reason.

Great Western Railway

Great Western Railway (GWR) start by saying the 205 bus service provides good opportunities for passengers arriving via rail at London Paddington Station, to make onward journeys to London Marylebone, Euston, Kings Cross, St Pancras and Liverpool Street stations via Bus (and vice versa).

They say they do not support the withdrawal of service 205. Giving multiple reasons

- GWR note London Underground / Elizabeth Line Services operate to / from Paddington to stations listed above. But highlight a selection of passengers will choose to make an interconnecting journey via bus (i.e., on the 205). There may be numerous reasons, including the interchange onto a 'tube' service seen as challenging due to stairs or perceived unfamiliar environment of the Underground system
- Passengers with mobility impairments, luggage, buggies, or wheelchair users may prefer to utilise the bus connection for ease. Noting the current 205 service operates door to door at street level between key London Rail Termini
- Underground stations and accessibility. A ramp to assist with boarding is still required at London Paddington and Kings Cross underground stations. Passengers with mobility impairments, luggage, buggies, or wheelchair users may prefer to utilise the bus connection for ease. Also GWR note that Euston Square Underground station is step free in the Westbound Direction only
- The also flag that HS2 construction work in the next decade, at Old Oak Common, will mean services diverted to London Euston frequently. Having multiple methods of transport available for passengers to make the interchange to /from Paddington/ Euston will reduce obstacles resulting from this engineering work
- Also noted is the role of the 205 when the London Underground / Elizabeth route is closed during service disruption and engineering work. GWR feel that if the proposal went ahead, connecting journeys between National Rail Stations would be more challenging, with multiple changes required either via bus or alternative London Underground routes (such as Bakerloo Line)

GWR conclude by repeating that retaining passenger choice of two modes of connection options (tube / bus) between London Paddington and other key London termini enables confidence and ease for the passenger. Especially in the event of service disruption to either tube or bus. They a bus connection to remain between London Paddington and various key London Termini currently served by bus 205.

Hackney Cycling Campaign

The Hackney Cycling Campaign response starts with them noting that the proposed change to route 30 would have a marginal effect upon their members because they would mostly use it to access Euston station, which would still be served by the 30 under these proposals.

However, they say the proposed changes to 205 are unacceptable. They say they currently can access all major rail stations in London from Hackney via one bus, except for Paddington. They say two buses is not a great inconvenience to get to

Paddington from Hackney, but three buses is poor and unacceptable. They ask TfL to reconsider.

ISLINGTON SOCIETY (The)

The Islington Society start by expressing their concern and dismay at the proposals.

They refer to a previous decision to divert the 30 in 1989 and it quickly becoming clear that the loss of a direct link between Upper Street and Baker Street was disastrous and the 30 was restored.

They say that because the current proposals would mean a change of buses for many journeys and two changes to reach Paddington (because the 30 would not link to the 27. They continue suggesting if there is congestion on the roads, the Hopper fare would be of no use as the hour would have passed before it was possible to board the third bus.

They reiterate that the requirement to change is a serious deterrent to bus use. Even if interchange can be made at the same stop, the lack of shelter and the uncertainty as to journey time with two or three waits instead of one discourage travel. This is particularly important for a destination like Paddington when many intending passengers have to arrive at a fixed time to catch their train.

The conclude expressing regret about the 205 losing its identity as the inter-station link bus (the purpose it was originally introduced for). They suggest it could profitably be marketed to rail passengers who often make convoluted underground journeys through lack of knowledge of what the bus can offer.

Islington Trades Council

Islington Trades Council state they are opposed to the proposed changes.

They have particular concerns at the shortening of Route 205.

They explain that Route 205 provides through access bus to Islington residents living near the City Road and Pentonville Road to Paddington and in particular to St Mary's Hospital without the need to change buses or go to another bus stop to complete their journey.

They understand that some of these patients have mobility difficulties or other disabilities and it concern for such patients that is at the heart of our concern. There are no doubt also workers who will be adversely affected by the proposed changes, particularly those travelling at late hours or at night.

They conclude by urgently requesting that the existing route to Paddington for Route 205 is maintained.

London Borough of Camden

The London Borough of Camden (LBC) acknowledge residents of neighbouring boroughs would be most affected by the proposals, including journeys for Islington residents to Marble Arch, and Westminster residents to Angel will require additional interchanges to complete these journeys, however our residents living in Somers Town and Kings Cross, and needing to get to and from Paddington will be affected too.

They strongly object to the loss of a direct bus connection between Kings Cross and Paddington. They continue saying the proposal will force passengers to add an additional interchange into these much longer journeys, with the tube connection (via the Hammersmith & City and Circle lines) being more expensive than bus journeys and not great in terms of frequency of service.

London Borough of Hackney

The London Borough of Hackney (LBH) open by stating they are a borough which relies heavily on the bus as a method of travel and have in the past decade seen both a reduction in frequency and the loss of direct links across the borough.

They say they understand and accept the bus network needs to be kept under constant review, but this needs to be balanced with maintaining direct links to serve hospitals, local shopping centres and mainline termini.

They say passengers accessing these locations will often be less ambulant or have heavy luggage and pushchairs hence the reliance on the bus as the mode of choice. To many it is also the only affordable means of transport.

