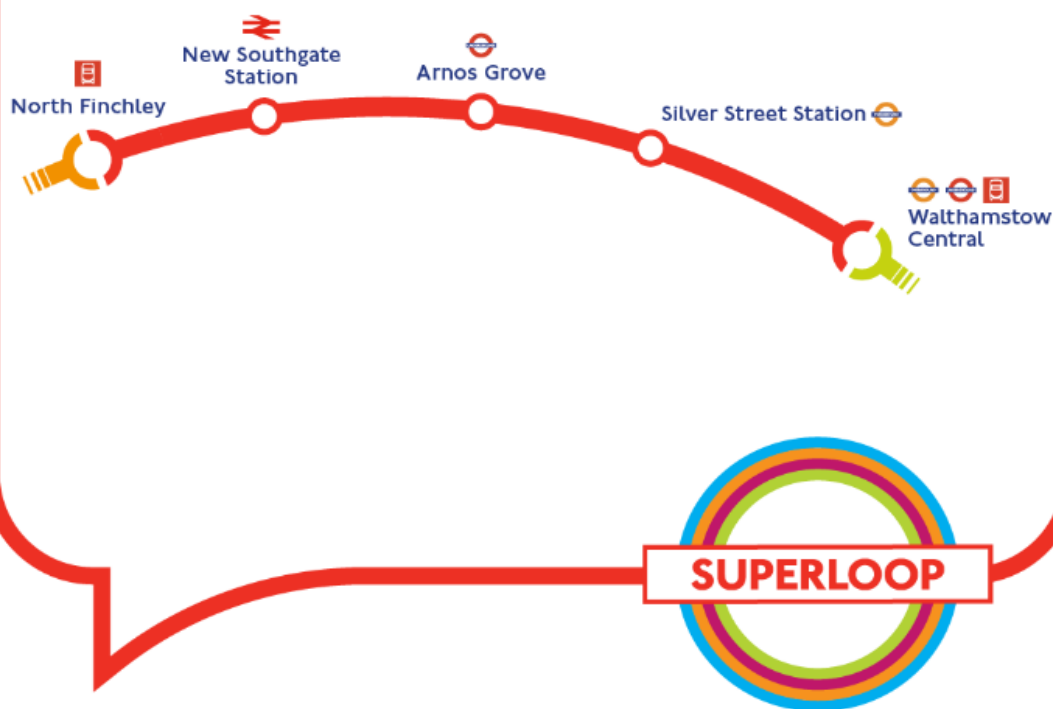


Quicker bus journeys between North Finchley and Walthamstow



Have your say.

Proposals for a new express bus route X34 between North Finchley and Walthamstow (renamed SL1), part of the Superloop

Response to issues raised
September 2023

Consultation Summary

Background

Between 9 June and 21 July 2023, we consulted on proposals for a new express stop bus service between North Finchley and Walthamstow, called the X34; since the consultation closed this has been renamed to SL1. This new service would be part of the Superloop, a network of express routes which would circle London and connect outer London town centres, hospitals, schools and transport hubs. The Superloop is a key part of the Mayor's commitment to improving the bus network in outer London.

We asked for feedback on whether the new Superloop service between North Finchley and Walthamstow would be more convenient and make journeys quicker for customers. We also wanted to understand whether the stops we were proposing for the express service were the right ones.

We received 773 responses to the consultation; 759 from the public and 14 from stakeholder organisations.

Response to issues commonly raised

We published the Consultation Report on 7 September which detailed who had responded to the consultation and what feedback we received.

Below are our responses to issues raised during the consultation. They have been grouped into themes.

