

Quicker bus journeys between
Walthamstow and North Woolwich



**Proposals for a new express bus route SL2
Walthamstow and North Woolwich, part of the
Superloop**
Consultation Report
October 2023

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MAYOR OF LONDON

 **TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

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1. Executive Summary

Between 21 July and 4 September 2023, we consulted on proposals for a new express stop bus service between Walthamstow and North Woolwich, called the SL2. 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 Walthamstow and North Woolwich 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 814 responses to the consultation; 799 from the public and 15 from stakeholder organisations.

We received positive feedback to our proposals, with 63 per cent of respondents saying that a new express bus service between Walthamstow and North Woolwich would make their journey more convenient. 69 per cent of respondents also said that they thought our proposals would make their journey quicker, and 55 per cent of respondents said they would be likely to use the SL2 to replace a journey made by private car.

We asked people whether they thought the number of stops we are proposing for the express route was right. 38 per cent of respondents thought these were 'just right' and 35 per cent of respondents thought there should be more stops.

We gave respondents the opportunity to also give us their feedback in an open text box, and received both positive comments here about the proposal for the SL2 and for Superloop more generally, and concerns about the proposals. We received a number of comments about the lack of service to Havering and Romford. Some people commented on the lack of interchange with proposed route SL3 in Thamesmead, and with London City Airport. We also received a number of suggestions for alternative stop locations. The full list of themes raised can be found in Appendix A and will be answered in a Response to Issues Raised document, published in the coming weeks.

1.1 Next Steps

Following careful consideration of all the feedback we received to the consultation, we have decided to proceed with our proposals but with some adjustments.

The SL2 will now serve a new pair of stops in Beckton at the A1020 junction with Armada Way to the west of Gallions Reach Shopping Park. We received feedback during the consultation that residents wanted a connection to this area and the SL2 will now reduce existing journey times for customers and provide a direct route.

All issues raised in the consultation will be answered in a Response to Issues Raised document, published in the coming weeks.

2. About the consultation

2.1 Purpose

The objectives of the consultation were:

- To give stakeholders and the public easily understandable information about the proposals and allow them to respond
- To understand any issues that might affect the proposal of which we were not previously aware
- To understand concerns and objections
- To allow respondents to make suggestions

2.2 Potential outcomes

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the scheme as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with a revised scheme

2.3 Consultation history

The SL2 consultation was the third of the new Superloop consultations and was launched at the same time as consultations on the SL3 between Thamesmead and Bromley, and SL5 between Bromley and Croydon.

2.4 Who we consulted

The consultation was open to anyone who might be impacted by our proposals, and anyone who wanted to have their say and give us their feedback. We targeted residents and businesses in the boroughs of Barking & Dagenham, Newham, Redbridge, and Waltham Forest, as well as schools, places of worship, local amenities and London City Airport.

In addition we wanted to reach commuters into and around Barking & Dagenham, Newham, Redbridge and Waltham Forest and the neighbouring boroughs e.g. Havering, who may be interested in the proposals. To do this we targeted customers who use the existing 123 bus and promoted the consultation at Underground and National Rail stations along the proposed route.

We also consulted with stakeholder groups and local community groups, the London Boroughs of Barking & Dagenham, Newham, Redbridge and Waltham Forest and both local, pan-London and national elected representatives. We used established networks, channels and stakeholder lists to maximise engagement with the consultation, and asked stakeholders to promote the consultation through their own channels and social media.

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

2.5 Dates and duration

We consulted between 21 July and 4 September 2023. The consultation lasted for six weeks.

2.6 What we asked

The purpose of the consultation was to receive feedback on the stops proposed as part of the new SL2 route. We asked a number of questions about the proposed stops, including having an open text question for more detailed responses. We also asked questions about how a new express bus route between Walthamstow and North Woolwich might impact journeys.

A copy of the full consultation survey can be found in Appendix B.

2.7 Methods of responding

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

It was possible for respondents to complete a consultation survey by visiting our website: <https://haveyoursay.tfl.gov.uk/sl2-superloop>

Comments could also be submitted by email to haveyoursay@tfl.gov.uk or in writing to FREEPOST TFL HAVE YOUR SAY (SL2).

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

We printed and sent paper versions of all our materials by post on request, and we provided a telephone call back service for respondents to get in touch with any questions.

2.8 Consultation materials and publicity

Consultation materials were hosted on the website:

<https://haveyoursay.tfl.gov.uk/sl2-superloop>

As well as information on the website about our proposals and changes to existing services, we provided the following information:

- Geographic map showing proposed route SL2
- An area map showing how the SL2 would connect to existing bus routes, train and Underground lines
- Linear consultation maps showing stops on the proposed route SL2
- Easy Read versions of the consultation information and survey, co-produced with accessibility experts
- An initial Equality Impact Assessment (EQIA) on the proposals
- A downloadable version of the standard consultation questions for respondents who may have preferred to respond in writing
- A downloadable version of our bus stop poster/ leaflet
- British Sign Language (BSL) video of the proposals

We received 18,000 visits to the website and information in the 'Documents' section was downloaded a total of 5,660 times.

To help support London's diverse communities, our Have Your Say website is also able to translate our consultation materials into many different languages.

We publicised the consultation across a range of media, including via emails to stakeholders and the public, social media, a press release, posters at bus stops and online. This is detailed below:

Emails to public/stakeholders

In order to reach as many people who might be interested in the proposals as possible, we sent 185,570 emails to TfL customers in Barking & Dagenham, Newham, Redbridge and Waltham Forest. This also included users of the 123 bus and customers who use Underground and National Rail stations along the proposed route. We sent a further 'last chance to have your say' email to the same group towards the end of the consultation. We also sent an email to 1,705 people who had already signed up to our Have Your Say platform and entered a postcode which was in the area the proposals might serve.

767 local, pan-London and nationwide stakeholders also received an email notifying them that the consultation had launched and providing social media assets to promote the consultation through their own channels. These stakeholders included community groups, transport user groups, accessibility stakeholders and a range of other groups. We also sent a bulletin to the 310 people that had signed up for updates about Superloop on the Superloop Have Your Say page.

Media activity

We produced a press release at the launch of consultation and the consultation was promoted in the Metro newspaper travel page on 15 August.

The consultation also featured in the Evening Standard, online articles and blogs, following the launch of the consultation.

On-site advertising

We promoted the consultation through posters at bus stops along the proposed route

and at Walthamstow Central, Ilford, Royal Victoria Gardens, King George V, Gallions Reach, Barking and Gants Hill stations. There were also posters at Walthamstow Central Bus Station. We visited businesses, schools, nurseries, hospitals, health centres and community venues along the route to distribute leaflets and posters.

We went out along the proposed route on 11 different occasions where we spoke to members of the public and handed out leaflets and stickers, answered questions and promoted the consultation. We also handed out leaflets and stickers on the existing 123 bus route.

Digital advertising

We launched a social media campaign to promote the consultation and to sign post people to the Have Your Say webpage for information and to give us their feedback. This included posts on Twitter, Instagram (posts and stories), LinkedIn, Facebook and Nextdoor by TfL and City Hall social media accounts. We also supplied stakeholders with social media assets so that they could promote the consultation through their channels to their own audiences.

We also used social media advertising targeted at users up to and within a two mile radius of the borough boundaries of Barking & Dagenham, Newham, Redbridge Waltham Forest in order to promote the consultation to people who might be impacted and would find information on our proposals beneficial.

The consultation was promoted on the TfL website front page for the duration of the consultation.

Copies of all publicity and promotional materials can be found in Appendix C.

2.9 Equalities Assessment

An initial Equalities Impact Assessment (EQIA) was written for the proposals and this was provided on the consultation webpage. The EQIA identified and examined in more detail what positive and negative impacts the SL2 proposals may have on individuals with protected characteristics, together with our equality objectives and how we proposed to mitigate any negative impacts.

We provided access to the consultation in a combination of paper based (leaflets), online (emails and web pages) and non-digital (telephone service, face-to-face sessions) methods to help remove barriers to taking part. To encourage participation in the consultation from protected groups, we targeted bus users and local residents with emails, leaflets and through face-to-face engagement in the local areas. Easy Read versions of the consultation document and questions were also produced and made available for participants.

The EQIA document remains under review and will be updated to reflect any relevant new information received as part of the consultation process

2.10 Analysis of consultation responses

The consultation was analysed by an independent external company called Steer. TfL supplied the consultation feedback to Steer at regular intervals throughout the consultation, with a final dataset supplied two days after the consultation had finished to ensure all feedback had been captured. Where respondents gave their feedback via email and not through the Have Your Say survey, this information was uploaded onto the survey by the TfL Consultation lead and supplied in the final dataset to Steer.

All closed questions were reviewed, and the results tabulated and reported on; the proportions shown for each question exclude respondents who chose not to respond or said 'prefer not to say' to that question.

Steer analysed the open question by assigning – or coding – the points made by each respondent to one or more codes within a code frame. Each code is a point raised by respondents in their response. This enables the same or very similar points to be raised (and expressed in a variety of ways) by multiple individuals to be categorised within the code frame. From this, it is possible to count how many times the same or very similar points have been mentioned by respondents. Each response was coded to one or multiple codes, depending on the number of points shared by the respondent. Codes were grouped thematically, for example into suggested stop locations, route, equalities etc., and specific stop locations were coded. The full code frame can be found in Appendix A.

Quality checks were taken throughout the process, both by Steer and by the TfL Consultation lead.

3. About the respondents

3.1 Number of respondents

We received a total of 814 responses to the consultation. A breakdown of public and stakeholder response numbers is in the table below.

Table 1 Number of respondents

Respondents	Total	%
Public responses	799	98
Stakeholder responses	15	2
Total	814	100

3.2 How respondents heard about the consultation

We asked respondents how they heard about the consultation. Note with this question, respondents could choose more than one option.

482 people responded to this question and a breakdown of how they heard about the consultation is in the table below.

Table 2 How respondents heard about the consultation

How respondents heard	Total
Received an email from TfL	276
Read about it in the press	69
Saw it on the TfL website	40
Social media - Facebook	36
Saw a publicity poster	23
Social media - Instagram	13
Other e.g. word of mouth, other social media channel (Twitter, Nextdoor)	85
Total	482

3.3 Methods of responding

We received responses in a number of ways, with the majority of respondents using the online consultation survey on Have Your Say. A breakdown of how people responded is in the table below.

Table 3 Methods of responding to the consultation

Methods of responding	Total	%
Consultation survey	701	86
Email response	110	14
Letter	3	Less than 1
Total	814	100

3.4 Who responded

We wanted to understand who was responding to the consultation. The majority of respondents were local residents, and most respondents were from a London borough that the SL2 route is not proposed to run through. Breakdowns of who responded are in the table below, along with a chart showing an analysis of postcodes provided as part of consultation responses.