LBH suggest route 205 usefully runs parallel to the Hammersmith & City and Elizabeth lines, offering a direct alternative when those lines are disrupted. They also highlight that where passengers are disabled, with children or elderly or carrying luggage the 205 offers a valuable inter-station link.

They also reference that ridership is no longer showing a decline with recent passenger numbers being more or less the same as in 2022/23.

They note the proposal to divert the route to Marble Arch would mean the 205 no longer providing a direct link from Hackney, Islington and Camden to St Mary's Hospital, with extra interchange needed. LBH considers the restructuring with the loss of the links to be a retrograde step and therefore opposes it. They see no benefit in the 205 serving Marble Arch.

Route 30

LBH remind that route 30 provides a direct connection between Hackney Wick and the Wick Road area of Hackney to the Angel, King's Cross, Baker Street and Marble Arch, additionally the route has been restructured a number of times over the years.

LBH say they would prefer to see the service and frequency maintained in its present form, it does note the number of routes that parallel it along the Euston and Marylebone Roads. They feel significant hardship will not be caused to Hackney residents and workers by the curtailment.

However, rather than curtailing the service into Euston bus station, the Council would suggest that the route should terminate at Warren Street using the bus stand on Grafton Way. They argue this would maintain the direct link to University College Hospital and would retain the link to Euston Square station which provides a more convenient interchange with the Underground.

Further improvements to Route 205

They would like to see Route 205 retained rebranded as a Superloop route. Given that it parallels a number of bus routes between Paddington and Old Street, they feel less busy stops could be skipped, making it more attractive to use.

This would also give Hackney and the inner east its first Superloop and we would suggest that it is extensively marketed and branded. During engineering works on the Hammersmith & City line additional buses on the 205 could run and this would obviate the need to run a costly rail replacement service.

London Borough of Hackney – Dalston Ward

Cllr Grace Adebayo

The Cllr expresses her concern regarding the proposed cancellation of bus route 30, which currently serves Hackney, The Cllr says it provides a vital transport link for local residents critical role in connecting Hackney to key destinations across London, including King's Cross and Marble Arch. and as a Dalston ward councillor, she strongly opposes the proposal because it will have a significant negative impact on the community, particularly those who rely on public transport for their daily commutes and essential activities.

The Cllr says the proposals for the route 30 would disproportionately affect:

- Residents with limited mobility or financial means, who depend on affordable and accessible transport.
- Workers and students, who rely on the route for timely and efficient commutes.

- Local businesses, which benefit from the ease of access the route provides for customers and staff.

London Borough of Islington

The London Borough of Islington (LBI) say they have several concerns and suggestions about proposed changes to the 205 and 30 bus routes that they hope TfL will consider.

LBI say public transport is vital in Islington, they state it makes up almost a third of all journeys in the borough and is second only to walking.

They then say the importance of a well-resourced public transport network will only grow as we work to tackle the climate emergency, to cut pollution and carbon emissions and discourage private vehicle use. They also say good public transport is essential to meet the Mayor's Transport Strategy target and the Islington Transport Strategy target for active and sustainable mode share.

They refer to LBI's installed low traffic neighbourhoods (LTNs) and Liveable Neighbourhoods (LNs) across the borough and that it is in areas which are served by these bus routes at present time. They state LTNs and LNs are intended to reduce local private vehicle journeys, meaning an increased demand for frequent reliable public transport to and from these areas is likely.

LBI say they are concerned the proposed changes to route 30 and 205 will negatively impact Islington passengers who rely on these routes for commuting or getting to key destinations along the route.

They state popular destinations for Islington residents include mainline stations at Kings Cross, Euston, Paddington and Marylebone, medical clinics and hospitals (University College Hospital, and St Mary's Hospital), educational institutions (schools, colleges, University College, Westminster Business School and Imperial College London), markets and other attractions along the route.

They say the impact of changing buses and/or using the tube would make journeys to these locations less accessible and appealing to passengers, and disproportionately affect those with mobility difficulties, carers with pushchairs and people with luggage.

They refer to TfL's Equalities Impact Assessment for the consultation's proposals that it acknowledges and highlights that some passengers are going to be negatively impacted by this proposal, particularly those that would need to change buses to start or complete journeys.

They repeat their opposition to the proposals, highlighting impacts of the concerns they have that would negatively impact all passengers.

They say these objections are based on:

- Increasing interchanges between buses to get to current destinations, reducing the convenience, increasing journey times for bus users. Disproportionally affect those who rely on public transport the most. Limiting mobility, could lead to increased costs and exacerbate social inequalities. They state these are all things that the council is working hard to reduce
- Less convenient bus travel requiring more interchanges and longer passenger travel times could lead to more traffic congestion and pollution as people may resort to using their cars
- They sought assurance the Hopper fare would apply to ensure there are no financial dis-benefits for Islington passengers who would be required to interchange, if buses were delayed where the second bus journey commences more than 90 minutes after the first
- They want good quality bus interchange facilities to help counter the inconvenience and reduce the impact of interchanging between bus services. They mention same stop interchange, shelter and seating, good lighting and accurate countdown bus arrival information
- Interchange stops should also wait (particularly relevant for more vulnerable passengers). Clear information about the best interchange points between bus route 30 onto the 205 and from bus route 205 onto either bus route 27 or 18 should be made available through TfL's communication channels and on-board bus announcement systems
- They state they have concerns about overcrowding on routes 30, 205 and 27, They ask TfL to keep these routes under review to ensure that the frequency of buses on routes 30, 205 and 27 are sufficient to meet passenger demand, especially during peak hours

In relation to the 205 proposals, Islington is opposed to any changes and want to see the 205 retained in its current form. They say they believe if the proposed changes to bus routes 30 and 205 happen, it will reduce the appeal of bus services to existing users and may undermine the work the council is doing to encourage residents to use public transport.