Proposals

Table 1 Response to issues raised on proposals

Number	Theme	Code	Issue	Response
1	Request for additional stops	1.1	<p>Suggest additional stops in North Middlesex Hospital</p> <p>Suggest to relocate Eastbound North Middlesex Hospital stop on the other side</p> <p>Suggest replacing stop at Silver Street with North Middlesex Hospital</p>	<p>The new express route SL1 will serve stops A and B at Silver Street Station, providing nearby access to North Middlesex Hospital. We did consider serving Stop Q on Silver Street in the eastbound direction for the hospital; however, this wouldn't provide a closer access and the pedestrian route via a subway under the A406 may be considered undesirable by some people. Similarly serving Stop V on Sterling Way in the westbound direction was considered; however, again this would not provide a closer access – and serving stops Q and V would mean that the route would serve consecutive existing stops in both directions; reducing the efficiency of the express service. Only serving stops A and B would also enable flexibility of routeing between those stops and stops to the east, as buses could travel on either Silver Street or the A406 depending on which route provides the better traffic conditions at any given time of day.</p> <p>Serving the hospital site directly would also slow route SL1 considerably, making it slower than parallel existing bus route 34 through the area and therefore not providing a quick and direct link.</p> <p>Stops A and B at Silver Street station also offer same stop interchange with existing bus routes 444 and 491, which provide direct access to the North Middlesex Hospital site with a combined frequency of 8 buses per hour (bph) across both routes.</p>

		1.2		<p>The new express route SL1 will not stop at Great Cambridge roundabout. Running the SL1 on the A406 underpass beneath Great Cambridge roundabout allows the route to bypass the roundabout and reduce journey time as a result. It is important that express routes can use these facilities where possible and provide quicker journey times than a private car. In the case of Great Cambridge roundabout, use of the underpass is estimated to save two to four minutes in the direction toward Walthamstow and between one and two minutes in the direction towards North Finchley.</p> <p>Customers wishing to interchange between the SL1 and north-south routes on the A10 will be able to use same-stop interchange from the SL1 stops at Palmerston Road/Green Lanes and Silver Street Station. Increased frequency at these stops due to the combined bus services will allow passengers to complete this interchange with low waiting times.</p>
		1.3	<p>Suggest additional stop at the Great Cambridge roundabout on A406 / along A406</p> <p>Suggest additional stops at Meridian Water (once built)</p>	<p>The new express route SL1 will serve both Eley Trading Estate stop H in the direction toward Walthamstow and Ravenside Trading Estate stop J in the direction toward North Finchley; these two stops will also serve the Meridian Water Phase 2 development once this is built.</p>