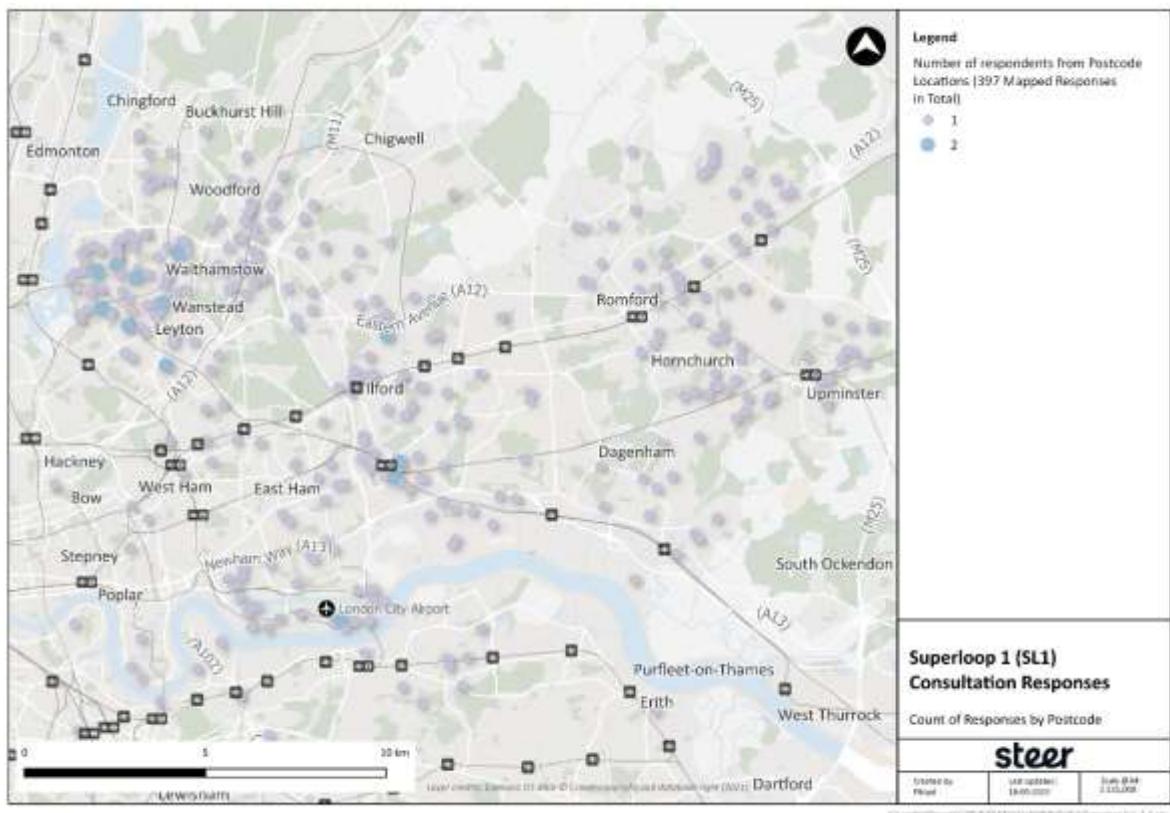
Table 4 Who responded to the consultation

Respondent type	Total	%
A local resident	345	59
Not local but interested in the scheme	59	10
A visitor to the area	53	9
A commuter to the area	53	9
Employed locally	44	8
Other	21	4
A local business owner	8	1
Total	583	100

Table 5 Where respondents were from

Respondent location	Total	%
I live in another London borough	164	35
London Borough of Waltham Forest	97	20
London Borough of Redbridge	94	20
London Borough of Newham	62	13
London Borough of Barking & Dagenham	44	9
I live outside London	14	3
Total	475	100

Figure 1 Analysis of respondent postcodes



We ask a set of standard demographic questions in all of our consultations. Charts showing how people responded to the consultation can be found in Appendix D.

3.5 Why did respondents respond to the consultation

We asked respondents why they had chosen to respond to the consultation. Note that respondents could choose more than one option.

471 people responded to this question. A breakdown of how people responded is shown in the table below

Table 6 Why did respondents respond to the consultation

Why did you respond	Total	%
I'm a resident living along the proposed bus route	182	39
I live in Waltham Forest, Redbridge, Barking & Dagenham or Newham and I'm interested in the proposals	176	37
None of the above, but interested in the proposals	118	25
I commute to work through Waltham Forest, Redbridge, Barking & Dagenham or Newham	98	21
I'm a visitor to the area and interested in the proposals	60	13
I work at the business along the proposed bus route	25	5
I attend a school, college or university along the proposed bus route	8	2
I own or run a local business along the proposed bus route	6	1
Total	471	100

3.6 Current travel patterns in and around Barking & Dagenham, Newham, Redbridge and Waltham Forest

We asked for feedback on how respondents currently travel in and around Barking & Dagenham, Newham, Redbridge and Waltham Forest. This helped us with our understanding of how well used the existing bus routes are and whether a number of journeys currently made by private car could be made by the proposed new express bus service in the future.

The tables below show what feedback we received to each question.

Table 7 Question: Out of the following options, which do you use most frequently to travel around Waltham Forest, Redbridge, Barking & Dagenham or Newham

Bus	Train or Tube	Private car	Walking	Cycling	Other not listed above (please specify)	Taxi	Total
191	147	82	41	19	12	2	494
39%	30%	17%	8%	4%	2%	0%	100%

Table 8 Question: If you answered 'Private car', how often do you use it?

A few times each week	Every day	A few times each month	Monday to Friday only	Weekends only	Total
32	22	17	5	3	79
41%	28%	22%	6%	4%	100%

Table 9 Question: If you answered 'Bus', how often do you use it?

A few times each week	Every day	A few times each month	Monday to Friday only	Weekends only	Total
75	56	21	11	5	168
45%	33%	13%	7%	3%	100%

Table 10 Question: If you travel by bus locally, do you travel on the route 123?

Yes	No	Total
151	311	462
33%	67%	100%

4. Summary of all consultation responses

This chapter explains how all respondents responded to the consultation. All questions were optional and the number of people that provided a response varied between questions.

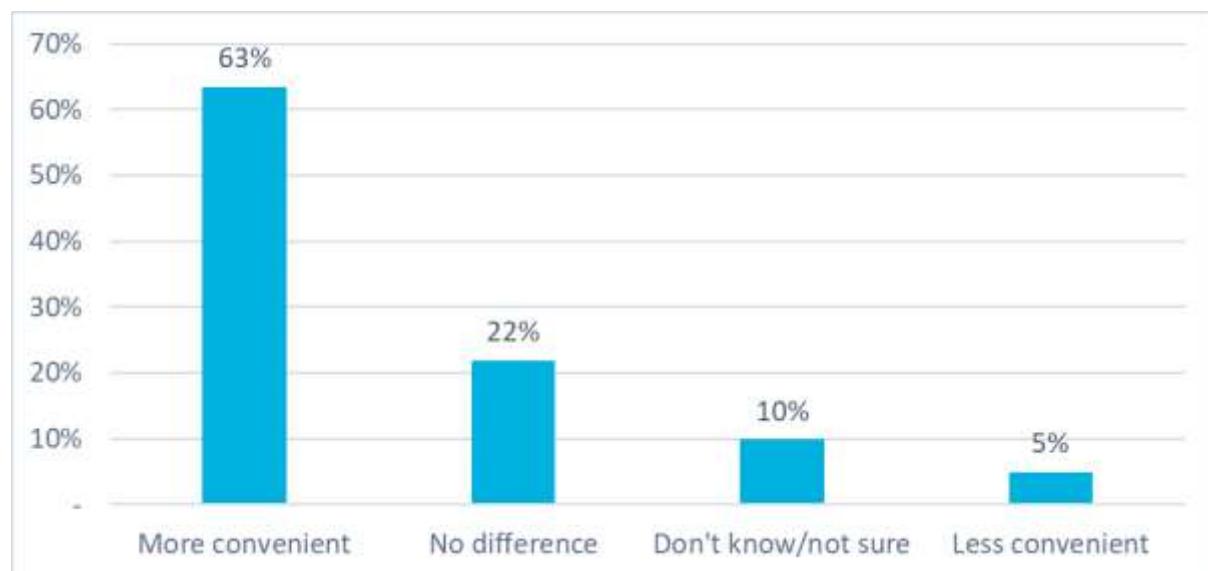
4.1 Summary of responses to Question: Based on our proposals, do you think a new limited stop express route would be more or less convenient for you to use?

599 people responded to this question.

We asked people if a new limited stop express route would make their journeys more or less convenient. The chart below shows all responses.

63 per cent of respondents to this question said that the proposals would make their journey more convenient. Five per cent of respondents said it would make their journey less convenient.

Figure 2 Based on our proposals, do you think a new limited stop express route would be more or less convenient for you to use?



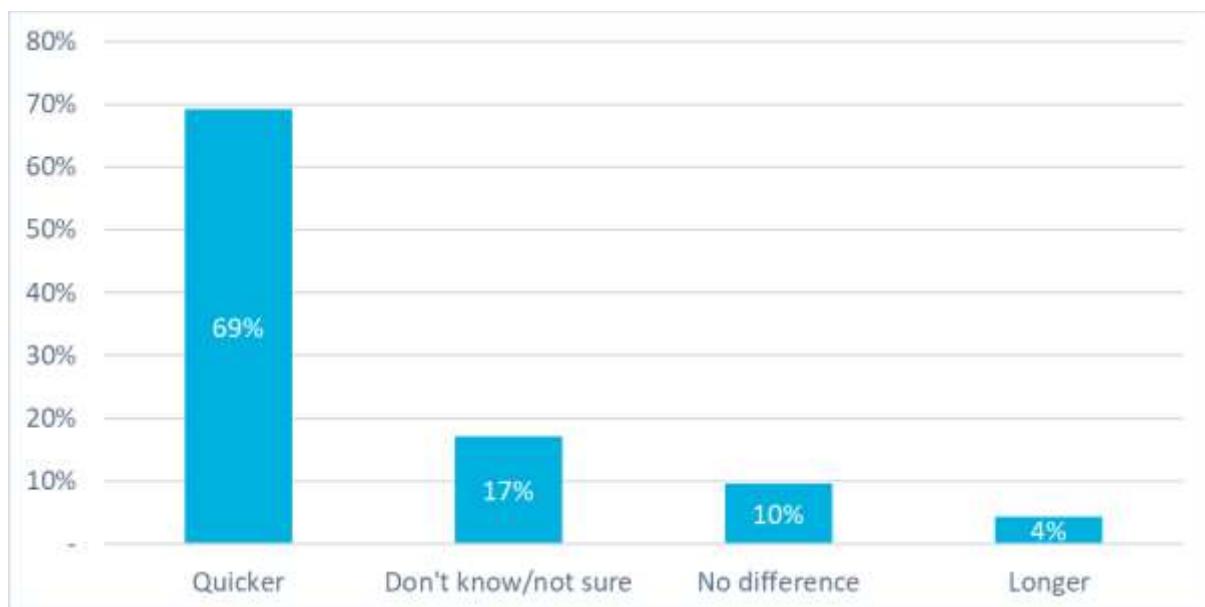
4.2 Summary of responses to Question: If you used a new limited stop express bus route, do you think your journey time on the bus would be...

500 people responded to this question.

We asked people whether our proposals would make journeys quicker or longer. The chart below shows all responses.

69 per cent of respondents thought the proposals would make their journey quicker, and four per cent of respondents thought it would make their journey longer.

Figure 3 If you used a new limited stop express bus route, do you think your journey time on the bus would be...



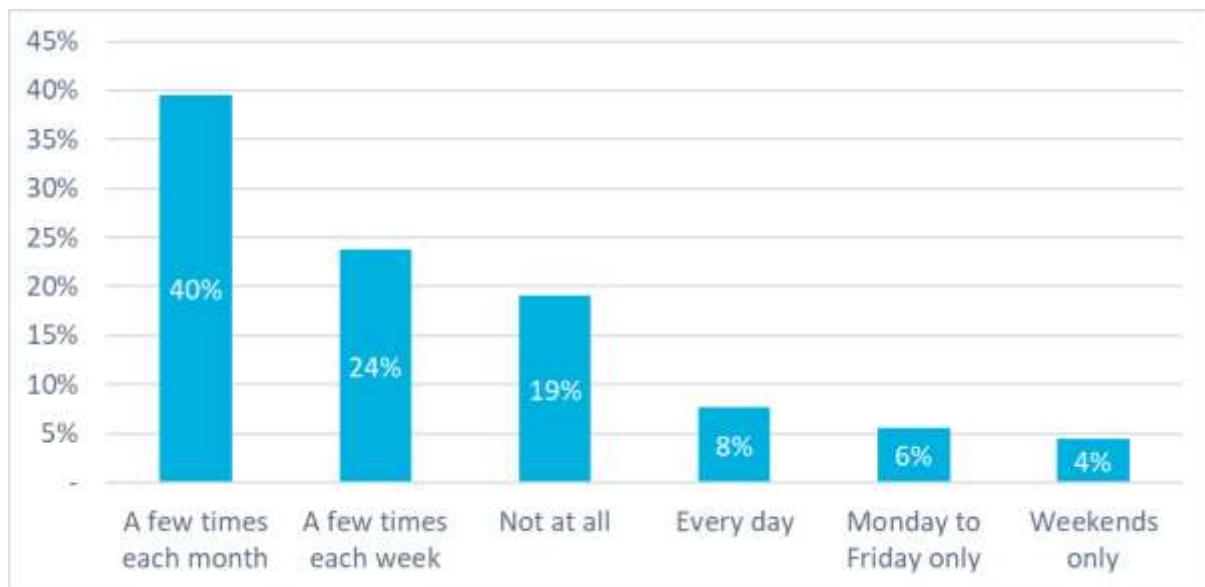
4.3 Summary of responses to Question: If we introduced a new limited stop express route how often would you use it?