They say as LBI works with TfL and the Mayor of London towards shared ambitions of a greener and healthier London, it is vital that we protect public transport.

They conclude by saying they understand the need for changes to improve the overall bus network, but it is essential to consider the impact on all passengers (especially their most vulnerable and ensure that any modifications do not lead to disproportionate negative impacts.

With TfL making adjustments that benefit all users.

London Borough of Tower Hamlets

The London Borough of Tower Hamlets (LBTH) state changes to route 205 will have a negative impact on Tower Hamlets residents and visitors, by removing a direct link to a key mainline station at Paddington and they say Marble Arch is a less useful route terminus, both in terms of destinations served and onward bus and rail connections.

They continue, noting although parts of Tower Hamlets benefit from direct Elizabeth Line connections to Paddington, the existing direct bus link afforded by route 205 provides a convenient, accessible and cheap option for their residents and therefore removing it will have a detrimental impact on residents with mobility impairments and/or those from low income households.

LONDON TRAVELWATCH

London TravelWatch state the significance of route 205 and their response covers certain themes in more detail.

Having to change buses

They state this proposal will mean that 3,676 passengers per day (1,721 on route 30 and 1,955 on route 205) would need to change bus in future to complete their journeys. This equates to 11% of passengers on route 30 and 9% of passengers on route 205.

They continue – saying passengers don't like changing buses. It adds additional time to a journey and an uncertainty of timing of the journey. Interchange can also be inconvenient and stressful, especially for some passengers such as older and Disabled passengers or those with children or luggage, who choose the bus because it is easier for them to use. They suggest using alternative stops, such as is advised for route 30 passengers at Angel 'by walking 250 metres or less', is simply not an option for many passengers.

They also state changing buses can also potentially mean an additional cost for passengers if they go outside of the 60-minute Hopper fare window while waiting for their second bus, particularly at night when buses are less frequent. They also state changing buses at night is also a significant issue because concern about safety whilst waiting at bus stops is more acute then.

The particular impact on some passengers

London TravelWatch state they are concerned about the large number of passengers who will need to change bus in future under these proposals. They list route 205 serving St Mary's Hospital, University College Hospital and Moorfields Eye

Hospital, saying some passengers wishing to access these hospitals would need to change buses in future. They noted that passenger figures were not made available.

They say many of these passengers on these trips to the hospitals may have greater accessibility requirements than other passengers, and so a need to change buses is particularly disadvantageous.

They also note from the Equality Impact Assessment that one in eight passengers on route 30 are Older Person's Freedom Pass holders. They say the consultation material states the proposed changes 'will have a disproportionately negative impact on older people.'

Mitigations

They say that one of the mitigations is for passengers to use the Hammersmith & City and Circle lines, which run parallel to route 205 for much of its central London section. However they say this is simply not an option for some passengers.

The stakeholder notes that same stop interchange would be available between routes 30 and 205 at five pairs of stops, but the stakeholder had concerns about the number of countdown facilities available at these five pairs of stops. They note not having countdown screens at a particular bus stop is a disadvantage to those without access to digital devices or those who don't want to use them in these locations, particularly at night.

LTW say it surprising TfL do not promote the unique benefits of the 205 connecting so many key London termini. They say branding of the vehicles would make the 205 stand out from the red bus crowd. Such promotion could increase demand from passengers, who no longer have buses with blinds identifying intermediate points.

They suggest route 205 would also seem to be an attractive fit as the first fully inner and central London Superloop route.

Other comments

They also praise the general improvement of the information provided by TfL for bus consultations but suggest some language needs revising. They feel saying in the consultation materials, the proposed changes would 'rationalise and simplify the network.' is not good. They say they have previously raised this issue, with this phrase and that these proposals may indeed simplify the network for TfL but for those passengers who would need to change bus to complete their journey in future, the network will become more complicated not simpler.

They end by saying, because these proposals are such significant changes, should they go ahead, TfL need to ensure that there is clear information about the alternative bus routes at all current bus stops for routes 30 and 205.

PRACT

PRACT (Paddington Residents' Active Concern on Transport), is a consortium of the following four wide-area amenity societies:

- 1) Bayswater Residents' Association
- 2) Hyde Park Estate Association
- 3) Paddington Waterways and Maida Vale Society
- 4) South East Bayswater Residents' Association.

Summary

PRACT object to the proposed rerouting of bus No. 205. They state it would remove through change-free bus journeys from Paddington Station to several other railway stations. They also say it would take away easy access by bus to and from St Mary's Hospital, where the 205 has stops in both directions. They state it would also limit links between Paddington Station and other hospitals situated in and around its route along Marylebone Road, Euston Road and beyond.