		1.4	<p>Suggest additional stop between Crooked Billet and Silver Street e.g. Hall Lane/Costco</p> <p>Suggest additional stop at South Chingford (e.g. Chingford Road)</p> <p>Suggest additional stop around Chingford e.g. at Cook Ferry roundabout, Corktree, Eley Trading Estate</p>	<p>An additional stop has been added to new route SL1 at Eley/Ravenside Trading Estate for Meridian Water between Crooked Billet and Silver Street. It would not stop anywhere else between Silver Street and Crooked Billet Roundabout to minimise journey times by utilising flyovers on A406.</p> <p>The proposed route for the SL1 has been amended to serve stops CP and CQ on the A406 slip roads at Walthamstow Avenue to the north-west of Crooked Billet roundabout, as well as the originally proposed stops CH and CE on Chingford Road to the south of Crooked Billet roundabout (see Map 1). Although these two sets of stops are close together, they provide convenient pedestrian access to the SL1 from a dense residential area to the south of the A406 and also access from the South Chingford area, Holiday Inn and Salisbury Hall Sainsbury's to the north of the A406. From stop CQ, customers travelling toward Walthamstow Central on route SL1 will be able to interchange to routes heading north into Chingford Mount at stop CS (Walthamstow Stadium) on the A112, approximately 130 metres away. Customers travelling towards North Finchley on the SL1 will be able to change onto routes heading to Chingford Mount at stop CH. The SL1 will not have to deviate from the originally proposed routeing to serve both sets of stops, and therefore there is a low impact on journey times. The stops around Crooked Billet roundabout will be kept under review to understand usage at different stops.</p>
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		1.5	<p>Suggest additional stop in Walthamstow e.g. near Dog Stadium, Blackhorse Road, Crooked Billet, Whipps Cross roundabout</p> <p>Suggest additional stops in Walthamstow, e.g. between Crooked Billet Roundabout and Walthamstow Central</p> <p>Suggest additional stops in Palmers Green e.g. at Green Lanes, Station / suggest additional stop in Palmers Green (general)</p> <p>Suggest additional stop between Arnos Grove and Palmers Green e.g. at Warwick Road</p> <p>Suggest additional stop in Enfield (general) / suggest additional stop in Barnet (general)</p> <p>Suggest additional stop at Friern Barnet Town Hall / suggest removing stop at Friern Barnet Town Hall / suggest additional stops in Friern Barnet (general)</p> <p>Suggest only two stops - Arnos Grove and one other stop</p> <p>Suggest fewer stops between Silver Street and North Finchley bus station</p> <p>Suggestion to remove one of the stops in Walthamstow e.g. Walthamstow bus station, Walthamstow market, stops CH/CE</p> <p>Preference for fewer stops - Walthamstow, Silver Street, Arnos Grove and North Finchley</p> <p>Suggest the stops focus on interchange locations e.g. Walthamstow Market, Park and Rides, Bell Corner</p> <p>Preference for fewer stops (unspecified) / preference for more stops (unspecified)</p>	<p>The new express route SL1 has been designed to balance minimising journey times while maximising access when it does stop by serving transport interchanges.</p> <p>Walthamstow Central is a major transport interchange – the Market has unique interchange opportunities and is a town centre stop, Bell Corner is an interchange between new route SL1 and proposed new route SL2, and Crooked Billet stops are for interchange with routes to other parts of Chingford and the nearby retail park.</p> <p>Walthamstow Central also has considerably more shops and local facilities than Blackhorse Road. Additional stops in Walthamstow, for example near the Dog Stadium or on Blackhorse Road, would not serve Hoe Street, therefore missing a key local hub at Walthamstow Market. The SL1 will also serve Bell Corner.</p> <p>The SL1 will serve Palmers Green between Green Lanes and the A406. It will remain on the A406 in the Palmers Green area to achieve an express service and improve journey times for customers.</p> <p>The SL1 will stop in Friern Barnet town centre.</p>
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		1.6	<p>Suggest additional stop in Finchley e.g. West Finchley, Woodside Park, Woodhouse college, stops from 221 route such as Bellevue Road</p> <p>Suggest starting and terminating at Finchley Central tube station</p> <p>Suggest additional stops in Finchley (general)</p> <p>Suggest extending route to Edgware, e.g. to replace 221</p>	<p>The new express route SL1 will serve two pairs of stops at North Finchley at the bus station and for the High Road. It will also provide same-stop interchange for the new SL10 route.</p> <p>The route will be monitored when in service, though options to extend beyond to the west such as Mill Hill and Edgware would need supporting bus priority and strong demand for an express route.</p>
		1.7	<p>Suggest additional stop at Ravenside Trading Estate</p>	<p>The new express route SL1 will serve this stop.</p>
		1.8	<p>Suggest additional stop in Chingford Mount</p> <p>Suggest extending route to Chingford Station</p> <p>Suggest route should serve Chingford area e.g. Chingford Mount, Highams Park</p>	<p>The new express route SL1 will serve an additional stop in South Chingford on the A406. Chingford Station and Chingford Mount can be accessed via the stop at Crooked Billet.</p>
		1.9	<p>Suggest additional stop to serve Latymer school</p>	<p>The route for the new express route SL1 has been designed to serve key town centres and to provide interchange opportunities with other bus routes and stations between Walthamstow Central and North Finchley. This includes along the busiest section of existing bus route 34 between Arnos Grove and Walthamstow. The route has also been planned to use the A406 and roads with flyovers, suitable stops and bus priority measures in order to deliver on the aim of providing an express service. Deviating from the proposed routeing would increase journey times and therefore not meet this aim.</p>