468 people responded to this question.

We wanted to understand how often respondents would use our proposed route SL2 express service. The chart below shows all responses.

81 per cent of respondents said they would use the service. Only 19 per cent of respondents said they would not use it at all.

Figure 4 If we introduced a new limited stop express route how often would you use it?



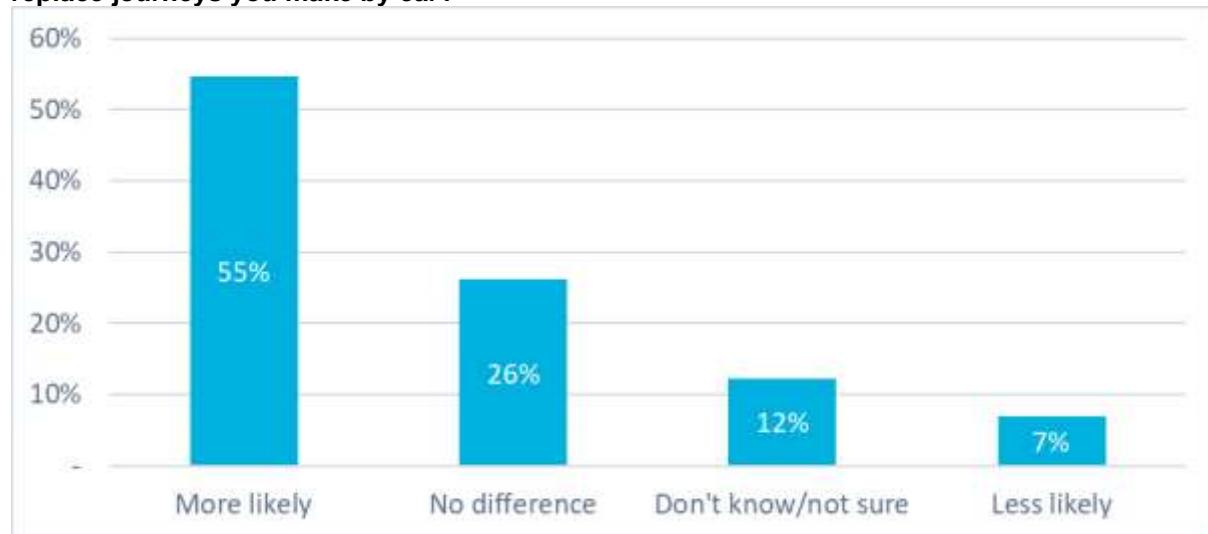
4.4 Summary of responses to Question: Based on our proposals, how likely are you to use a limited stop express bus route to replace journeys you make by car?

523 people responded to this question.

We wanted to understand whether people would replace a journey they take by car with the proposed new express bus service. The chart below shows all responses.

55 per cent of respondents told us they would be more likely to replace a journey by car with the new express bus service. 26 per cent of people said it would make no difference, and seven per cent of respondents said they would be less likely.

Figure 5 Based on our proposals, how likely are you to use a limited stop express bus route to replace journeys you make by car?



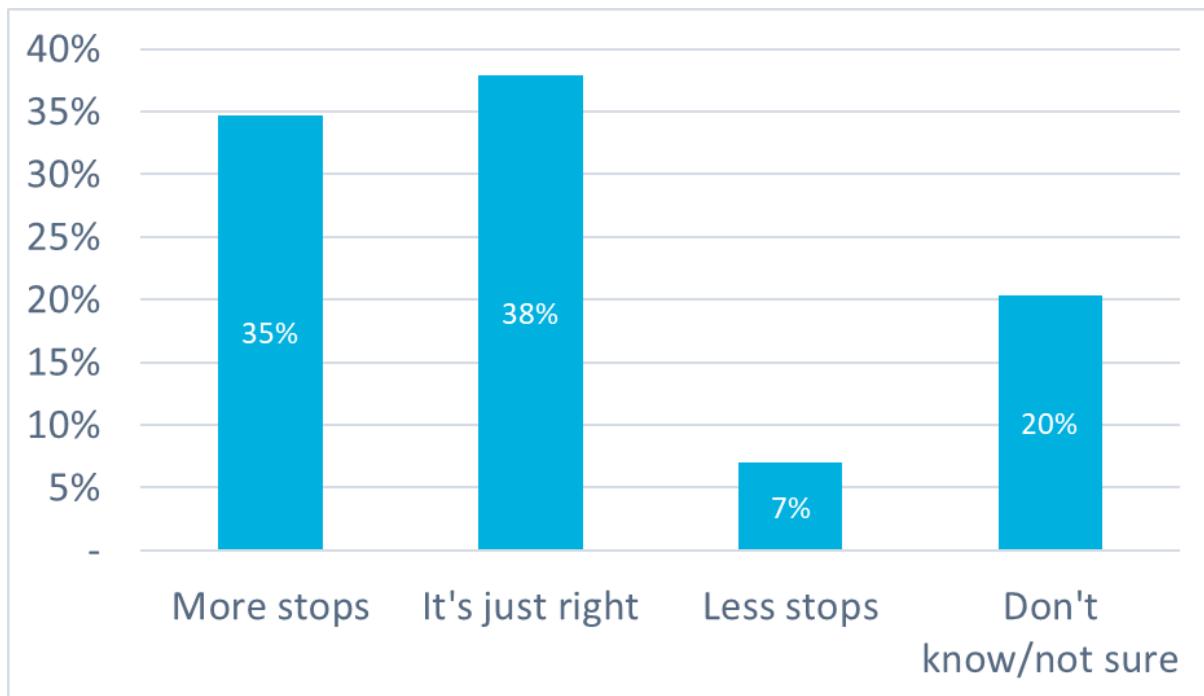
4.5 Summary of responses to Question: Based on our proposals, do you think there should more or less stops on the proposed limited stop express route?

501 people responded to this question.

We asked respondents whether there should be more or less stops on the proposed route than we had suggested. The chart below shows all responses.

38 per cent of people said they thought the number of stops we proposed are just right, 35 per cent of people said we should introduce more stops and seven per cent of people said there should be less stops.

Figure 6 Based on our proposals, do you think there should more or less stops on the proposed limited stop express route?



4.6 Summary of responses to Question: Suggested stops and other feedback

We provided an open text box to give people the opportunity to let us know their feedback on our suggested stops, as well as any other feedback they might have on the consultation proposals.

658 people responded to this question.

The table below shows the most frequent comments from the responses, which are the top 10 codes. A number of comments were made relating to matters not in the scope of this consultation. Comments that are out of scope have not been included in the top 10. The full code frame with all comments can be found in Appendix A.

Table 11 Top 10 codes

Theme	Code	Frequency of comment
Route	Concern for lack of connections to Havering / Suggestion to reroute/ route should serve Havering (including Romford)	103
Route	Concern about congestion delaying journeys/ particular roads causing delays e.g. Ilford lane / Forest lane / Gants Hill / North circular	50
Support	Support scheme plans relating to SL2 proposed route	40
Other	Comment relates to ULEZ	38
Route	Suggestion to adjust route to enable connectivity to other public transport routes	33
Support	Support Superloop concept generally	26
Route	Suggestion to reroute/serve/ terminate route at London City Airport	26
Route	Suggestion to reroute/ start/terminate route at Custom House Station	16
Buses	Suggestion for dedicated bus lanes or bus priority measures	13
Route	Preference for fewer stops (unspecified) / concern about number of stops in Walthamstow (general)	12

4.7 Quality of consultation questions

We asked respondents to rate the quality of the consultation and materials by rating the following aspects as 'Very Good', 'Good', 'Adequate', 'Poor', or 'Very Poor':

- Website structure and ease of finding what was needed
- Written information
- Maps, images, and related diagrams
- Online survey format
- Website accessibility

- Promotional material

This question was optional and respondents could choose more than one option. The majority of respondents rated the quality of consultation and all materials as Very Good or Good. The table below shows all responses.

Table 12 Quality of consultation

	Very good	Good	Adequate	Poor	Very poor
Website structure & ease of finding what you needed	136	164	105	20	24
Written information	136	174	95	15	19
Maps, images & related diagrams	161	148	107	14	14
Online survey format	137	160	93	30	23
Website accessibility	135	164	95	17	15
Promotional material	102	126	105	24	23

We also gave people the opportunity to give us feedback about the quality of consultation through a free text box. 136 people gave us comments and the top five comments are summarised in the table below.

Within this we received some comments about scheme design, route and planning. We also received feedback on the quality of the maps and the lack of maps as part of the survey. The full code frame showing these comments can be found in Appendix A.

Table 13 Top five codes

Theme	Code	Count
Non-consultation concerns	Specific concern about scheme design, route planning, branding	45
Consultation	Concern about the lack of information / detail (e.g. exact location of bus stops, frequency, journey timings)	19
Consultation	Concern about quality / lack of maps in the survey	10
Consultation	Concern about lack of advertising to raise awareness of consultation / to the wider area	10
Consultation	Concern the survey/questions restricts the comments/feedback people can offer	10

4.8 Stakeholder responses

We received responses to the consultation from the following stakeholders:

- Barking Road Runners
- Caroline Pidgeon AM for Lib Dem Group on the London Assembly
- Cllr Joe Hehir (South Woodford ward)
- Future Transport London
- Ilford BID Ltd
- London Borough of Havering
- London Borough of Newham
- London Borough of Waltham Forest
- London City Airport
- London Riverside BID
- London TravelWatch
- Lyn Brown MP for West Ham
- Populo Housing
- TfL Youth Panel
- Unmesh Desai AM

All stakeholder replies have been read and the comments made have been used to form our decision-making process. A summary of all stakeholder replies can be found in Appendix E.

4.9 Petitions and campaigns

We were not made aware of any petitions or campaigns about the SL2 proposals during the consultation.

Appendix A: Full code frame

Proposals

Theme	Code	Count
Buses	Suggestion to use New Routemasters/ electric vehicles - improving design/ accessibility of buses	259
Route	Concern for lack of connections to Havering / Suggestion to reroute/ route should serve Havering (including Romford)	103
Route	Concern about congestion delaying journeys/ particular roads causing delays e.g. Ilford lane / Forest lane / Gants Hill / North circular	50
Support	Support scheme plans relating to SL2 proposed route	40
Other	Comment relates to ULEZ	38
Route	Suggestion to adjust route to enable connectivity to other public transport routes	33
Support	Support Superloop concept generally	26
Route	Suggestion to reroute/serve/ terminate route at London City Airport	26
Route	Suggestion to reroute/ start/terminate route at Custom House Station for Elizabeth Line and/or DLR	16
Buses	Suggestion for dedicated bus lanes or bus priority measures	13
Route	Preference for fewer stops (unspecified) / concern about number of stops in Walthamstow (general)	12
Suggested stop locations	Suggest removing stop at Ilford Chapel Road/ centre/ Ilford Lane	11
Oppose	Concern the route will not be used / lack of demand	10
Route	Suggest the stops focus on interchange locations south of the Thames (general)	10
Suggested stop locations	Suggest additional stop at Charlie Brown's Roundabout	9
Support	Support having a faster connection / reduced journey times	9
Other	Comment out of scope	8
Buses	Concern about poor design / layout/ cleanliness/ maintenance / safety of existing buses	8
Buses	Suggestion to increase frequency	8
Support	Support the scheme improving connectivity between areas/places	8
Oppose	Concern scheme provides no additional benefit	8
Route	Suggest SL2 uses A406 instead of Ilford Lane	8
Route	Suggestion for route to serve new developments, e.g. Silvertown way/North Woolwich Road / Blackhorse Road / Dagenham Docks / Forest Road	8
Other	Comment requests information	7
Suggested stop locations	Suggest additional stop at South Woodford e.g. at station/ Mulberry Way	7
Suggested stop locations	Suggest removing stop at Walthamstow Market	7
Route	Suggest the stops focus on key interchange locations (general)	7
Buses	Concern about reduction in frequency on other routes e.g.123, 347, EL1, EL2, EL3	6
Suggested stop locations	Suggest removing stop at Barking Town Centre	6
Oppose	Oppose introduction of new route	6
Route	Preference for more stops (unspecified)	6
Route	Suggest link to other Superloop services e.g SL3,SL1	6
Other	Comment relates to another question	5