They state the change would create difficulties for the elderly, and for passengers who are mobility impaired or encumbered with small children.

Connections to and from railway stations

They describe the 205 bus providing a direct connection, without a change, between *Paddington Station* and four other railway termini - Euston, St. Pancras, Kings Cross, and Liverpool Street. It takes passengers arriving at Paddington directly to other destinations and links, many being situated beyond the point where the No. 27 bus moves northwards

They mention direct journeys for rail passengers with luggage, for those who cannot easily change buses at the Baker Street stops. Same for the elderly or mobility impaired, and for mothers with young children and a pram or buggy. They continue saying the alternative bus route between Paddington Station and Baker Street, the No. 27, is crowded and irregular.

Access to St. Mary's Hospital and other Hospitals

They state The No. 205 bus has stops in both directions at *St. Mary's Hospital*, allowing patients to reach the hospital directly on the bus from places further to the east in London, and can leave in the same way for the return journey.

They continue by saying the bus also provides direct links from Paddington Station to the *Western Eye Hospital* in Marylebone Road and *University College Hospital* in Euston Road. It runs close to *Moorfields Eye Hospital* in City Road.

Conclusion

They urge TfL to reconsider, in view of our comments above, which set out disadvantages to so many people. They ask TfL not to change the present western portion of the No. 205 bus route, between Paddington and Baker Street.

Regis Court

The state their submission is on behalf of residents of Regis Court, Melcombe Place, London NW1 6JG.

The response states that bus route 205 provides a valuable service to St Mary's Hospital and Paddington Station for people in Marylebone, especially those who need step-free transport.

They assert buses on bus route 27 alone are infrequent and unreliable – from 25 to 30-minute waits are not uncommon - and they feel this will be insufficient under the proposals, because the proposals are to increase frequency only during peak hours.

They say the present level of service between Great Portland Street and St Mary's Hospital and Paddington Station can be maintained by extending bus route 453 along Marylebone Road and Sussex Gardens up to the current terminus of bus route 205 off Eastbourne Terrace so the current terminus of bus route 453 on Great Central Street can be removed. Bus route 453 can display its destination as 'Paddington via Marylebone Station'.

They summarise the benefits of this as

- Two bus routes maintain a reliable, step-free, surface travel option throughout the day and evening.
- Provide reliable bus service and access to St Mary's Hospital for vital A&E, diagnostic and out-patient services, and visits to in-patients.
- Provide reliable bus service and access to Paddington Station for residents and travellers.
- Preserve a reliable step-free, surface travel link between rail services at Marylebone and Paddington Stations which is a priority for TfL.
- Withdrawing the bus route 453 terminus and removing the bus stand from Great Central Street, and instead operating the westbound bus stop outside Marylebone Town Hall & the eastbound bus stop outside the Landmark Hotel for bus routes 27, 205 and 453 will free up attractive space in front of Marylebone Station for retail, hospitality, leisure and cultural uses, improve traffic management, space for pedestrians, better enjoyment of neighbourhood and air quality.

RMT Paddington No1 Branch

The RMT Paddington No1 Branch note their concern about TfL's proposals to cut the 205 bus between Baker Street and Paddington.

They explain that in their branch of the RMT, they represent a wide range of railway workers, cleaners, station staff, train drivers, catering outlet staff and signallers.

Many work at Paddington station and Marylebone station. Members use the 205 to

travel to and from work, at all times of day night. The forced change at Baker Street to and from the 27 bus, will make their journeys more difficult and stressful. Journeys to East End will become more complex.

They finish by asking TfL to please reconsider the proposals.

SAVE OUR BUSES

Save Our Buses (SOB) welcome the opportunity to comment on proposals to amend bus routes 30 & 205. They say they believe the plans, as currently laid out, to be seriously flawed.

Route 205's direct, step-free public transport links from Paddington Station to Key National Rail & London Underground destinations would be lost. Meanwhile, Route 30 patronage will continue to decline.

They note that Transport For London (TfL) last consulted on changing route 205 two years ago. They say it is regrettable that another costly consultation is taking place so soon. They list some recent disruption on the public transport network and suggest against this background, now is the time to enhance and promote route 205 as a viable alternative.

They assert that in recent years route 30's patronage has declined sharply but demand for the 205 has been relatively stable, adding they feel at times route 205 buses struggle to cope. They state in their opinion there is also heavy demand for Route 27 between Camden Town and Paddington.

They say routes 27 and 205 should be retained in the current form but frequencies should be increased. Terminating Route 30 at Euston will reduce journey opportunities and likely accelerate passenger losses.

They would like to see Route 30 have a unique, alternative routing to drive demand using current resources. For example, a diversion at Great Portland Street Station to Marble Arch via Oxford Circus. This would provide an alternative to the congested Victoria Line between Euston and Oxford Circus.

They conclude stating the following:

Route 205 Paddington To Bow Church : Retain this route with improved promotion as a fully accessible "Stations Connect" link. Re-route into Euston Bus Station Westbound.

St. Marylebone Society

The St. Marylebone Society say that

Route 30 currently provides an appropriate frequency of service, allowing Marylebone residents easily to reach Kings Cross and Islington.