		1.10	Suggest additional stop at hospitals e.g. Chase Farm, Memorial	The new express route SL1 will serve stops nearest to hospitals on line of route, for example, North Middlesex Hospital at Silver Street station.
		1.11	Suggest additional stop at Colney Hatch Lane (eastbound)	The new express route SL1 will stop at Colney Hatch Lane junction in Friern Barnet.
		1.12	<p>Wood Green is not on the express route for the SL1. Redirecting the SL1 via Wood Green would increase journey times and not meet the aim of providing a direct and efficient express route. Route SL1 will stop at Green Lanes stop V toward North Finchley and Palmerston Road stop O toward Walthamstow, providing access to SL1 approximately 500 metres from the northern boundary of Haringey.</p> <p>Suggest additional stop in Wood Green</p> <p>Concern the route does not serve Haringey</p>	<p>The new express route SL1 will serve stops along the A406 corridor around 500-800 metres to the north of the Haringey borough boundary. This road is most suitable for express buses rather than the roads to the south within the borough.</p>
2	Suggestions for different routes / stop locations	2.1	<p>Suggest stop at Brent Cross (general)</p> <p>Suggest replacing stop in North Finchley with one at Brent Cross</p>	<p>The route for the new express route SL1 has been designed to serve key town centres and to provide interchange opportunities with other bus routes and stations between Walthamstow Central and North Finchley. This includes along the busiest section of existing bus route 34 between Arnos Grove and Walthamstow. The route has also been planned to use the A406 and roads with flyovers, suitable stops and bus priority measures in order to deliver the aim of providing an express service. Deviating from the proposed routeing would increase journey times and therefore not meet this aim.</p>

		2.2	<p>Suggest additional stop in High Barnet</p> <p>Suggest additional stop in Edmonton Green, inc Trinity Park</p> <p>Suggest additional stop at Southgate station</p> <p>Suggest additional stop around Whetstone e.g. at Totteridge and Whetstone station, Oakleigh Road, Raleigh Drive</p> <p>Suggest additional stop at Beaconsfield Road</p> <p>Suggestion to reroute through Whetstone e.g. by the Griffin, High Road</p> <p>Suggestion for route to serve new developments, e.g. around Brunswick Park Road</p> <p>Suggestion to reroute back to Walthamstow via Waterworks Roundabout</p> <p>Suggest including entire route of 34</p> <p>Suggest additional stop in Barnet (general)</p>	<p>The new express route SL1 is designed to offer an alternative route on the busiest section of existing bus route 34 between Arnos Grove and Walthamstow. The route between Arnos Grove and Barnet Church will continue to be served by route 34, along with parallel existing bus routes 184, 234, 251, 263 and 326 also serving these areas.</p> <p>The new express route SL1 would serve Beaconsfield Road. It is also proposed that the new express route SL2 would serve Ilford and Barking, with interchange available for Romford at those locations.</p>
		2.3	<p>Suggest moving stop in Palmers Green to Palmerston Road</p>	<p>The new express route SL1 will serve Green Lanes stop V westbound for Palmers Green. This stop has a shelter unlike the following stop where off street parking prohibits one. It is also in a bus lane; the express route would occasionally encounter other all stopping routes (e.g. existing bus route 34) and would therefore have to wait at this stop during heavy traffic on the A406. Eastbound it would serve Palmerston Road stop.</p>
		2.4	<p>Replace Palmerston Road stop to Pymmes Road</p> <p>Suggestion for route to include train stations and major bus stops/stations</p> <p>Suggestion for stops to be better spread along the route</p>	<p>The new express route SL1 has been designed to balance minimising journey times while maximising access when it does stop by serving transport interchanges.</p>

		2.5		The route for the new express route SL1 has been designed to serve key town centres and to provide interchange opportunities with other bus routes and stations between Walthamstow Central and North Finchley. This includes along the busiest section of existing bus route 34 between Arnos Grove and Walthamstow. The route has also been planned to use the A406 and roads with flyovers, suitable stops and bus priority measures in order to deliver the aim of providing an express service. Deviating from the proposed routeing would increase journey times and therefore not meet this aim.
		2.6	Concern about route not serving Enfield/ North Enfield	
		2.6	Suggestion to use Wadham Road to serve areas underserved by public transport	The new express route SL1 will provide efficient and direct services between key interchange locations, terminating at Walthamstow Central in the east. Wadham Road lies to the east of Crooked Billet roundabout and beyond the line of route of SL1; extending the route eastward would make the route indirect and not meet the aim of providing a direct route.
		2.7	Suggest link to other Superloop services e.g. in Harrow	The new express route SL1 has been designed to provide same-stop interchange at North Finchley with new route SL10, for onward travel to places such as Harrow.
		2.8	Concern about duplication/ additional buses on route	The new express route SL1 is designed to cover the busiest sections of existing bus routes 34 and 221, with frequency reduced on route 34 during Monday to Saturday daytimes. Demand on the new route is forecast to match the capacity, and new unique links that are not duplicated are created between North Finchley and Arnos Grove, Edmonton and Walthamstow.
		2.9	Suggest an additional orbital route further out	Once the new Superloop routes start running, all routes will be monitored for usage. This data will be used as part of assessing potential future bus routes, including those further out in outer London.
		2.10	Suggest a cross-borough approach/ Superloop as single route/ much longer route	The new express route SL1 has been designed to terminate at the large town centres of North Finchley and Walthamstow, and to be a suitable route length to ensure reliability. The new express routes are designed to connect with one another for continued journey opportunities.

