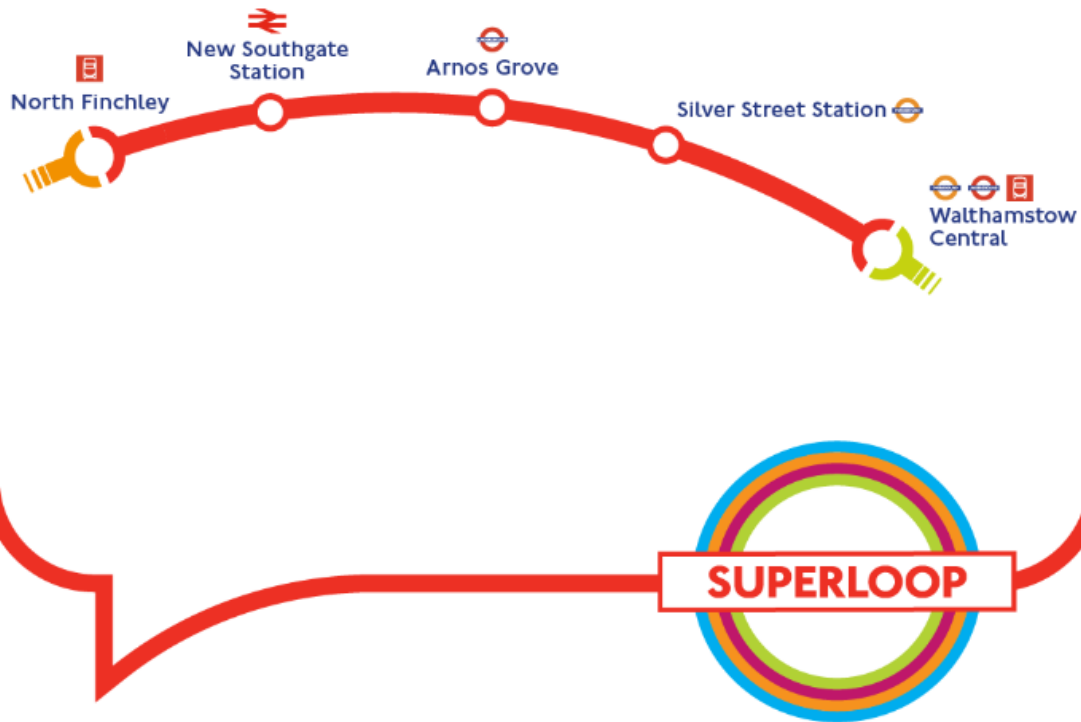


## Quicker bus journeys between North Finchley and Walthamstow



Have your say.

**Proposals for a new express bus route X34  
between North Finchley and Walthamstow  
(renamed SL1), part of the Superloop  
Consultation Report  
September 2023**

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# 1. Executive Summary

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.

We received positive feedback to our proposals, with 79 per cent of respondents saying that a new express bus service between North Finchley and Walthamstow would make their journey more convenient. 76 per cent of respondents also said that they thought our proposals for the X34 would make their journey quicker, and 71 per cent of respondents said they would be likely to use the X34 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. 53 per cent of respondents thought these were 'just right' and 34 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 positive comments here about the proposal for the X34 and for Superloop more generally. Some people did raise concerns about the proposal to reduce the frequency of the existing 34 and congestion delaying journeys, we received suggestions for additional or alternative stops and requests for better maintenance of existing buses. 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 new express route will now serve South Chingford by stopping at two additional stops at the Crooked Billet Roundabout. These new stops are on the existing route proposed and therefore will have very little impact on journey times.

We have added additional stop locations at Meridian Water to better serve the development and provide improved pedestrian access. The service would now stop at stop H (Eley Trading Estate) and stop J (Ravenside Trading Estate).

We are no longer proposing to reduce the frequency of the existing bus route-34 in the evenings, so the 34 will continue to have a service of buses every 12 minutes in the evenings. This is to ensure there is a reliable and frequent bus service during hours of darkness for people to make local journeys between stops which may not be served by the new express 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 X34 consultation was the second of the new Superloop consultations.

### **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 Barnet, Enfield and Waltham Forest, as well as schools, places of worship and local amenities such as North Middlesex University Hospital.

In addition we wanted to reach commuters into and around Barnet, Enfield, Waltham Forest and the neighbouring boroughs e.g. Haringey, who may be interested in the proposals. To do this we targeted customers who use the existing 34 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 Barnet, Enfield, Haringey 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 9 June and 21 July 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 X34 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 North Finchley and Walthamstow 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/x34-superloop>

Comments could also be submitted by email to [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) or in writing to FREEPOST TFL HAVE YOUR SAY (X34).