General	Suggest the scheme is a "waste of money"/ unnecessary	5
General	Concern about poor planning/ research/ advertising	5
Equalities	Concern that proposed route stops discourages / disadvantages disabled/ vulnerable users e.g. at South Woodford High Road	5
Buses	Concern about current lack of bus lanes	5
Suggested stop locations	Suggest additional stop between Ilford and Barking e.g. along North Circular	5
Suggested stop locations	Suggest new stops in Beckton e.g. DLR/retail park	5
Route	Suggestion for stops to be better spread along the route	5
Route	Suggestion to reroute/ route should serve Woodford	5
Route	Suggestion to reroute/ route should serve Chingford	5
Route	Suggestion to terminate route at Canning Town	5
Suggested stop locations	Suggest removing stop at Roding Lane	4
Support	Support the scheme plans, e.g. distance of stops, express service, bus priority measures	4
Support	Support the scheme encouraging public transport use	4
Oppose	Concern that time saving benefits are negligible	4
Route	Suggestion to reroute/ serve / terminate Beckton bus station	4
Route	Suggestion to reroute/ route should serve Whipps Cross Hospital	4
Route	Suggestion to reroute/ route should serve Dagenham (general)	4
Route	Suggestion to reroute/ route should serve Leytonstone (e.g. Asda)	4
Route	Suggestion to extend route to serve Royal docks corridor	4
Route	Suggestion to extend route to Pontoon Dock DLR	4
Route	Suggestion to extend route to Tottenham Hale	4
Buses	Suggestion for Superloop night buses / buses to run late / early/ 24hr	3
Suggested stop locations	Suggest additional stop at Connaught Bridge	3
Suggested stop locations	Suggest additional stop between Barking and Gallions Reach	3
Suggested stop locations	Suggest new stop at Waterworks corner	3
Suggested stop locations	Suggest removing stop at Walthamstow Bell Corner	3
Suggested stop locations	Suggest removing stop at North Woolwich Police station	3
Route	Suggestion to reroute/ route should serve East Ham instead of Barking	3
Route	Suggestion to extend route to serve Thamesmead	3
Route	Suggestion to reroute between Barking Riverside and UEL Docklands	3
Other	Comment unclear	2
Equalities	Concern that scheme causes accessibility issues for people with disabilities / vulnerable people	2
Buses	Concern about connections to other buses e.g. 123	2
Buses	Concern about impact of reduction in frequency of certain buses e.g. will lead to overcrowding of other routes	2
Buses	Concern that current buses are slow/ unreliable	2

Buses	Concern that scheme doesn't address existing routes of poor service e.g Stratford to Walthamstow	2
Suggested stop locations	Suggest additional stop at Longbridge road	2
Suggested stop locations	Suggest additional stop at Albert Line	2
Suggested stop locations	Suggest additional stop between Gants Hill and Ilford	2
Suggested stop locations	Suggest additional stop at Forest road	2
Suggested stop locations	Suggest additional stop at Waltham Forest Town Hall	2
Suggested stop locations	Suggest additional stop at Blackhorse road / station	2
Suggested stop locations	Suggest additional stop at Lechmere Approach	2
Suggested stop locations	Suggest additional stop at Barkingside	2
Suggested stop locations	Suggest additional stop at Abbey road	2
Suggested stop locations	Suggest adjacent/ same-stop interchanges	2
Suggested stop locations	Suggest removing stop at Wood Street Library	2
Suggested stop locations	Suggest removing stop at Woolwich Ferry	2
Suggested stop locations	Suggest replacing stop from South Woodford High Road to South Woodford tube station	2
Support	Support environmental benefits of scheme e.g. improving air quality, reducing traffic	2
Oppose	Concern that existing road traffic will be restricted to prioritise buses	2
Route	Preference for specific stops: Ilford via Green lane, South Park Drive, Barking Town centre via Longbridge road	2
Route	Suggest SL2 routes through A13 to enter at Movers Lane	2
Route	Suggest SL2 should route via Armada Way to serve Gallions Reach Retail Park	2
Route	Suggestion to reroute/ route should serve Wanstead	2
Route	Suggestion to reroute/ route should serve Barking (general)	2
Route	Suggestion to reroute/ route should serve Highams Park	2
Route	Suggestion to reroute/ route should serve Woolwich	2
Route	Suggestion to reroute/ route should serve Rainham	2
Route	Suggestion to terminate/extend route to Prince Regent	2
Route	Suggestion to move South Woodford stops away from North Circular for safety	2
Suggestions	Suggest Van Hool Exquicity 24 to used for Superloop services	2
Suggestions	Suggestion for other Superloop-style routes e.g. a crossrail style bus route linking East and West London, local cohesive networks	2

Suggestions	Suggestion for safer bus stops/ stop locations	2
General	Suggest superloop is a money making scheme	1
Consultation	Concern about geographical locations of suggested stops	1
Consultation	Concern about accessing consultation	1
Consultation	Suggest adding bus timings	1
Equalities	Concern that existing buses are not wheelchair - friendly/ safe for vulnerable users	1
Buses	Suggestion for Superloop route to be tram/underground instead of bus	1
Buses	Concern about pollution	1
Suggested stop locations	Suggest additional stop between Roding Lane and Gants Hill e.g. Clayhall Park	1
Suggested stop locations	Suggest additional stop at Royal Victoria Gardens	1
Suggested stop locations	Suggest additional stop at Loxford Polyclinic	1
Suggested stop locations	Suggest additional stop at Barking Abbey	1
Suggested stop locations	Suggest additional stop at East Beckton Sainsburys	1
Suggested stop locations	Suggest additional stop at Chigwell Road	1
Suggested stop locations	Suggest additional stop at Woodford Green	1
Suggested stop locations	Suggest additional stop at Broadmead Road	1
Suggested stop locations	Suggest additional stop at Maybank Road	1
Suggested stop locations	Suggest additional stop at Barking North Street	1
Suggested stop locations	Suggest additional stop at Beacontree Avenue	1
Suggested stop locations	Suggest new stop at Chingford Costco	1
Suggested stop locations	Suggest new stop at Thames Barrier	1
Suggested stop locations	Suggest new stop at Lloyd Park	1
Suggested stop locations	Suggest new stop near Barking Road/ North Circular Roundabout	1
Suggested stop locations	Suggest removing stop at Gants Hill	1

Suggested stop locations	Suggest terminating at Ilford	1
Suggested stop locations	Suggest replacing stop from Roding Lane to Charlie Brown's Roundabout	1
Support	Support for reducing overcrowding on other local transport links	1
Oppose	Concern about environmental impact of scheme e.g pollution increasing	1
Route	Preference for specific stops: Walthamstow Bus station, Walthamstow market, Waltham Forest Town Hall	1
Route	Preference for specific stops: Ilford to Seven Kings, Chadwell Heath, Martin's Corner, Becontree Heath, CU Barking and onward to Beckton	1
Route	Preference for specific stops: Bell Corner, Chingford Road/A112 until Crooked Billet, North Circular/A406 onto original route	1
Route	Preference for specific stops: Tottenham Hale via Blackhorse road station, communities at Blackhorse lane, Higham Hill residential area via Billet road and connecting to South Chingford at the Crooked Billet and potential for connectivity to Highams Park via Wadham Road.	1
Route	Preference for more stops between High Road South Woodford and Gants Hill	1
Route	Preference for more stops between Barking and Ilford	1
Route	Preference for more stops between Waltham Forest	1
Route	Preference for more stops in Redbridge	1
Route	Suggest SL2 uses A104, A1199 to reach South Woodford	1
Route	Suggest SL2 uses George Lane and Chigwell Road to reach A1400 Woodford Avenue	1
Route	Suggest SL2 should follow the 145 route from Redbridge Central Library to the 5 route	1
Route	Suggest SL2 should route Ilford to Wood Green via existing 123	1
Route	Suggest SL2 should route Ilford to Wood Green via Walthamstow Central onto Wood Green/Tottenham via 230 route	1
Route	Suggest the stops focus on schools and local towns	1
Route	Suggestion to connect to Stratford via Hall Farm Curve	1
Route	Suggestion to connect route to Canary Wharf	1
Route	Suggestion to reroute/ route should serve Woodford to Walthamstow	1
Route	Suggestion to reroute/ route should serve Snaresbrook	1
Route	Suggestion to reroute/ route should serve Dagenham Heathway	1
Route	Suggestion to reroute/ route should serve Dagenham East	1
Route	Suggestion to reroute/ route should serve Dagenham Dock	1
Route	Suggestion to reroute/ route should serve A13 and Bastable avenue	1
Route	Suggest route should use Woolwich Manor Way instead of Royal Docks road	1
Route	Suggest the route should start at Blackhorse road instead of Walthamstow Central	1
Route	Suggestion to terminate route at King George V DLR	1
Route	Suggestion to avoid serving Walthamstow Central	1
Route	Concern about missing outer borough (general)	1
Route	Suggest extending route across the Woolwich Ferry	1
Suggestions	Suggest making an express service of old 69 bus route	1
Suggestions	Suggestion to look at routes serving Chigwell, Hainault, Fairlop more widely	1
Suggestions	Suggestion to improve wayfinding/ advertising	1
Suggestions	Suggestion for superloop services to be a different colour	1
Suggestions	Suggestion to rename "Wood Street Library" stop to "Wood Street Town Centre"	1

Quality of consultation:

Theme	Code	Count
Non-consultation concerns	Specific concern about scheme design, route planning, branding	45
Consultation	Concern about the lack of information / detail (e.g. exact location of bus stops, frequency, journey timings)	19
Consultation	Concern about quality / lack of maps in the survey	10
Consultation	Concern about lack of advertising to raise awareness of consultation / to the wider area	10
Consultation	Concern the survey/questions restricts the comments/feedback people can offer	10
General	Support the SL2 bus service (non-specific)	9
Consultation	Concern that responses will not be listened to / undemocratic	8
General	Oppose scheme (non-specific)	7
Consultation	Concern about difficulties with opening survey / account set up	5
Consultation	Satisfied with the quality of the consultation/ information provided	5
General	Support scheme plans relating to Superloop/ SL2 proposed route	3
General	Suggest the scheme is a "waste of money"	3
Consultation	Concern over accessibility of the survey (e.g. font too small, too much information)	3
Consultation	Concern about wording of questions / assumptions made in questions	3
Non-consultation concerns	Specific suggestion / concern about buses (general) (e.g. accessibility)	3
Other	Comment out of scope	2
General	Concern about disruption to other routes	2
Consultation	Unsatisfied with the quality of the consultation (general)	2
Consultation	Suggestion for consultation material to be more interactive	2
Non-consultation concerns	Concern that Superloop only focuses on inner london boroughs	2
Other	Comment unclear/irrelevant	1
General	Concern about poor planning / research	1
Consultation	Concern about lack of advertising of non-digital response methods	1
Consultation	Concern that consultation specifically is a waste of money	1
Consultation	Would like to attend an in person consultation	1
Consultation	Concern about long / repetitive questions e.g. demographics, postcode	1
Consultation	Concern about typo(s) / error(s) in the consultation material	1
Consultation	Would like to see research/planning behind proposals	1

Appendix B: Consultation survey



Tell us your views

Proposals for a new express bus route between Walthamstow and North Woolwich Ferry (SL2 bus route) part of the Superloop

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 take no more than 10 minutes to complete. The consultation is open until 23.59 Monday 4 September 2023.

If you prefer, you can also:

- Complete our online survey at <https://haveyoursay.tfl.gov.uk/sl2-superloop>
- Send us your response by email at haveyoursay@tfl.gov.uk or post to **FREEPOST TFL HAVE YOUR SAY(SL2)**
- Telephone: 020 3054 6037 to leave your name and contact number and we will call you back. Please quote 'SL2' when leaving your message

Please note responses to the survey may be made publicly available after the consultation has closed, this would typically be in the form of a report on the results of the consultation exercise, but any personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, please see our privacy policy at <https://haveyoursay.tfl.gov.uk/privacy>

Q1. About you

To help us understand a bit more about you, please answer the following two questions.