They feel the proposal to curtail the route at Euston makes access to Kings Cross and beyond more difficult for those Marylebone residents living to the west of Gloucester Place who will, if the proposals are implemented, no longer be served by the route 205.

They welcome route 27's proposal to increase the frequency of this important route at the times shown. They feel the 'poor standard' of frequency at other times will continue adversely to affect those Marylebone residents wishing to use the service at off-peak times.

This problem will be greatly exacerbated by the proposed changes to route 205.

Route 205 they feel route 205 has currently reliable frequency of service, for Marylebone residents wishing to reach St Mary's Hospital and Paddington Station. They say the proposed change of route towards Marble Arch will be quite a blow to those frequent visitors from Marylebone to the hospital.

The continue saying if this change of route is implemented, ameliorating steps become all the more pressing.

On the opposing direction of travel, the revised route for the 205 from Baker Street is already well served by buses travelling south along Baker Street, so the change will be of minimal effect on Marylebone residents.

SMS offered a further suggestion that route 453 be extended via Marylebone Road and continuing along the present route of the 205 with its existing intermediary stops, terminating at the stand at Cleveland Terrace (which will no longer be required for bus 205) as a mitigation to the proposals for the 205.

Appendix E: List of stakeholders consulted with

Organisation name
17-24-30
Abellio
Abney Public Hall
Access in London
AccessAble
Action and Rights of Disabled People in Newham
Action on Disability and Work UK
Action on Hearing Loss
Action Space
Active Travel Academy
Addison Lee
AECOM
Age UK City of London
Age UK London
Age UK Westminster
Ageing Better in Camden
Aldgate BID
All Saints' Church
Altmore Infant School
AM
Angel (BID)
angel.london
Anjuman-e-Islamia Jamia Mosque
Archway Methodist Church & Islington Methodist Church
Argent
Around Poplar Children's Centre
Arriva London
Ascension Church & Community Centre
Asian People's Disability Alliance
ASLEF
Attitude is Everything
Avenue Primary School
Aziziye Education Centre

Baker Street Quarter
Baker Street Quarter Partnership
Barbican Association
Belsize Park Residents' Association
Bengali Parents SEN Group
Berner TRA
Betar Bangla
Better Archway
Birchfield TRA
BlindAid
Bobby Moore Academy (Academy)
Bonny Downs Baptist Church
Brampton Moore Academy (Academy)
Brampton Primary School
Brick Lane Music Hall
Britannia Village Primary School
British Athletics
British Blind Sport
British Land
British Youth Council (BYC)
Bryant Street Methodist Church
BT
Building Crafts Academy
Business Disability Forum
Calverton Primary School
Camden Carers
Camden Chinese Community Centre Chinese Housebound Project
Camden Cutting
Camden Cyclists
Camden Disability GroupAction
Camden Learning Disabilities Service
Camden People First
Camden Safer Transport Team
Camden Society Choices
Camden Town unlimited
Camden Family Information Service

Campaign for Better Transport
Canary Wharf Group
Canary Wharf Management Ltd
Canonbury Society
Carers First
Carpenters Primary School
Castlehaven Community Association
Catholic Parish of the Royal Docks
Central Baptist Church
Central London NHS Trust
Central Park Primary School
Centre 404
Centre for accessible environments
Chartered Institute of Logistics and Transport (CILT)
Cheapside Business Alliance
Chobham Academy (Academy)
Choice in Hackney
Chrisp Street Children's Centre
Christ Apostolic Church
Christ Church Highbury
Church of England Parish of East Ham
Church of Our Lady of Czestochowa and St Casimir
Church on the Corner
City Connections Service (Part of Age UK East London
City of London
City of London Access Group
City of London Police (TMO for City of London)
City Community and Children's Services
Citymapper
Clapton Park United Reformed Church
Clean Air London
Cleves Primary School
Colegrave Primary School
Collingwood Children's Centre
Communities and Third Sector
Community Cafe

Compost CIC
Confederation of British Industries
Confederation of Passenger transport
Covent Garden Community Association
Cross River Partnership
Cumberland School
Curwen Primary School
Custom House Baptist Church
CWPA
Cycle Islington
Cycle Newham
DABD (UK)
Dads Network
Deaf Ethnic Women's Association (DEWA)
DeafBlind UK
Department for Transport
Dersingham Primary School
Disability Alliance
Disability GroupAction in Islington
Disability Horizons
Disability Rights UK
Disabled Go
Disabled Motoring
Disabled Persons Transport Advisory Committee
Dogs for Good
Dorset Community Association
Drew Primary School
Drivetech
Durning Hall Community Centre
E20
Earlham Primary School
East Ham Elim Church
East London Chinese Community Centre
East London Garden Society
East Thames Group
Eastend Homes

Eastlea Community School
Ebrahim Community College
EDF Energy
Elfrida
Elfrida Rathbone Camden
Ellen Wilkinson Primary School
Elmhurst Primary School
ELOP - East London out Project
Epsom Coaches / Quality Line
Essex Primary School
Ethiopian Christian Fellowship
European Dysmelia Reference Information Centre
Euston Design
Euston Town Unlimited
Evangelical Reformed Church
ExCeL
Faith Action
Faith Regen Foundation LTD
Family Mosaic
Federation of Small Businesses
Fight for Peace
Fight for Sight
Fitzrovia Neighbourhood Association
Fitzrovia Partnership
Fitzrovia West Neighbourhood Forum
Forest Gate Community School
Frampton Park Baptist Church
Friends of the Earth
Fusion foods
Gainsborough Primary School
Gallions Primary School
Galop
Gascoigne Neighbourhood Association
GBM Drivers
Gendered Intelligence
GIRES