3	Suggestions for different start / end points	3.1	<p>Suggest additional stops at Hadley Highstone/ Potters Bar Bus Garage or Station/ following 134, W7 or 84 route</p> <p>Suggest additional stop at Woodford Green</p> <p>Suggest extending to Leytonstone</p> <p>Suggest route extending to/terminating at Stratford</p> <p>Suggest extending route to other locations e.g. Tottenham Hale, Redbridge Station, Abbey Wood, Barnet hospital, Elstree & Borehamwood</p> <p>Suggest extending route to Romford/Ilford/Barking</p> <p>Consider terminating route outside of Town Centres</p>	<p>The new express route SL1 has been designed to terminate at the large town centres of North Finchley and Walthamstow. The route will be monitored when in service, though options to extend beyond to the south such as Leytonstone, Leyton and Stratford would need supporting bus priority and strong demand for an express route.</p> <p>It is also proposed that the new express route SL2 would serve Ilford and Barking, with interchange available for Romford at those locations.</p>
4	Request for fewer stops	4.1	<p>Suggest removing stop at Southgate</p>	<p>The route for the new express route SL1 has been designed to serve key town centres and to provide interchange opportunities with other bus routes and stations between Walthamstow Central and North Finchley. This includes along the busiest section of existing bus route 34 between Arnos Grove and Walthamstow. The route has also been planned to use the A406 and roads with flyovers, suitable stops and bus priority measures in order to deliver the aim of providing an express service. Deviating from the proposed routeing would increase journey times and therefore not meet this aim.</p>

5	Comments about frequency / service	5.1	<p>Concern about reduction in frequency on other routes e.g. 34, 221</p> <p>Concern about impact of reduction in frequency of certain buses e.g. will lead to overcrowding of other routes</p>	<p>By serving the busiest section of existing bus route 34 with the new express route SL1, there will be a combined frequency of 11 buses per hour (bph) at the busiest stops. This means we can reduce the frequency of the existing bus 34 route. This daytime frequency reduction will be monitored and we will make changes if necessary.</p> <p>We initially proposed that route 34 would be reduced from 5 to 4 bph in the evenings. However, in response to concerns raised in the consultation about this proposal disadvantaging people wanting to make local journeys in the evening, we will not be progressing with this. There will therefore be an evening frequency of 9 bph at stops served by both the SL1 and the 34, and a high frequency service would be maintained at local stops served only by route 34.</p>
		5.2	Suggestion to increase frequency	Frequencies have been set to match forecast capacity to demand. Frequencies on routes 34, SL1 and other parallel routes will be monitored post-implementation of the service changes.
		5.3	Suggestion for X34/ existing 34 bus to become a 24-hour route	Thank you for the suggestion. The new express route will be monitored once it is in service.
6	Comments about interchanges	6.1	Concern about connections to other buses including other Superloop routes	The new express route SL1 has been designed to balance minimising journey times while maximising access when it does stop by serving transport interchanges. It will also interchange with the new express route SL10 at North Finchley, and with the proposed new express route SL2 at Walthamstow.
		6.2	Suggest bus stops are paired opposite each other	This is typically the case, however we have had to split some stops to provide better waiting facilities such as shelters, clearways and bus priority measures.
7	Existing buses / roads / infrastructure	7.1	<p>Suggestion for dedicated bus lanes or bus priority measures</p> <p>Concern about congestion delaying journeys/ particular roads causing delays</p>	We will continue to work with Barnet, Enfield and Waltham Forest councils to identify locations and options for bus priority measures. We have done a review of suitable locations for bus lanes within the boroughs along the line of the new express route.
		7.2	Concern about poor design / layout/ cleanliness/ maintenance of existing buses	All TfL buses are routinely maintained and designed to have layouts that balance the needs of our diverse customer base.