Do you live in:
(Choose one option)

- London Borough of Redbridge
- London Borough of Barking & Dagenham
- London Borough of Waltham Forest
- London Borough of Newham

- I live in another London borough
- I live outside London

Q2. What encouraged you to complete this questionnaire on the SL2 proposals? I'm interested in the SL2 bus route proposals because...

(You can choose more than one option)

- I'm a resident living along the proposed bus route
- I own or run a local business along the proposed bus route
- I work at a business along the proposed bus route
- I attend a school, college or university along the proposed bus route
- I commute to work through Waltham Forest, Redbridge, Barking & Dagenham or Newham
- I live in Waltham Forest, Redbridge, Barking & Dagenham or Newham and I'm interested in the proposals
- I'm a visitor to the area and I'm interested in the proposals
- None of the above, but interested in the proposals

Q3. Your current travel preferences

To help us understand more about how you travel around Waltham Forest, Redbridge, Barking & Dagenham or Newham, please answer the following four questions.

Out of the following options, which do you use most frequently to travel around Waltham Forest, Redbridge, Barking & Dagenham or Newham:

(Choose one option)

- Walking
- Cycling
- Bus
- Train or Tube
- Private car
- Taxi
- Other not listed above (please specify)

Q3.1 If you answered 'Private car' to question 3, how often do you use it?

- Everyday
- Monday to Friday only
- Weekends only
- A few times each week
- A few times each month

Q3.2 If you answered 'Bus' to question 3, how often do you use it?

- Everyday
- Monday to Friday only
- Weekends only
- A few times each week
- A few times each month

Q4. If you travel by bus locally, do you travel on the route 123?

- Yes
- No

Q5. How would the SL2 proposals affect you

To help us understand how our proposals could change your travel habits around Waltham Forest, Redbridge, Barking & Dagenham or Newham, please answer the following four questions. Based on our proposals, do you think a new limited stop express route would be more or less convenient for you to use?

- More convenient
- No difference
- Less convenient
- Don't know/not sure

Q6. If you used a new limited stop express bus route, do you think your journey time on the bus would be?

- Quicker
- No difference
- Longer
- Don't know/not sure

Q7. If we introduced a new limited stop express route how often would you use it?

- Everyday
- Monday to Friday only
- Weekends only
- A few times each week
- A few times each month
- Not at all

Q8. Based on our proposals, how likely are you to use a limited stop express bus route to replace journeys you make by car?

- More likely
- No difference
- Less likely
- Don't know/not sure

Q9. About the proposed route

To help us understand your thoughts and feelings about the SL2 bus route proposal, please answer the following two questions.

Based on our proposals, do you think there should more or less stops on the proposed limited stop express route. Based on our proposals, how likely are you to use a limited stop, express bus route to replace journeys you make by car?

- More stops
- It's just right
- Less stops
- Don't know/not sure

Q10. Please use the box below to tell us where you think there should be more or less stops on the proposed route.

Or alternatively use this box to provide any other feedback you might have on these proposals.

Q11. Are you...

- 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)

Q11. Please confirm your postcode

Q12. 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

Q13. If you are responding as an official representative of an organisation then please provide your organisation name below.

Q14. How did you hear about this consultation? Please select the main way by which you heard.

(You can choose more than one option)

- Received an email from TfL
- Read about it in the press
- Social media – Facebook
- Social media - Instagram
- Saw it on the TfL website
- Saw a publicity poster
- Other (please specify)

Q15. What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?

	Very good	Good	Adequate	Poor	Very poor	Not applicable
Website structure & ease of finding what you needed						
Written information						
Maps, images & related diagrams						
Online survey format						
Website accessibility						

Q16. Do you have any further comments about the quality of the consultation material?

Your contact details:

Name:

Address:

Email address

Appendix C: Consultation publicity

Poster:



Leaflet:



Sticker:



Media activity:

TRAVEL NEWS METRO@tfl.gov.uk

Transport for London
Brought to you by

HAVE YOUR SAY

TfL is inviting people to share their views on the latest plans for the capital's bus network

It involved: Give your feedback on proposals for the next section of the Superloop

2 WEEKS TO GO

The ULEZ is expanding across all London boroughs from 29 August 2023, to help clear London's air.

9 out of 10 cars seen driving in outer London on an average day already meet the ULEZ standards, so their drivers will not have to pay the charge. If your vehicle doesn't meet the standards, support is available.

Check your vehicle now
Search TfL vehicle checker

Compliance estimates are based on monthly average levels. For more information visit tfl.gov.uk/ulez-compliance/

MAYOR OF LONDON

TRANSPORT FOR LONDON

Carry water in hot weather

With summer now in full swing, TfL is reminding customers to carry water with them when travelling on the Tube and TfL bus services. It is important to help ensure everyone stays hydrated and travels safely, especially on the Tube.

If you feel unwell or are concerned that you contact a staff member at the next station or speak to the bus driver. Make sure to look out for other passengers who are people off the train if they are feeling unwell.

To check your train, including downloaded the TfL Go app, visit tfl.gov.uk/travel-tools/

For more articles and to keep up to date with TfL announcements, visit tfl.gov.uk

London travel advice: plan your journey now

Check your travel
tfl.gov.uk/travel-tools/

24-hour travel information
0343 222 1234*

Plan your journey
Download the TfL Go app

London Travelwatch
London's transport watchdog
call 020 3176 2999, or visit
www.londontravelwatch.org.uk

*Service and network charges apply
See tfl.gov.uk/terms for details.

Take your newspaper with you or put it in a recycling bin

The views expressed are those of TfL only and are not those of Metro.

METRO

NEWS... BUT NOT AS YOU KNOW IT

NEWS SPORT ENTERTAINMENT SOAPS LIFESTYLE VIDEO PLATFORM SHOPPING MORE...

LONDON UK US WORLD TECH ROYAL FAMILY COST OF LIVING RUSSIA UKRAINE WEIRD

POWER INCREDIBLE BUSINESS

on the EU Business Full Works plan

New Superloop bus routes for south and east London are revealed

1 Comment

Josh Miller Thursday 27 Jul 2012 9:29 am

49 shares

The 'Superloop' is a proposed loop of 10 express bus routes for Londoners and tourists (Photo: TfL)

Transport for London (TfL) has revealed three new bus routes as part of 'Superloop' network - and is asking Londoners for their take on it.

MUST READ

Identical twins who couldn't be

Social media:

@TfL - Aug 9
We want to hear from you!

We're consulting on the next sections of the new proposed **Superloop** that would connect key outer London town centres, stations and transport hubs.

Have your say today

tfl.gov.uk
Have your say

@TfL - Aug 28
Tell us your thoughts on the proposed Superloop

We're consulting on the next sections of the new proposed Superloop that would connect key outer London town centres, stations and transport hubs.

Have your say today

tfl.gov.uk
Have your say



Good morning

You are receiving this email as you have registered for updates about Superloop. Following the Mayor's announcement of plans to introduce the Superloop, a new bus network of express bus services connecting outer London, we are now proposing three new express bus routes to provide quicker journeys between:

- Walthamstow and North Woolwich
- Thamesmead, Bexleyheath and Bromley
- Bromley and Croydon

This new routes would be known as the SL2, SL3 and SL5. Our consultation opens on 21 July 2023 and the closing date for comments is 4 September 2023.

For more details and to have your say, please visit our websites:

<https://haveyoursay.tfl.gov.uk/sl2-superloop>
<https://haveyoursay.tfl.gov.uk/sl3-superloop>
<https://haveyoursay.tfl.gov.uk/sl5-superloop>

We also have a dedicated page where Londoners can find out more about the proposals, post questions to us and subscribe for updates on the Superloop and future consultations. Londoners can view additional maps showing further detail of the Superloop proposals and continue to get involved in the discussions by visiting haveyoursay.tfl.gov.uk/superloop

Yours faithfully,

Louise Cheeseman

Director of Buses
Transport for London

Have you had your say on SL2 between Walthamstow and North Woolwich, part of Superloop?

TH Have Your Say
To: TH Have Your Say
Attachment Policy: TFL Exchange Online Protection Policy (7 year).
S: 1% Redacted/TFL Redacted - No Message

Email: 14980280

[Reply](#) [Reply All](#) [Forward](#) [...](#)
Read 10/06/2023 12:31

Good afternoon

I am sending you this email as your registered postcode on Have Your Say is in the area of the proposed new SL2 bus route, part of Superloop. This express route would run between Walthamstow, Ilford, Barking and North Woolwich.

We are currently consulting on proposals for this route and want to hear from as many local people as possible. You can find out more about our proposals on our [website](#).

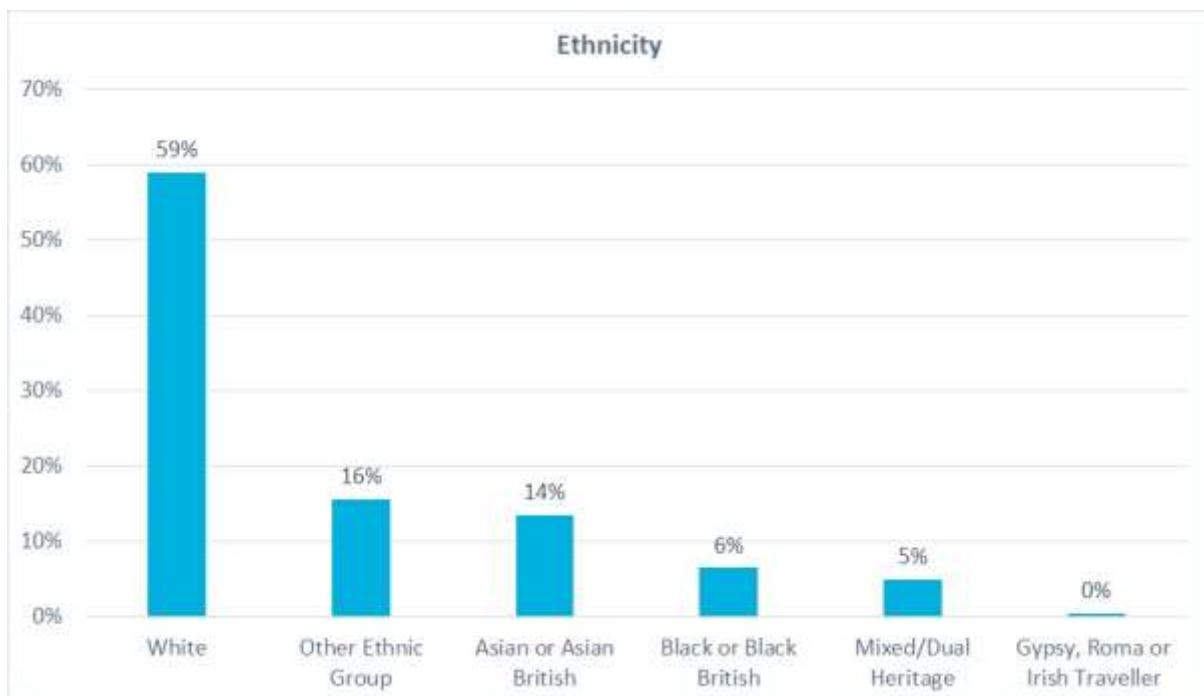
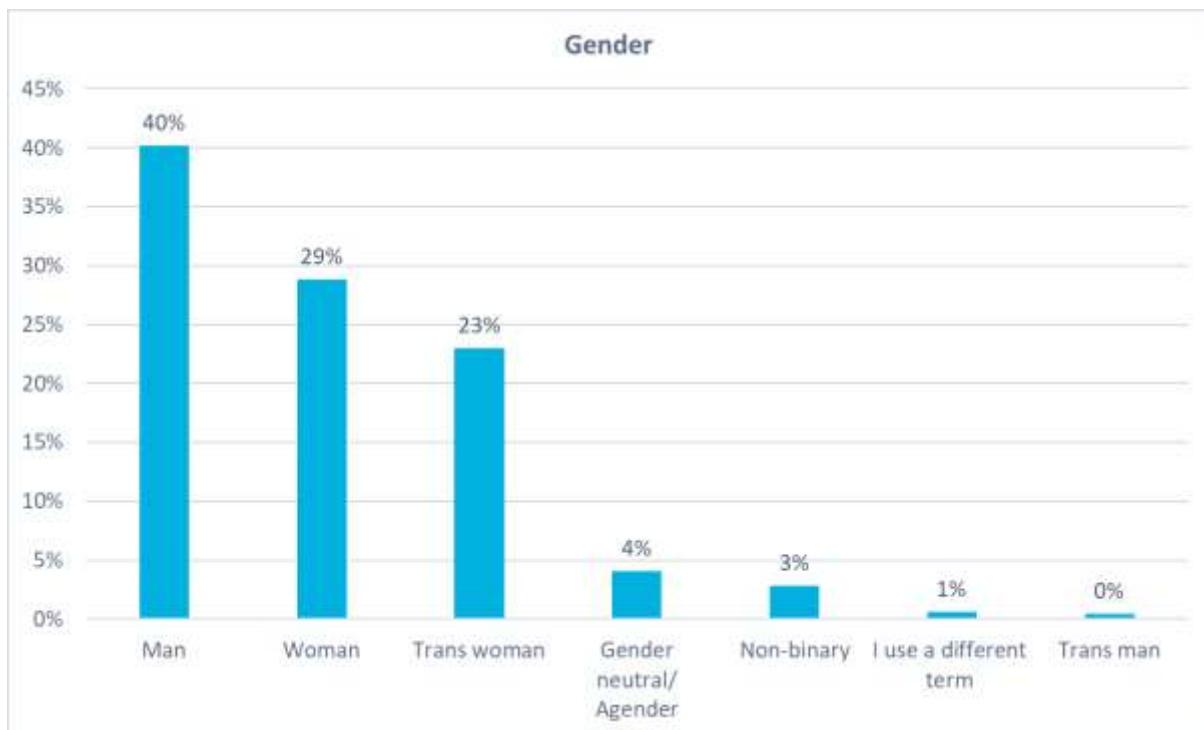
If you have already responded to the consultation, then I would like to thank you for your feedback.