Greater London Assembly (GLA)
Glad Tidings Church
Godwin Junior School
Grange Primary School
Great Ormond Street Hospital for Children NHS Foundation Trust
Greater London Forum for Older People
Greek Orthodox Archdiocese of Thyateira and Great Britain
Greek Orthodox Church
Greenwich University
Guide Dogs
Guide Dogs for the Blind Association
Hackney and East London Synagogue
Hackney and Tower Hamlets Friends of the Earth
Hackney Chinese Community Services
Hackney CVS
Hackney Disability GroupBackUp
Hackney Pentecostal Apostolic Church
Hackney People First Big Group meeting
Hackney Safer Transport Team
Hackney Family Information Service
Hallsville Primary School
Hampstead Village BID
Hargrave Hall
Harris Science Academy
Harrowby and District Residents Association
Hartley Primary School
Hatton Garden BID
HBC Community Centre
HCT plus
Healthwatch
Healthwatch Tower Hamlets
Heart of London BID
Heart of London Business Alliance
Heathrow Community Engagement Board
High Street South Methodist Church
Highbury Baptist Church

Highbury Evangelical Fellowship
Highbury Fields Association
Highbury Roundhouse Community Centre
Highway Church
Hilldrop Community Centre
Hillside Clubhouse
Historic England
Holloway Seventh Day Adventist Church
Holly Park Methodist Church
Holy Redeemer Clerkenwell
Homerton University hospital
Hope Baptist Church
Hope Church Newham
Husk Brewing
Immaculate Heart of St Mary and St Dominic
In & Around Covent Garden
Inclusion London
Independent Disability Advisory Group (IDAG)
Institution of Civil Engineers
Inter Faith Network
Iranian Community Centre
Isle of Dogs Children's Centre
Islington Bangladesh Association
Islington Chinese Association
Islington Parent Carers Forum
Islington Safer Transport Team
Islington Transport Aware
Islington Family Information Service
ITS Automotive
JAMI (Jewish Association for Mental Health)
John F Kennedy School, Beckton Campus
John Smith Children's Centre
Joint Mobility Unit
Kaizen Primary School
Keir Hardier Primary School
Kelly Group

Kensington Primary School
Kilburn Older Voices Exchange (KOVE)
Langdon School (Academy)
Lathom Junior School
LDN 4U Westminster
Learning Disabilities Partnership Board
Leonard Cheshire
Lister Community School
Little Ilford School
Living Streets
Living Streets - Islington
Living Streets - Kings Cross (Camden)
Living Streets - Newham
Living Streets - Tower Hamlets
Logistics UK
London Academy of Excellence
London Alevi Cultural Centre and Cemevi
London Ambulance Service - NC London
London Ambulance Service - NE London
London Ambulance Service - NW London
London Ambulance Service - SE London
London Ambulance Service - SW London
London Ambulance Service - Transport Lead
London Ambulance Service NHS Trust
London Borough of Camden
London Borough of Hackney
London Borough of Islington
London Borough of Newham
London Borough of Tower Hamlets
London Borough of Westminster
London Bridge Team
London Chamber of Commerce and Industry (LCCI)
London Councils
London Cycling Campaign (Camden)
London Cycling Campaign (City)
London Cycling Campaign (Hackney)

London Cycling Campaign (Islington)
London Cycling Campaign (Westminster)
London Design & Engineering
London European Partnership for Transport
London Faiths Forum
London Fire Brigade
London First
London General
London Gypsies & Travellers
London Gypsy and Traveller Unit
London Hire Ltd
London Living Streets
London Older People's Strategy Group
London Plus
London Road Safety Council
London TravelWatch
London Wetland Centre (South)
Longnor TRA
Major Road Baptist Church
Mandatory
Manor Park Christian Centre
Manor Primary School
Manor Road United Reformed Church
Marble Arch London BID
Marner Children's Centre
Marner Parents Forum
Maryland Primary School
Marylebone Association
Masjid e Quba
Masjid Madrasah Al-Tawhid Trust
McDonalds PLC
Meath Gardens Children's Centre
Media relations team Newham
Media team Islington
Media team Westminster
Metroline Travel Limited/ Metroline West Limited