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/x34-superloop>

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

- Geographic map showing current and proposed routes 34 and X34
- An area map showing how the X34 would connect to existing bus routes, train and Underground lines
- Linear consultation maps showing stops on the proposed route X34
- 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

The table below lists the number of views of each document on the webpage, and the number of times each document was downloaded:

**Table 1 List of documents**

Document name	No. of views	No. of downloads
Proposed new route x34 map	4,990	5,335
Proposed new route X34 and connecting route map	1,737	1,902
Proposed route X34 linear map	1,569	1,654
X34 bus route poster	171	186
EQIA	100	124
Easy Read document	68	77
Consultation survey	33	37
Easy Read survey	23	25
BSL video	115	-

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 200,000 emails to TfL customers in Barnet, Enfield and Waltham Forest. This also included users of the 34 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.

535 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 14 June.

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 New Southgate, Arnos Grove, Silver Street and Walthamstow Central stations. There were also posters at North Finchley Bus Station and 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 eight 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 in four trips on the 34 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 Barnet, Enfield and 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 X34 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 773 responses to the consultation. A breakdown of public and stakeholder response numbers is in the table below.

**Table 2 Number of respondents**

Respondents	Total	%
Public responses	759	99
Stakeholder responses	14	1
Total	773	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.

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

**Table 3 How respondents heard about the consultation**

How respondents heard	Total	%
Received an email from TfL	227	48
Read about it in the press	81	17
Social media - Facebook	73	15
Saw it on the TfL website	62	13
Saw a publicity poster	44	9
Social media - Instagram	40	8
Other e.g. word of mouth, other social media channel (Twitter, Nextdoor)	52	11
Total	473	100

#### 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 4 Methods of responding to the consultation**

Methods of responding	Total	%
Consultation survey	649	89
Email response	71	10
Easy Read survey	1	Less than 1
Paper survey	1	Less than 1
Letter	11	1
Total	733	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 the London Borough of Barnet. Breakdowns of who responded are in the table below, along with a chart showing an analysis of postcodes provided as part of consultation responses.

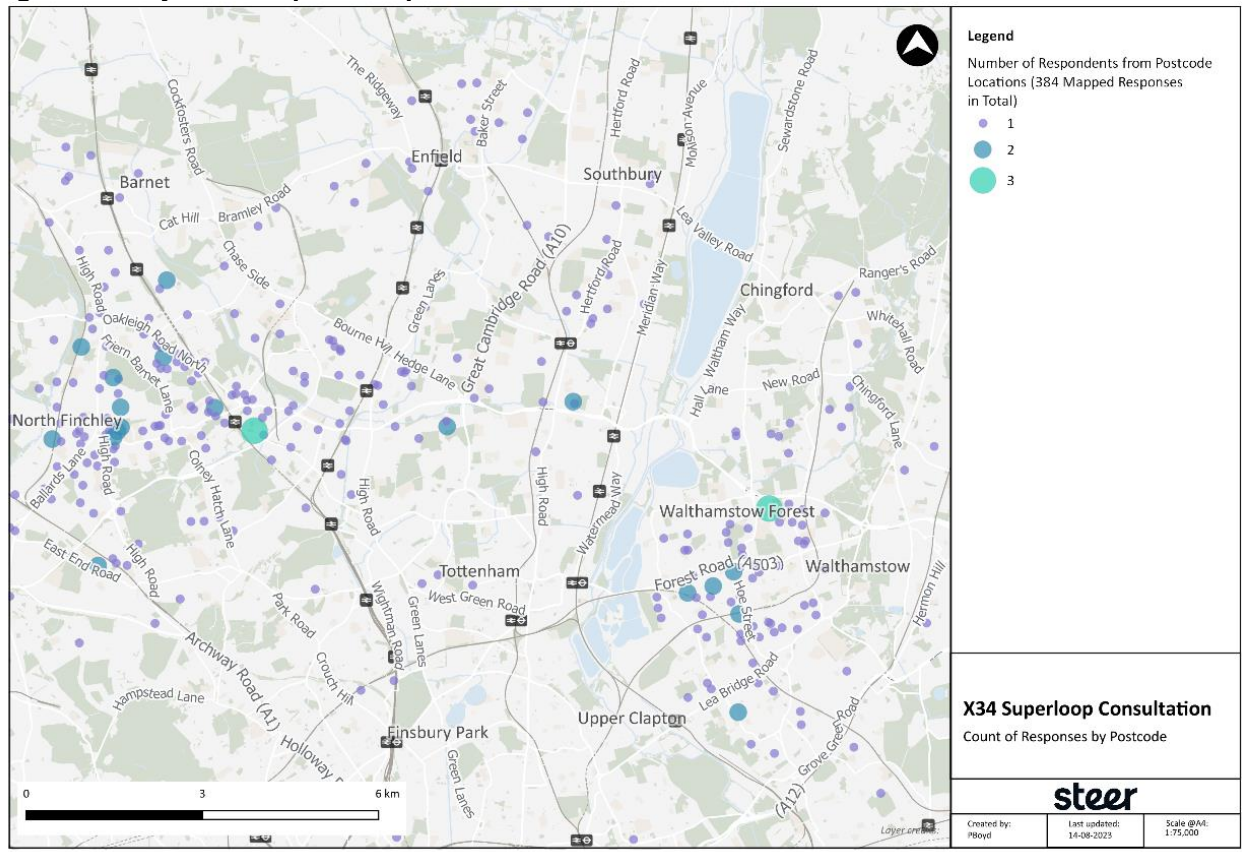
**Table 5 Who responded to the consultation**