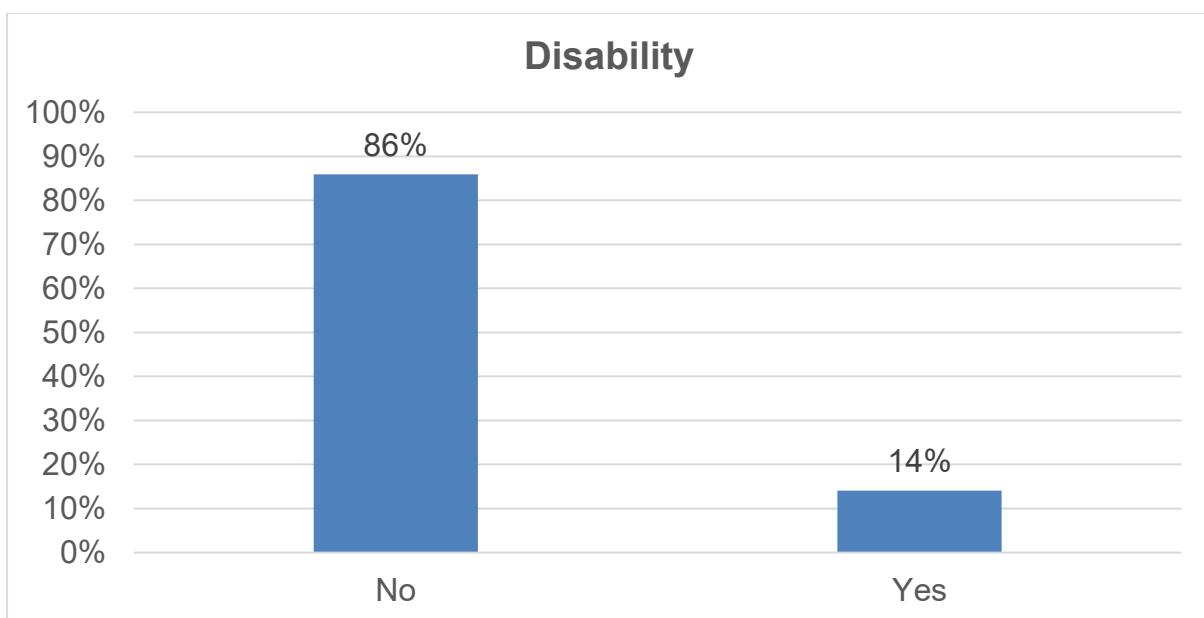
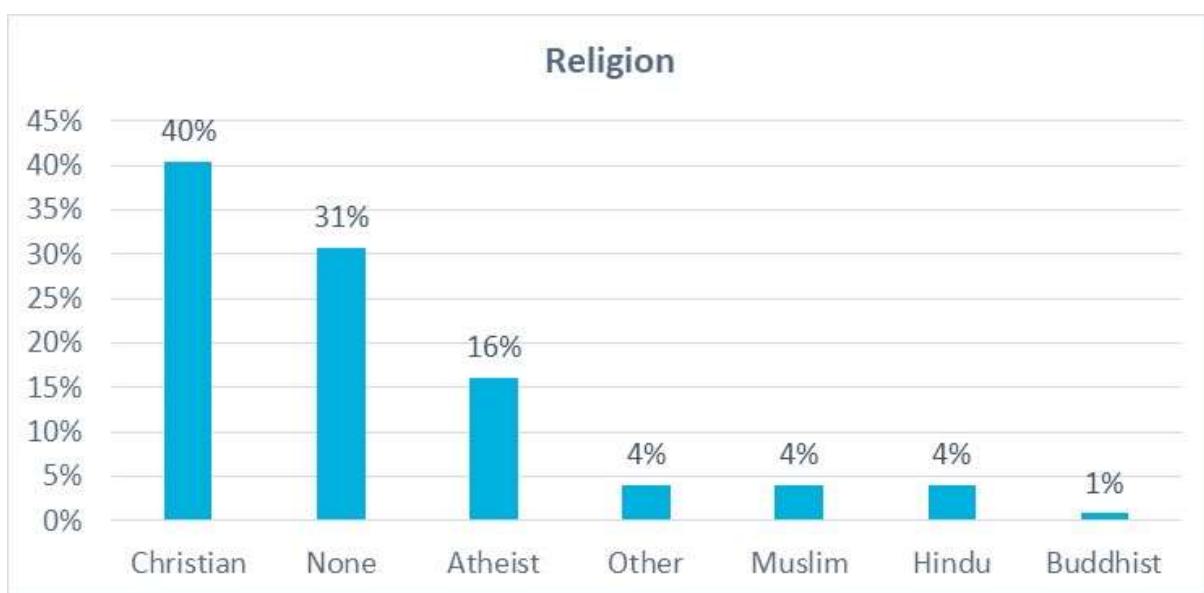
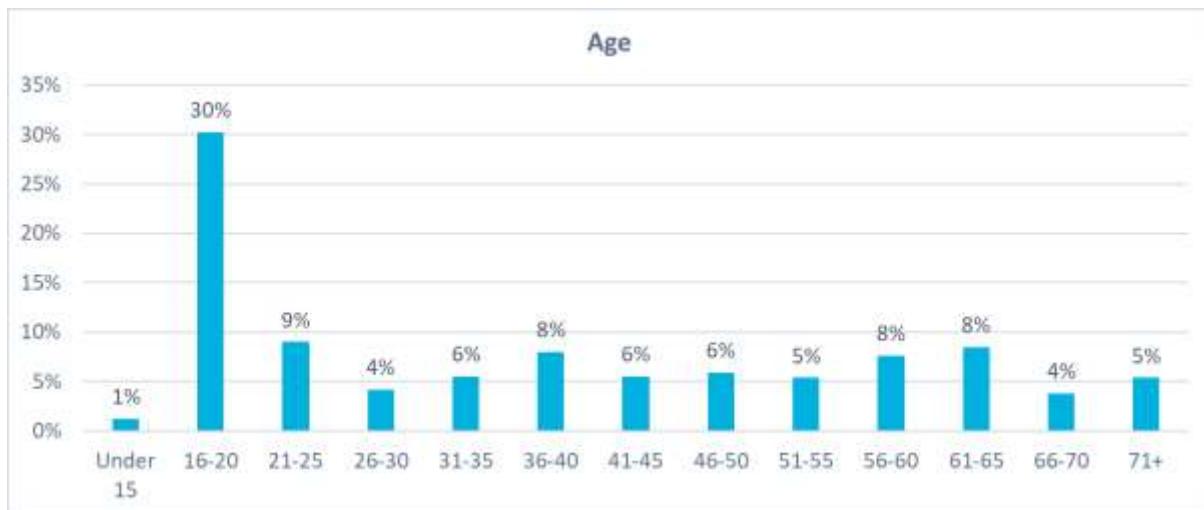
Kind regards

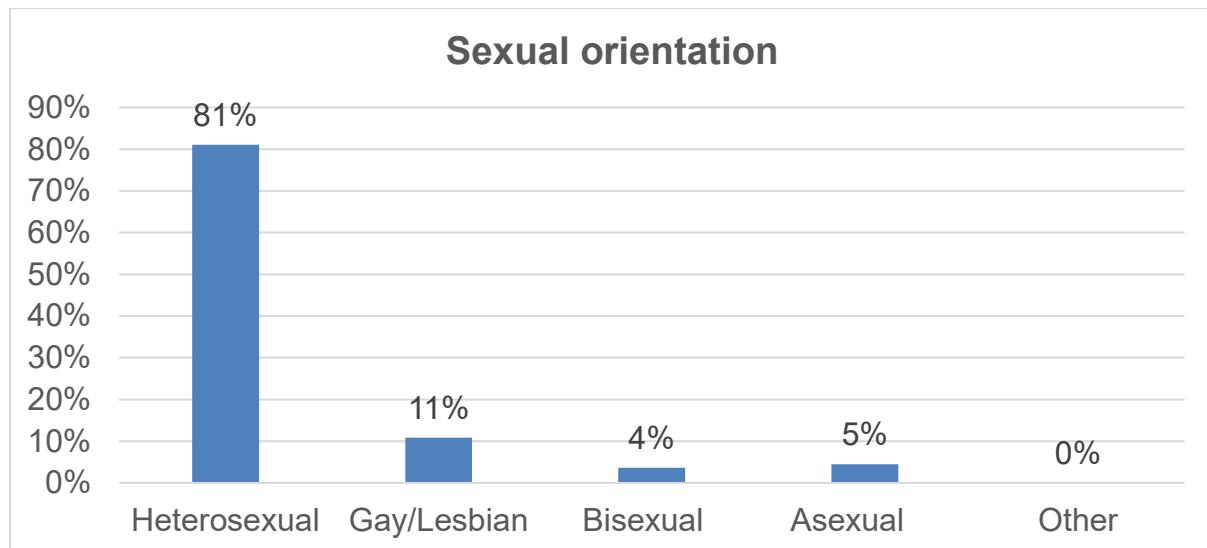
Kate-Jane Moorhouse
Consultation Lead



Appendix D: Demographic data







Appendix E: 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.

Barking Road Runners

The Barking Road Runners considers the Superloop SL2 service will be particularly useful for residents of Barking and those nearby to the town centre for accessing the Walthamstow and Newham ends of the route. They feel that these areas are more difficult to travel to from Barking and the SL2 will allow for more direct access.

Caroline Pidgeon AM for the Liberal Democrat Group on the London Assembly

Caroline Pidgeon AM expressed support for the proposals generally, with a request for TfL to make sure the implementation of the service delivers a new benefit to Londoners, especially those in outer London. The stakeholder states that the service should be high frequency, operating on a 'turn up and go' basis, to create an attractive alternative to car use.

The stakeholder stated that the SL2 should not replace the 123 bus between Walthamstow and Ilford, and also highlighted is the need for TfL to create more dedicated bus lanes along the SL2 route so the buses do not get stuck in traffic, increasing the reliability and therefore the attractiveness of the new service.