Metropolitan Police (TMO for Barking & Dagenham/Havering/Redbridge/Newham)
Metropolitan Police (TMO for Barnet/Camden/Islington/Waltham Forest)
Metropolitan Police (TMO for Bexley/Greenwich/Lewisham/Southwark)
Metropolitan Police (TMO for Brent/Ealing/Harrow/Hillingdon)
Metropolitan Police (TMO for Bromley/Croydon/Lambeth)
Metropolitan Police (TMO for Enfield/Hackney/Haringey/Tower Hamlets)
Metropolitan Police (TMO for Heathrow Airport)
Metropolitan Police (TMO for Hounslow/Hammersmith & Fulham/K & Chelsea/Richmond)
Metropolitan Police (TMO for Kingston/Merton/Sutton/Wandsworth)
Metropolitan Police (TMO for Westminster)
Metropolitan Police Service
Mile End Children's Centre
Mile End Community Project
Monega Primary School
Mowlem's Children Centre
Members of Parliament
Mumderground
Mumsnet
National Autistic Society
National Express
National Federation of the Blind of the UK
National Grid
National Childcare Trust (NCT)
NCT- Hackney
NCT- Islington
NCT- Newham
NCT- Tower Hamlets
NCT- Westminster
Neighbourcare St John's Wood & Maida Vale
Nelson Primary School
New City Primary School
New Testament Church of God
New Unity
New West End Company (BID)
Newark Youth London
Newham College of Further Education

Newham Collegiate Sixth Form Centre
Newham Sixth Form College
Newham University hospital
Newham Family Information Service
NHS Property Services
NHS Tower Hamlets CCG
No Panic
No Place for Hate Forum
North Beckton Primary School
North London Mosque
North London Muslim Centre
Notting Hill Housing Trust
Oasis Academy Silvertown (Free School)
Odessa Infant School
Old Ford Housing Association (Circle Housing)
OnCue Transport
One Place East
One Westminster
Opinari Ltd
Ortegalink
Paddington Residents Active Concern On Transport (PRACT)
Pakistan Welfare Association
Park Primary School
PCOrentals
PCS
Peabody Trust
Plaistow Primary School
Planning Design
Plashet School
Poplar HARCA
Portaramp UK Limited
Portway Primary School
Press office Hackney
Prince's Trust
PrioritEyes Ltd
Providence Row Housing Association

Queen Elizabeth's Foundation for Disabled People
Quwwat-UI-Islam Society
Race Equality Foundation
Radha Krishna Temple
Railfuture Ltd
Ranelagh Primary School
Ravenscroft Primary School
Real - Local Voices and Accessible Transport Forum
Research Institute for Disabled Consumers
Residents Society of Mayfair and St James's
RMT Union
RNIB
Road Danger Reduction Forum
Road Safety Markings Association
Roadpeace
Rokeby School
Roman Catholic Church of St Gabriel
Roman Catholic Church of St John the Baptist
Roman Catholic Church of St Jude
Roman Catholic Church of St Monica
Roman Catholic Church of St Peter and St Paul
Roman Catholic Church of St Scholastica
Rosetta Primary School
Royal College of Nursing (RCN)
Royal Connections
Royal Institute of Chartered Surveyors (RICS)
Royal London Society for Blind People (RLSBP)
Royal Town Planning Institute (RTPI)
Salisbury Primary School
Sandringham Primary School
Sarah Bonnell School
Scope
Scott Wilkie Primary School
Selwyn Primary School
Sense
Sensory Needs Forum

Seventh Day Adventist Church
Shaftesbury Primary
Shaolin Temple
Sheringham Primary (Academy)
Shiloh Pentecostal Church
Sir John Heron Primary School
SITA UK
Skanska
Skills for Growth
Society Links Tower Hamlets
Soho Society
Somali Parent and Children Play Association
Southern Road Primary
Space Syntax
Spitalfields Housing Association
Sri Mahalakshmi Temple
St Andrew's Church
St Andrew's Islington
St Angela's and St Bonaventure's Sixth Form
St Angela's Catholic (Voluntary Aided)
St Anne's Roman Catholic Church
St Antony's Church
St Augustine's Church Highbury
St Barnabas Church Dalston
St Bartholomew's Church & St Mary Magdalene's
St Bonaventure's Catholic (Voluntary Aided)
St George and All Saints Church
St Helen's RC Primary School (Academy)
St James Church
St Joachim's RC Primary School (Academy)
St John at Hackney Church
St John the Evangelist
St John's Church
St Joseph's Church
St Joseph's Pastoral Centre
St Leonards hospital

St Luke's Church
St Mark's Church
St Mary Islington
St Mary of Eton Church
St Mary Stoke Newington
St Matthias Vicarage
St Peter De Beauvoir Town
St Saviours Church
St Silas Church Pentonville
St Stephen's Church
St Paul and St. James Church
Stagecoach
Star Primary School
Stay Safe
Stifford Community Centre
Stonewall
Stratford Newtown Methodist Church
Stratford Original BID
Stratford School Academy (Academy)
Suzy Lamplugh Trust
Swan Housing Association
Team London Bridge
Team Margot
Terrence Higgins Trust
TfL's Valuing People
Thames Clipper
The Aldgate Partnership
The Association of Guide Dogs for the Blind
The Bike Project
The British Dyslexia Association
The Crown Estate
The Kings Cross Baptist Church
The Lesbian and Gay Foundation - LGBT Carers Online Forum
The London Legacy Development Corporation
The Northbank London (BID)
The Redeemed Christian Church of God