Respondent type	Total	%
A local resident	379	73
A visitor to the area	55	11
A commuter to the area	37	7
Not local but interested in the scheme	24	5
Employed locally	14	3
Other	8	2
A local business owner	2	Less than 1
Total	519	100

**Table 6 Where respondents were from**

Respondent location	Total	%
London Borough of Barnet	193	39
London Borough of Waltham Forest	108	22
London Borough of Enfield	97	20
I live in another London borough	79	16
I live outside of London	16	3
Total	493	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.

### 3.7 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.

504 people responded to this question. The majority of people who responded live on the proposed route or in the same borough as the proposed route. A breakdown of how people responded is shown in the table below

**Table 7 Why did respondents respond to the consultation**

Why did you respond	Total	%
I live in Barnet, Enfield or Waltham Forest and I'm interested in the proposals	253	50
I'm a resident living on the proposed route	234	46
I commute to work through Barnet, Enfield or Waltham Forest	93	18
I'm a visitor to the area and am interested in the proposals	62	12
I attend a school, college or university along the proposed route	41	8
None of the above, but interested in the proposals	37	7
I work at a business along the proposed route	21	4
I own or run a local business along the proposed route	7	1
Total	504	100

### 3.8 Current travel patterns in and around Barnet, Enfield and Waltham Forest

We asked for feedback on how respondents currently travel in and around Barnet, Enfield 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 8 Question: Out of the following options, which do you use most frequently to travel around Barnet, Enfield or Waltham Forest**

Bus	Private car	Train or Tube	Walking	Cycling	Other not listed above (please specify)	Taxi	Total
398	94	90	40	24	4	3	<b>653</b>
61%	14%	14%	6%	4%	1%	0%	<b>100%</b>

**Table 9 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
42	30	14	6	2	<b>94</b>
45%	32%	15%	6%	2%	<b>100%</b>

**Table 10 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
81	80	31	25	2	<b>222</b>
36%	36%	14%	11%	2%	<b>100%</b>

**Table 11 Question: If you travel by bus locally, do you travel on...**

Neither	Route 34	Both	Route 221	Total
167	145	82	59	<b>453</b>
37%	32%	18%	13%	<b>100%</b>