Cllr Joe Hehir (South Woodford ward)

Cllr Joe Hehir asks questions about the speed of the service between Ilford and Barking and whether there is consideration for a stop serving Gallions Reach shopping centre. The stakeholder also whether there will be a Superloop connection south of the river once Silvertown tunnel is complete, how often the SL2 service be reviewed and when.

Future Transport London

Future Transport London supports the introduction of new express bus routes to encourage modal shift from cars to the public transport network.

The stakeholder proposes extra stops on the SL2 between Roding Lane and Gants Hill e.g. at Clayhall Park. They also believe the proposed SL3 express route should be rerouted to serve Woolwich and connect with SL2 via the foot tunnel/free ferry and/or via the DLR at Woolwich Arsenal station. This would also give an interchange with the Elizabeth line and National Rail/DLR stations.

The stakeholder comments further on SL3 and SL5 routes, which will be summarised in the appropriate Consultation Reports.

Ilford BID Ltd

The Ilford BID Ltd responses that journey time would be quicker but they are unsure if the new route would be more convenient or how often they would use the route. The stakeholder responded that the number of proposed stops is just right, and they commented that the consultation should've included more webinars/face to face engagement with businesses.

London Borough of Havering

The London Borough of Havering expressed disappointment that Havering is not included on the proposed route. The stakeholder has lobbied for improved bus connectivity (North – South) for a long time and were surprised and disappointed not to see the SL2 proposals have any stops in the borough.

London Borough of Newham

The London Borough of Newham strongly supports the SL2, noting the benefits to residents, workers and visitors to access public transport for more of their journeys and encourage modal shift. The stakeholder also comments on the potential for the SL2 to fill the gap in express north-south public transport in the borough.

The stakeholder recommends increased bus priority measures on the route alignment, and supports the route serving UEL/Gallions Reach DLR, King George V DLR are the Woolwich Foot Tunnel/Ferry. They request more information on the locations of the stops and state that they should be accessible.

The stakeholder asks TfL to consider additional stops at Beckton Triangle Retail Park, Gallions Reach Shopping Park and London City Airport, and future extensions to areas such as East Ham, Custom House Crossrail and Canning Town. The stakeholder recognises the lack of interchange between SL2 and SL3 and asks TfL to consider potential connectivity to routes SL3 and SL4 in the south via the Silvertown Tunnel when opened. They also note that a safe controlled crossing of Royal Docks Road at Gallions Roundabout is needed, as well as improvements to the Woolwich Foot Tunnel and a solution to the interchange problems at Royal Docks with the 330 and 474 routes.

Regarding hours of operation, the stakeholder requests that the SL2 operate as a 24-hour service to support Newham residents and workers employed outside of daytime hours. They also state that the buses should be electric.

London Borough of Waltham Forest

The London Borough of Waltham Forest supports the principles of Superloop but have emphasised that it should serve Chingford and Highams Park north of the A406, which are currently less well served by public transport and have been recently incorporated into the planned expansion of the Ultra-Low Emission Zone (ULEZ). The stakeholder states that TfL should consider an alternative route that starts/terminates at Tottenham Hale bus station to serve these communities.

The stakeholder notes that the stop 'Wood Street Library' would need to be renamed and asks TfL to engage with the Council on this. They also raise concerns about existing capacity constraints at Walthamstow Central Bus Station, and around Walthamstow Town Centre for additional buses, and ask to continue to work with TfL on these issues.

Regarding the consultation, the stakeholder raises a concern that there are no alternative options proposed and ask for consideration for a route which serves areas in the north of the borough such as Blackhorse Lane and South Chingford. The council also note that the Equality Impact Assessment presented at consultation covers the SL3 and SL5 routes too and therefore is not detailed enough about the impact of the SL2. They request more information about the socioeconomic impacts across the borough as well as passenger data to support the proposals.

The stakeholder reiterates their support for the principle of the scheme but ask TfL to engage fully with the council, notably on the potential for alternative routes.

London City Airport

London City support additional high quality bus services along the corridor in North East London. However, they feel the proposed route has missed an opportunity to link to the airport, which they consider would improve sustainable transport options for passengers and staff.

The Airport is committed to achieving net zero carbon by 2030 and are targeting becoming the best connected airport in the UK, and they consider this is an opportunity to work with TfL. They welcome the improved connectivity brought by the Superloop but would like TfL to consider an additional stop at the Airport, on the route or as an extension to the southern end of the route. They also propose morning services (arriving before 05:00) as many of their staff start work early and the terminal opens at 04:30. The stakeholder are also encouraging passengers to arrive by public transport and they feel an additional high frequency, high quality bus service serving the Airport would support this and help reduce private car reliance in the area.

The Airport note that a new stop on the route would not negatively affect travel times between Woolwich Wharf and Walthamstow Central and could work alongside the existing bus infrastructure at its terminal forecourt and support their plans to develop the airport. They would like to discuss this further with TfL.

The stakeholder also notes that an extension of the proposed route to their location would provide connectivity to the Woolwich Arsenal DLR stop and would improve access to other DLR stops on this branch. They feel the current proposals require significant walking to access this connection from Woolwich Wharf on the north side of the Thames. They also note that the future Silvertown Tunnel bus service, which would connect Greenwich to London City Airport is identified at Policy 21 of the Mayor's Transport Strategy.

The stakeholder feels that a connection on the SL2 route to London City Airport is a significant opportunity and that there are substantial sustainability and connectivity

benefits to be gained from this connection. They would like to engage with TfL in relation to detailed design development, options analysis, or any other information that TfL may require in considering their submission.

London Riverside BID

The stakeholder states that the route should be redirected to serve Havering, specifically the Rainham area.

London TravelWatch

London TravelWatch supports the principle of Superloop and the introduction of the SL2, especially the interchange opportunities with Underground, Rail and other bus routes. They do raise a concern that there are not enough bus priority measures in place though and call for TfL to continue to work with boroughs on this.

The stakeholder is disappointed that the new route will not be implemented sooner than Spring 2024 to help customers who may be impacted by the expanded ULEZ proposals. They also call for TfL to review the routing to ensure the route really is an express route, and therefore route the SL2 directly between High Road South Woodford and Ilford station using the North Circular Road. This would help with any delay to journey times caused by road congestion.

Regarding the consultation materials, the stakeholder notes that exact stop locations have not been provided. They are positive however about how the consultation was advertised and the opportunity for non-digital responses to the consultation.

Lyn Brown MP for West Ham

The MP is fully supportive of the proposal for the SL2 services and of increasing low cost, accessible and faster public transport options. The stakeholder adds full support for better connections between Newham and surrounding parts of East London.

The stakeholder asks if stops for SL2 at City Airport and the Royal Wharf Pier have been considered, along with linking Newham residents to other modes of transport into central London.

Populo Housing

Populo Housing stated that the new route will add a number of extra buses outside of their development on Pier Road, which is becoming more residential. They would like the vehicles on the route to be electric to minimise pollution and noise.

TfL Youth Panel

The TfL Youth Panel is generally supportive of the Superloop service, as young people rely on the affordable, and highly connected bus network to access jobs,

opportunities, social events etc. They also note that the Superloop will help with tackling London's toxic air, which adversely impacts young people.

The stakeholder states that the services should be accessible and reliable, and note the improved connectivity with outer London boroughs. This will have a tangible impact on young people commuting to school or university, and provided modal shift away from car journeys. They also ask TfL to consider running a night service for the Superloop, either partially (where demand is highest), or along the whole route.

The stakeholder recognises that the Superloop routes will make public transport more accessible and state that there should also be more wayfinding support for those who have accessibility requirements, including onboard announcements, and braille services in all buses, bus stops and stations. They also ask TfL to consider a social media campaign for the promotion of the Superloop and sustainable travel and that the Superloop brand is used in all wayfinding.

The stakeholder calls for all Superloop bus stops to be in well lit, public locations close to popular amenities and transport services to dissuade crime, ensure a better level of safety for young Londoners, and to reduce interchange time and distance for those with accessibility requirements. They also call for all Superloop buses to be electric or hybrid,.

The stakeholder is concerned that new express services may lead to congestion on the roads and cause delays to other bus routes using the same roads and suggest stops are also upgraded to cater to increased waiting customers.

Unmesh Desai AM

Unmesh Desai AM stated that the proposed route does not meet the needs of outer East London, specifically Dagenham and its connections to neighbouring boroughs. The stakeholder would also like better north-south connections in outer East London providing links to the Superloop.

Appendix F: List of stakeholders consulted with

1Love	AA	Abbey Children's Centre Nursery
Abellio	Abellio London Limited/ Abellio West London Limited	Access in London
AccessAble	Action and Rights for Disabled People in Newham	Action on Disability and Work UK
Action on Hearing Loss	Active Plus	Addison Lee
Advocacy for All	Age UK	Age UK London
Age UK Redbridge, Barking & Dagenham and Havering	Age UK Waltham Forest	Aladura International Church
All Saints Catholic School and Technology College	Altmore Infant School	Alzheimer's Society Waltham Forest
Anjuman-e-Islamia Jamia Mosque	Apostolic House of Prayer	Argall
Argall BID	Arriva London	Arriva London North Ltd,
Ascension Church & Community Centre	Asda	Asian People's Disability Alliance
ASLEF	Aspire	Association of British Drivers
Association of Fleet Professionals LTD	Association of Town Centre Management	Attitude is Everything
Avenue Primary School	B&D Access Group & IDDP	B&D Access Group & IIDP
B&D Children's Centre	Barking - Gospel Oak Rail User Group	Barking & Dagenham CCG
Barking & Dagenham CVS	Barking & Dagenham Chamber of Commerce	Barking Abbey School
Barking and Dagenham Adult Social Care team	Barking and Dagenham Family Information Service	Barking and Dagenham Leaseholders Association
Barking and Dagenham Social Services	Barking Mobility Forum	Barking MP
Barking Reach Residents Association	Beal High School	Becontree Residents Association
Becontree Ward Central Tenants and Residents Association	Biserica Genesis church	BlindAid

Bobby Moore Academy (Academy)	Bonny Downs Baptist Church	Brake
Brampton Moore Academy (Academy)	Brampton Primary School	Brick Lane Music Hall
Britannia Village Primary School	Britannia Village School	British Association of Removers
British Athletics	British Blind Sport	British Land
British Motorcycle Federation	British Youth Council (BYC)	Bryant Street Methodist Church
Building Crafts Academy	Buses4homeless	Business Disability Forum
Calvary Charismatic Baptist Church	Calverton Primary School	Campaign for Better Transport
Carers First	Carers Hub	Carers Hub (Carers of Barking and Dagenham)
Carers' Hub (Carers of Barking and Dagenham)	Carers Information Service	Carpenters Primary School
Carville Day Nursery	Catholic Parish Church of St Peter	Catholic Parish of the Royal Docks
Central Baptist Church	Central London NHS Trust	Central Park Primary School
Centre for accessible environments	Chadwell Heath Baptist Church	Chadwell Heath Residents Association
Chadwell Heath United Reformed Church	Chapel End Infant School	Chapel End Junior Academy
Chartered Institute of Logistics and Transport (CILT)	Chauffeur and Executive Association	Chingford and Woodford Green MP
Chingford Line User Group	Chobham Academy (Academy)	Christ Church International Churches
Christian Hope Ministry	Church of Assumption	Church of England Parish of East Ham
Church Road Masjid	City of London Police	Citymapper
Clayhall Neighbourhood Watch	Clean Air London	Clementswood Nursery
Cleves Primary School	Colegrave Primary School	Communit Waltham Forest
Community Cafe	Community Transport Waltham Forest	Community Waltham Forest
Compost CIC	Computer Cab	Confederation of British Industries