		7.3	<p>Suggestion about improving bus/ bus stop information</p> <p>Concern about existing bus infrastructure e.g. bus stops</p> <p>Suggest clear signage to direct passengers/ improve information provision</p> <p>Suggestion to improve design on bus stops/express buses</p>	<p>All bus stops on the new express route SL1 are currently being reviewed to understand if any improvements need to be made, for example to infrastructure (e.g. shelters) and customer information. New infrastructure will be installed where viable.</p>
		7.4		<p>Bus drivers undergo in-depth training on the importance of driving at safe speeds. Intelligent Speed Assistance has been fitted onto some vehicles in our fleet and has continued to be rolled out on new vehicles since 2019. We are also developing a speed compliance tool which can be used to monitor the speed of buses across our network and help in the identification of hotspot areas for which we can focus our efforts to prevent speeding.</p> <p>A Vision Zero bus driver training plan is in development. The training will teach new skills in hazard perception, better understanding of the risks to pedestrians, cyclists and motorcyclists, as well as ways of preventing driver fatigue.</p>
		7.5		<p>Work-related violence and aggression are classified as either physical assault, threat or verbal abuse. We have published a pan-TfL strategy with the long term aim to eradicate work-related violence and aggression. All TfL staff have the right to do their job without fear or intimidation and we do not tolerate any violence, aggression, or threatening behaviour towards them. We take workplace violence extremely seriously and know that it is underreported, so we always encourage staff to report any instance of abuse whether physical or non-physical so that preventative measures can be taken, and the strongest penalties brought against offenders.</p> <p>Many reports of aggression and abuse towards bus drivers are captured when drivers call into the Network Management Control Centre and ask for police assistance.</p>
		7.6	Focus on improving / adding more local routes over long-distance express services	We are continuing to review our bus network across London, including introducing more mileage into outer London in various places.
		8.1	Suggestion to use New Routemasters/ electric vehicles - improving design/ accessibility of buses	We have a long-term plan for buses known as the Bus Action Plan. The plan commits to an inclusive customer experience which makes travelling by bus easy, comfortable and accessible to all. As part of improving the experience for customers when on the bus, we have been trialling various features on existing route 63 and are soon to do so on existing route 358. Although we cannot commit to a specific vehicle type being used the bus routes included in this consultation, we do intend to incorporate what we have learnt from the trials on our network as we roll out new buses.
8	General suggestions			