## 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.

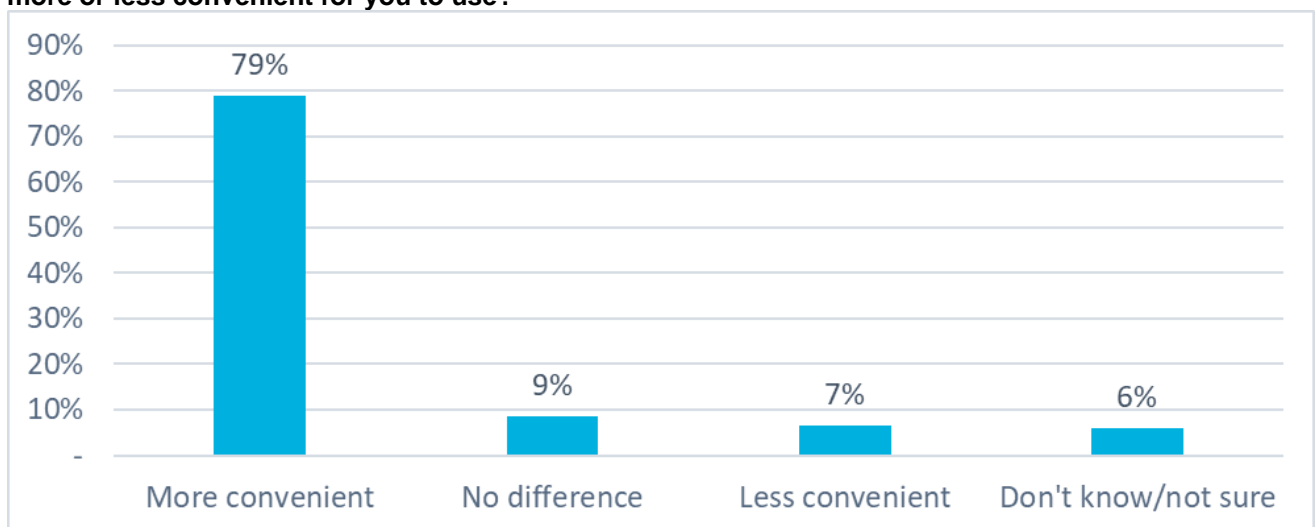
### 4.1 Summary of responses to Question: Based on our proposals, do you think a new limited stop express route would be more or less convenient for you to use?

**673 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.

79 per cent of respondents to this question said that the proposals would make their journey more convenient. Seven 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?



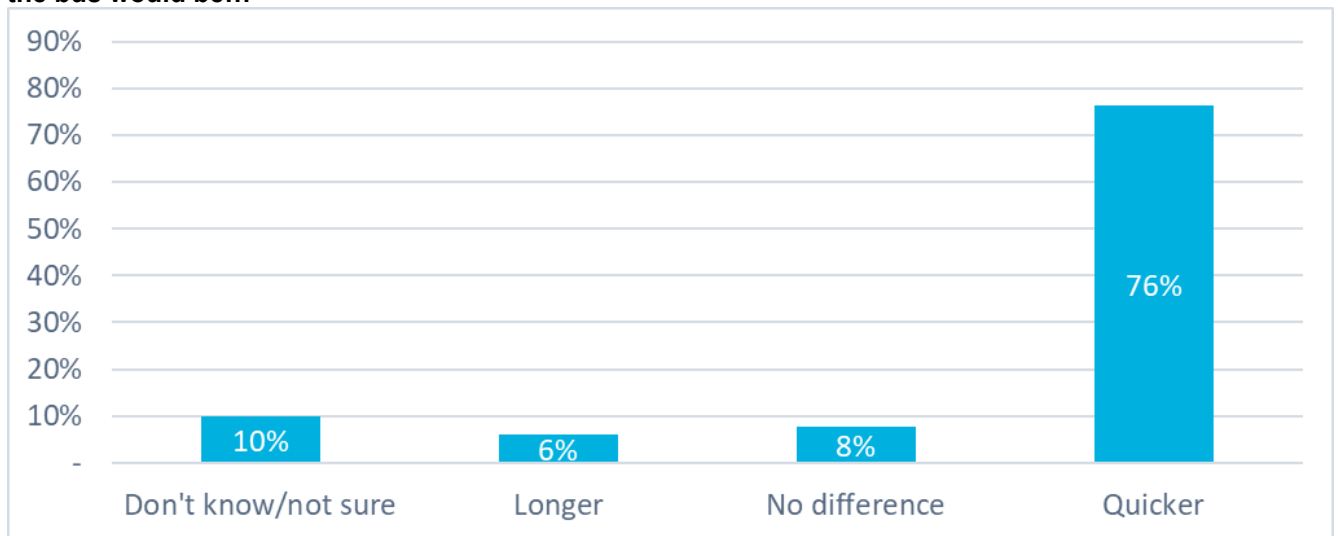
### 4.2 Summary of responses to Question: If you used a new limited stop express bus route, do you think your journey time on the bus would be...

**504 people responded to this question.**

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

76 per cent of respondents thought the proposals would make their journey quicker, and six 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...