Confederation of Passenger transport	Co-op	Craftory Workshop
Cranbrook Baptist Church	Cranbrook Castle Montessori	Cultural Industries Development Agency
Cumberland School	Curwen Primary School	Custom House Baptist Church
Cycle Newham	Cyclists Tourist Club (CTC)	DABD (UK)
Dagenham and Rainham MP	Dagenham Park Church of England School	DeafBlind UK
Dementia Voice	Department for Transport	Dersingham Primary School
DHL	Dial-a-Cab	Diocese of Brentwood
Disability Alliance	Disability Horizons	Disability Rights UK
Disabled Go	Disabled Motoring	Disabled Persons Transport Advisory Committee
Disablement Association Barking and Dagenham (DABD)	Dogs for Good	DPDgroup UK
Drew Primary School	Drew School	Driver & Vehicle Licensing Agency (DVLA)
DriverNet	Durning Hall Community Centre	E20
Earlham Primary School	East Ham Elim Church	East Ham MP
East London Science School (Free School)	Eastbrook Comprehensive School	Eastlea Community School
Elim Pentecostal Church	Ellen Wilkinson Primary School	Elmhurst Primary School
Emanuel Community School	Emmanuel Christian Centre	Emmanuel Parish Church
End Violence Against Women	Epsom Coaches / Quality Line	Essex Primary School
ETOA – European tourism association	European Dysmelia Reference Information Centre	ExCeL
Excel Women's Centre	Federation of Small Businesses	Fight for Peace
Forest Baptist Church	Forest Gate Community School	FREENOW
Freight Transport Association	Fusion foods	Gainsborough Primary School
Gallions Primary School	Gallions Primary school	Galop
GBM Drivers	Gendered Intelligence	GeoPost UK

GIRES	GLA Strategy Access Panel members	Glad Tidings Church
Godwin Junior School	Golden Tours (Transport) Ltd,	Grange Primary School
Great Ormond Street Hospital for Children NHS Foundation Trust	Greater London Authority	Greater London Forum for Older People
Greater London Forum for the Elderly	Greenwich University	Grove Hill Evangelical Church
Guide Dogs	Guide Dogs for the Blind Association	Gurdwara Karamsar
Gurdwara Sikh Temple	Gurdwara Singh Sabha	HA Boyse and Son
Hainault Business Park BID	Hainault Road Baptist Church	Hallsville Primary School
Harmony Hall	Hartley Primaru School	Hatton School & Special Needs Centre
HCT plus	Health Poverty Action	Healthwatch
High Street South Methodist Church	Higham Residents Association	Highams Park Baptist Church
Highams Park United Reformed Church	Highway Church	Hillyfield Primary Academy
Holiday Inn Stratford	Holy Trinity Church	Hope Baptist Church
Hope Church Newham	HopeWell School	HuskBrewing
IAM	Ibscott and Wyhill Tenants and Leaseholders Association	Ilford BID
Ilford Islamic Centre	Ilford North MP	Ilford South MP
Ilford Synagogue	Imperial College Healthcare NHS Trust	Inclusion London
Independent Disability Advisory Group	Independent Living Agency	Institute Of Couriers
ITS Automotive	JAMI (Jewish Association for Mental Health)	Jo Richardson Community School
John F Kennedy School, Beckton Campus	John Lewis Partnership	Joint Mobility Unit
Jubilee Church Ilford	Just Say Parents Forum	Kaizen Primary School
Keir Hardier Primary School	Kenny Stuart LTD	Kensington Primary School
Kingsford Community School	Kingsley Hall Church and Community Centre	Kingsway International Christian Centre

Langdon Academy	Langdon School (Academy)	Lathom Junior School
Leftley Estate Community Association	Leonard Cheshire	Leyton and Wanstead MP
Leytonstone United Free Church	Licenced Taxi Drivers Association	Licensed Taxi Drivers Association
Lifeline Projects	Lister Community School	Little Ilford School
Living Flames Baptist Church	Living Streets	Living Streets - Newham
London Academy of Excellence	London Ambulance Service	London Ambulance Service NHS Trust
London Assembly Members	London Borough of Barking & Dagenham	London Borough of Havering
London Borough of Newham	London Borough of Redbridge	London Borough of Waltham Forest
London Cab Drivers Club	London Chamber of Commerce and Industry (LCCI)	London City Airport
London Councils	London Cycling Campaign	London Cycling Campaign - Barking & Dagenham
London Cycling Campaign (Redbridge)	London Cycling Campaign (Waltham Forest)	London Design & Engineering
London European Partnership for Transport	London Faiths Forum	London Fire and Emergency Planning Authority
London Fire Brigade	London First	London General
London Gypsies & Travellers	London Hire Ltd	London Living Streets
London Older People's Strategy Group	London Omnibus Traction Society	London Private Hire Board
London Road Safety Council	London Soccerdome	London Stadium
London Suburban Taxi-drivers' Coalition	London Taxi PR	London TravelWatch
London Vision	Look Ahead	Loomis UK
Loughton Trinity Methodist Church	Major Road Baptist Church	Mandatory
Manor Park Christian Centre	Manor Primaru School	Marks & Spencer
Maryland Primary School	Masjid Abu Bakr	Masjid Al Taweed
Mauritian Islamic Welfare Association	Mcdonnell transport	Media relations team Newham

Metroline Travel Limited/ Metroline West Limited	Metropolitan Police	MIND
Ministry of Restoration International Pentecostal Church	Mobility Services	Monega Primary School
Motorcycle Action Group	Motorcycle Industry Association (MCIA)	Mountain of Fire and Miracles Ministries
Mumderground	Mumsnet	National Autistic Society
National Autistic Society	National Express	National Federation of the Blind
National Federation of the Blind of the UK	National Motorcyclists Council (NMC)	NCT
NCT- Newham	NCT- Redbridge	Nelson Primary School
Netmums	New City Primary School	New Life Church Centre
Newham CCG	Newham College of Further Education	Newham Collegiate Sixth Form Centre
Newham Sixth Form College	Newham University hospital	Newham Family Information Service
NEWTEC, East London Childcare	NHS Property Services	Nia
No Panic	Noor-ul- Islam Mosque	North Beckton Primary School
O2 Arena	Oasis Academy Silvertown (Free School)	Odessa Infant School
Office Depot	Office for Disability Issues (DWP)	OnCue Transport
One Place East	Our Lady & St George's Primary	Our Lady and St George Catholic Church
Our Lady of Grace & St Teresa	Our Lady of Lourdes	Oxlow Lane Baptist Church
Punjabi Centre	Parish Church of St Thomas More	Park Primary School
Parkinson's UK Waltham Forest	PaxTrans Ltd	PCOrentals
PCS	Plaistow Primary School	Plashet School
Portaramp UK Limited	Portway Primary School	Powerhouse International Ministries
President National Federation of the Blind of the UK	Press office Barking and Dagenham	Press office Redbridge

Prince's Trust	PrioritEyes Ltd	Queen Elizabeth's Foundation for Disabled People
Quwwat-Ul-Islam Society	RAC Motoring Foundation	RAC Motoring Foundation
Radha Krishna Temple	Ranelagh Primary School	Ravenscroft Primary School
Redbridge Buddhist Cultural Centre	Redbridge Council for Voluntary Services	Redbridge Cycling Centre
Redbridge Disability Association	Redbridge Disability Consortium	Redbridge Disability GroupAssociation
Redbridge Disability GroupConsortium	Redbridge Pensioners Forum	Redbridge Primary School
Redbridge United Synagogue	RedbridgeFamilies Information Direct	Reede Road Tenants and Residents Association
Research Institute for Disabled Consumers	Ridgeway Church Chingford	Ripple Centre
Riverside Bridge School	RMT London Taxi	RMT Union
RNIB	Road Haulage Association	Road Haulage Association LTD
Road Safety Markings Association	Roadpeace	Robert Clack School
Rokeby School	Rosetta Primary School	Royal College of Nursing
Royal Docks Learning & Activity Centre	Royal London Society for Blind People	Royal Mail
Royal Mail Parcel Force	Sainsbury's Supermarkets	Saint John the Baptist Catholic Church
Salisbury Primary School	Sandringham Primary School	Sarah Bonnell School
School 21 (Free School)	Scope	Scott Wilkie Primary School
Scrattons Estate Tenants and Residents Association	Selwyn Primary School	Sense
Shaftesbury Primary	Shalom Justice and Peace Centre	Sheringham Primary (Academy)
Shernhall Methodist Church	Shield of Faith	Shopmobility Waltham Forest
Shree Sanatan Dharm Mandal Durga Mandir	Siemens Crystal	Sir George Monoux College
Sir John Heron Primary School	Skills for Growth	Sleveland Road Primary school

South Chingford Congregational Church	South East London Vision	South Leytonstone Area Development Association (SLADA)
Southern Road Primary	Sri Karpaha Vinayagar Temple	Sri Mahalakshmi Temple
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	St Bartholomew's Church & St Mary Magdalene's
St Bonaventure's Catholic (Voluntary Aided)	St Elizabeth's Beacon Tree	St Gabriel's Church
St Gabriel's Church Aldersbrook	St Helen's RC Primary School (Academy)	St Joachim's RC Primary School (Academy)
St John's Church	St Luke's Church	St Mark's Church
St Mary's Parish Church	St Michael and All Angels Church	St Paul's Community Centre and Parish
St Peter's Church	St Saviours Church	St Stephen's Church
St Stephen's Primary School	St Teresa's Catholic Church	St. Anne's Church
St. Paul and St. James Church	St. Thomas of Canterbury Church	Stagecoach
Star Primary School	Stay Safe	Stewardstone Evangelical Church
Stonewall	Stratford Newtown Methodist Church	Stratford Original BID
Stratford School Academy (Academy)	Stroke Association	Sustrans
Suzy Lamplugh	Team Margot	Technicolour Tyre Company
Terrence Higgins Trust	TfL's Valuing People	Thames Clipper
Thames Tenants and Residents Association	Thames View Christ Church	The Asian Centre Waltham Forest
The Association of Guide Dogs for the Blind	The Big Bus Company Ltd,	The British Dyslexia Association
The Broadway Theatre	The Church of Pentecost UK	The Driver-Guides Association
The Islamic Sharia Council	The Lesbian and Gay Foundation - LGBT Carers Online Forum	The London Legacy Development Corporation
The Montague Centre	The Parish of Chingford	The Purple Penguin Club

The Quarter	The Redeemed Christian Church of God	The Royal Association of Deaf People (RAD)
The Royal Docks Community School	The Warren School	Thomas Pocklington Trust
TKMaxx	TNT	Tollgate Primary School
Traffic Police - Barking & Dagenham, Havering, Redbridge, Newham	Trailblazers, Muscular Dystrophy UK	Transport Associates Network (Ann Frye)
Transport Focus	Transport for All	Trinity Chapel
Trinity School	UEL (press office)	UKIM - Masjid Bilal & Islamic Centre (East Ham Branch)
Unions Together	Unite	Unite the Union
University of East London	UPS	Upton Cross Primary School
Valentines Park	Vicarage Primary School	Victorious Pentecostal Assembly
Victory Outreach Church	Vine United Reformed Church	Vision Redbridge Libraries
Visit Britain	Visit London	Visitor Economy Advisor
Voices, Wilma community	Wake Up Docklands	Walk London
Waltham Forest CCG	Waltham Forest College	Waltham Forest Community Hub
Waltham Forest Dementia Action Alliance	Waltham Forest Disability Resource Centre	Waltham Forest Faith Communities Forum
Waltham Forest Islamic Association - Ghousia Masjid	Waltham Forest Mobility Forum	Waltham Forest News Waltham Forest
Waltham Forest Streets for All	Waltham Forest Family Information Service	Walthamstow MP
Walthamstow School for Girls	Walthamstow Seventh Day Adventist	Walthamstow Village Residents Association
Wanstead Baptist Church	Wanstead United Reformed Church	Wesleyan Christian Centre
West Ham Baptist Tabernacle	West Ham MP	West Ham Parish Church
West Ham United FC	Wheels for Wellbeing	Whipps Cross hospital
Whitefield Academy	Whiting Avenue Quarterly Action Group (WATeR)	Whizz Kidz
William Davies Primary School	Winchester Road Methodist Church	Windsor Primary School

Winsor Primary School	Women in Transport	Wood Lane Baptist Church
Woodford Green United Free Church	Woodford Methodist Church	Woodford Parish Church Memorial Hall
Woodford Parish Church Of St Mary	Woodford Road Methodist Church	Woodford Spiritualist National Church
Woodgrange Baptist Church	Woodgrange Infant School	