		8.2	Suggestion regarding route naming e.g. Superloop routes should be named 'SL...', keep route name as X34, rename as X221	We have now announced that all Superloop buses will have an 'SL' prefix, following customer research.
		8.3	Reroute 34 to stop at Meridian Water	The new express route SL1 will serve stops nearest Meridian Water on the A406.
		8.4	Suggestion to implement trial run/ monitoring	All new Superloop routes will be monitored post-implementation for usage with further plans developed where a need is identified.
9	General concerns / objections	9.1	Concern about pollution	All TfL buses are ULEZ compliant with over 1,000 zero emissions buses now in our fleet.
		9.2	<p>Concern the route will not be used / lack of demand</p> <p>Concern scheme provides no additional benefit</p> <p>Concern that time saving benefits are negligible</p> <p>Concern that introduction of new route will lead to more private travel e.g. by car</p> <p>Suggest the scheme is a "waste of money"/ unnecessary</p>	<p>There are already a number of express bus routes in London, and our research on new route x140 suggests its introduction boosted usage. In addition, the introduction of the new express route SL1 will provide a net increase of 3.5 buses per hour, giving customer new travel opportunities and quicker journey times.</p> <p>Overall, the new route gives customers an increase in service and will improve public transport opportunities, making it more attractive compared to private car use.</p>
		9.3	Concern about poor planning/ research/ advertising	For our response to issues raised about the quality of the consultation please see the 'Quality of consultation' section of this document.
		9.4	Concern that scheme causes accessibility issues for people with disabilities / vulnerable people	No stops will be left unserved as a result of this scheme. The new express route SL1 stops are being reviewed for accessibility issues, but we will continue to monitor this and listen to feedback.
10	Out of scope	10.1	Reinstate 84 bus route	Thank you for your suggestion, we understand that Hertfordshire County Council are investigating this.
		10.2	Reinstate 29 bus / Introduce X29 limited stop route	This is not viable due to unsuitable roads for express buses and duplication with rail services for longer distance connections.
		10.3	Research Red Arrow in Nottingham and Derby	Thank you for your suggestion.
		10.4	Suggestion for Superloop route to be tram instead of bus	The new express route SL1 uses existing highways that are predominately A roads shared with other traffic. There are no current plans to convert buses to trams.
		10.5	Suggest redesigning road infrastructure e.g. new flyover on A406, pedestrian crossing at Gloucester Road, widen roads	All bus stops on the new express route SL1 are currently being reviewed to understand if any improvements need to be made, for example to infrastructure (e.g. shelters) and customer information. New infrastructure will be installed where viable.

Quality of consultation

Table 2 Response to issues raised on the quality of the consultation

Number	Theme	Code	Issue	Response
1	Survey questions	1.1	Concern about quality / lack of maps in the survey	We provided links within the survey questions back to our proposals and to the maps.
			Concern over accessibility of the survey (e.g. font too small, too much information)	We will however take this feedback on board to understand how we can improve our surveys and the experience of our customers.
		1.2	Concern that survey questions are too restrictive / leading Unable to answer some questions / no answer relevant to them	The consultation survey questions were designed to understand how respondents used our services now, would use the proposed express service in the future and asked for their thoughts on the proposals via a free text box. We do not consider there was any restriction as to how people commented, and this is reflected in the feedback we have received
		1.3	 Concern about difficulties with opening survey / account set up Concern about long / repetitive questions e.g. demographics, postcode	 Registration is now required to respond online to our consultations to enable us to notify people of the outcome of the project or provide an update and allow us to notify people about other projects that may be of interest to them. It also helps us to ensure that people adhere to our community guidelines, underpinning a safe, constructive environment for everyone using ‘Have your say’. This includes optional questions about demographics so that we can understand whether a particular group who may be impacted by our proposals is not responding, or is responding with specific concerns we need to address. While registration is required when someone is using the consultation portal to respond through the online questionnaire for the first time, as detailed above, it was also possible for responses to be submitted by email and post. A FREEPOST address was provided, and no postage charges applied. In addition, a telephone line was made available for people to talk to us in person.

2	Promoting the consultation	2.1	<p>Concern about lack of advertising to raise awareness of consultation / to the wider area</p> <p>Concern about lack of advertising of non-digital response methods</p>	<p>We want our consultations to be fully accessible to anyone that wants to take part. We publicised the consultation in a variety of digital and non-digital ways; this is outlined in the Consultation Report.</p> <p>Following feedback to this consultation we increased our non-digital promotion of new consultations by updating our bus stop posters with information showing the telephone number and FREEPOST postal address.</p>
3	Information in the consultation	3.1	Concern about the lack of information / detail (e.g. exact location of bus stops, frequency, timings)	The purpose of the consultation was to understand whether the proposed stops for the new express route were in the right locations. We had not yet finished the planning on the exact stop locations and therefore could not share this information.
		3.2	Concern about typo(s) / error(s) in the consultation material	While we take every care to make sure our material is accurate, we thank you for the feedback on any typos that were made.
4	General concerns / objections	4.1	<p>Specific concern about scheme design, route planning, branding</p> <p>Specific suggestion / concern about buses (general) (e.g. accessibility)</p>	For our response to issues raised about the proposals please see the 'Proposals' section of this document.
		4.2	<p>Concern that responses will not be listened to / undemocratic</p>	<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>