The Residents' Society of Mayfair & St. James's
The Risen Christ and All Souls Church
The Round Chapel
The Royal Association of Deaf People (RAD)
The Royal Parks
The Royal Docks Academy
The Soho Society
This is Paddington (BID)
Thomas Pocklington Trust
Tollgate Primary School
Tollington Park Baptist Church
Tony Gee and Partners
Tower Hamlets Accessibility Forum
Tower Hamlets Community Housing
Tower Hamlets Community Transport
Tower Hamlets Council for Voluntary Services
Tower Hamlets Homes
Tower Hamlets Parents Advice Centre
Tower Hamlets Wheelers
Tower Hamlets Family Information Service
TPH for Heathrow Airport
Trailblazers, Muscular Dystrophy UK
Transport Associates Network
Transport Focus
Transport for All
Trekstock
UK Power Networks
UKIM - Masjid Bilal & Islamic Centre (East Ham Branch)
Unions Together
Unite the Union
Universal Church Of The Kingdom Of God
University College Hospital
Upper Clapton United Reformed Church
Upper Holloway Baptist Church
UpRising
Upton Cross Primary School

Urban Movement
Vicarage Primary School
Victoria BID
Visit Britain
Visit London
Visitor Economy Advisor
Visually Impaired in Camden
Voluntary Action Camden
W9
Wake Up Docklands
Walk London
Wapping Bangladesh Association
Wapping Children's Centre
Wesley's Chapel and Leysian Mission
West End Community Trust
West Ham Baptist Tabernacle
West Ham Parish Church
West Ham United FC
West Hampstead Amenity & Transport (WHAT)
West Hampstead BID
Westminster Public Realm Team
Westminster Safer Transport Team
Westminster Adult Social Care team
Westminster Local offer
Wheels for Wellbeing
Whittington hospital
Whizz-Kidz
Will Crooks TRA
William Davies Primary School
Winsor Primary School
Winvisible (Women With Visible and Invisible Disabilities)
Women in Transport
Woodgrange Baptist Church
Woodgrange Infant School

Appendix F: Demographics

Age

Age Group *	Total	%	General	% of total responses	Campaign	% of total responses
under 16	4	<1%	4	0%	0	0%
16-20	178	22%	29	4%	149	19%
21-25	52	6%	46	6%	6	1%
26-30	47	6%	47	6%	0	0%
31-35	40	5%	40	5%	0	0%
36-40	38	5%	38	5%	0	0%
41-45	55	7%	55	7%	0	0%
46-50	63	8%	63	8%	0	0%
51-55	54	7%	54	7%	0	0%
56-60	53	7%	53	7%	0	0%
61-65	61	8%	61	8%	0	0%
66-70	48	6%	48	6%	0	0%
71+	112	14%	112	14%	0	0%
Total	805	100%	650	81%	155	19%

*Please note age data is approximate

Gender

Please tell us your gender	Total	%	General	% of total responses	Campaign	% of total responses
Gender neutral/Agender	20	2%	2	<1%	18	2%
Man	322	37%	322	37%	0	0%
Non-binary	21	2%	7	1%	14	2%
Trans man	7	1%	0	0%	7	1%
Trans woman	118	13%	5	1%	113	13%
Woman	352	40%	348	40%	4	<1%
I use a different term	3	<1%	3	<1%	0	0%
Prefer not to say	35	4%	35	4%	0	0%
Total	878	100%	722	82%	156	18%

Ethnic

Please tell us your ethnic group	Total	%	General	% of total responses	Campaign	% of total responses
Asian or Asian British – Bangladeshi	13	2%	13	2%	0	0%
Asian or Asian British – Chinese	20	2%	17	2%	3	<1%
Asian or Asian British – Indian	22	3%	22	3%	0	0%
Asian or Asian British – Other	28	3%	18	2%	10	1%
Asian or Asian British – Pakistani	4	<1%	4	<1%	0	0%
Black or Black British – African	28	3%	27	3%	1	<1%
Black or Black British – Caribbean	11	1%	11	1%	0	0%
Black or Black British – Other	12	1%	8	1%	4	<1%
Mixed/Dual Heritage – Mixed Other	28	3%	13	2%	15	2%
Mixed/Dual Heritage – White and Asian	18	2%	11	1%	7	1%
Mixed/Dual Heritage – White and Black African	1	<1%	1	<1%	0	0%
Mixed/Dual Heritage – White and Black Caribbean	4	<1%	4	<1%	0	0%
Other Ethnic Group	81	10%	8	1%	73	9%
Other Ethnic Group – Arab	9	1%	6	1%	3	<1%
Other Ethnic Group – Kurdish	3	<1%	2	<1%	1	<1%
Other Ethnic Group – Latin American	12	1%	4	<1%	8	1%
Other Ethnic Group – Turkish	2	<1%	2	<1%	0	0%
White – British	322	38%	316	37%	6	1%
White – Irish	16	2%	15	2%	1	<1%
White – Other	144	17%	125	15%	19	2%
Prefer not to say	25	3%	24	3%	1	<1%
Gypsy, Roma or Irish Traveller	2	<1%	0	0%	2	<1%
Do not wish to disclose	43	5%	43	5%	0	0%
Total	848	100%	694	82%	154	18%

Disability

Do you consider yourself to be disabled as defined by the Equality Act 2010?	Total	%	General	% of total responses	Campaign	% of total responses
Yes	256	30%	107	12%	149	17%
No	536	62%	536	62%	0	0%
Prefer not to say	67	8%	65	8%	2	<1%
Total	859	100%	708	82%	151	18%