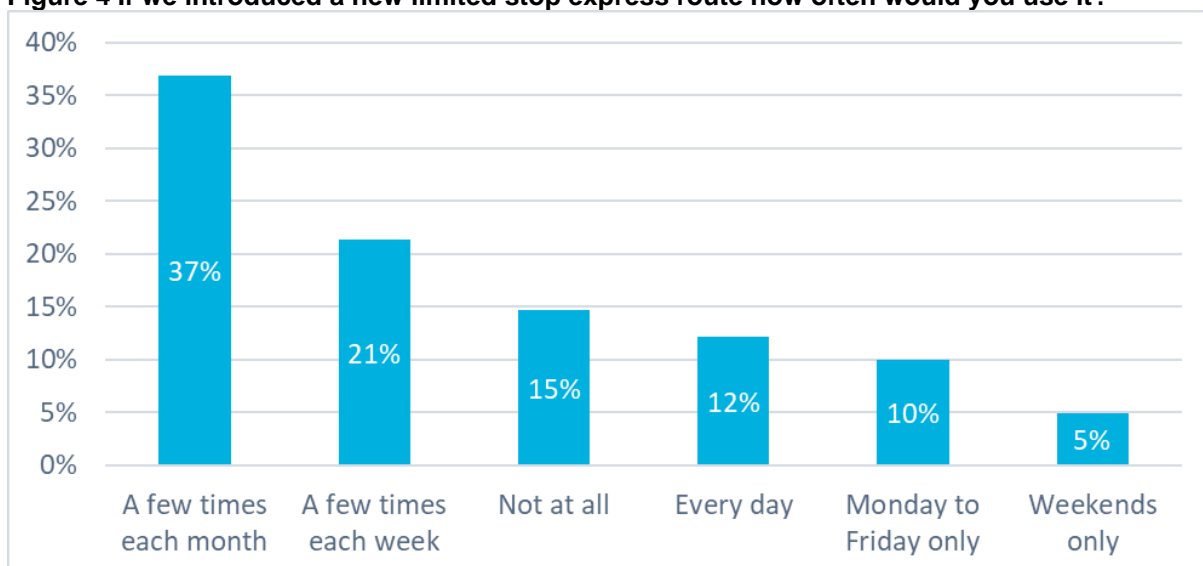
### 4.3 Summary of responses to Question: If we introduced a new limited stop express route how often would you use it?

**470 people responded to this question.**

We wanted to understand how often respondents would use our proposed route X34 express service. The chart below shows all responses.

85 per cent of respondents said they would use the service. Only 15 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?



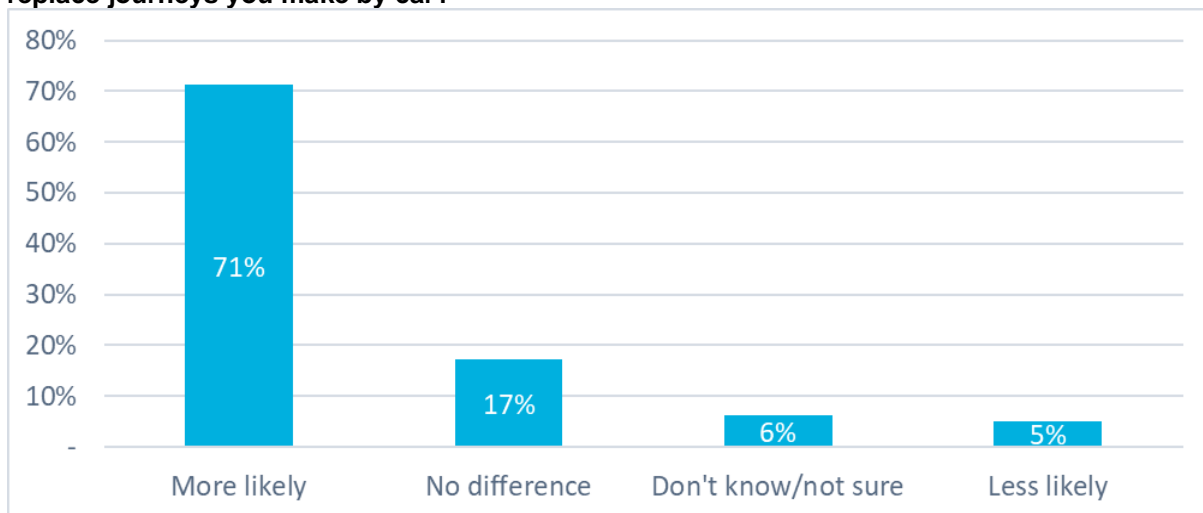
## 4.4 Summary of responses to Question: Based on our proposals, how likely are you to use a limited stop express bus route to replace journeys you make by car?

623 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.

71 per cent of respondents told us they would be more likely to replace a journey by car with the new express bus service. 17 per cent of people said it would make no difference, and five 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?



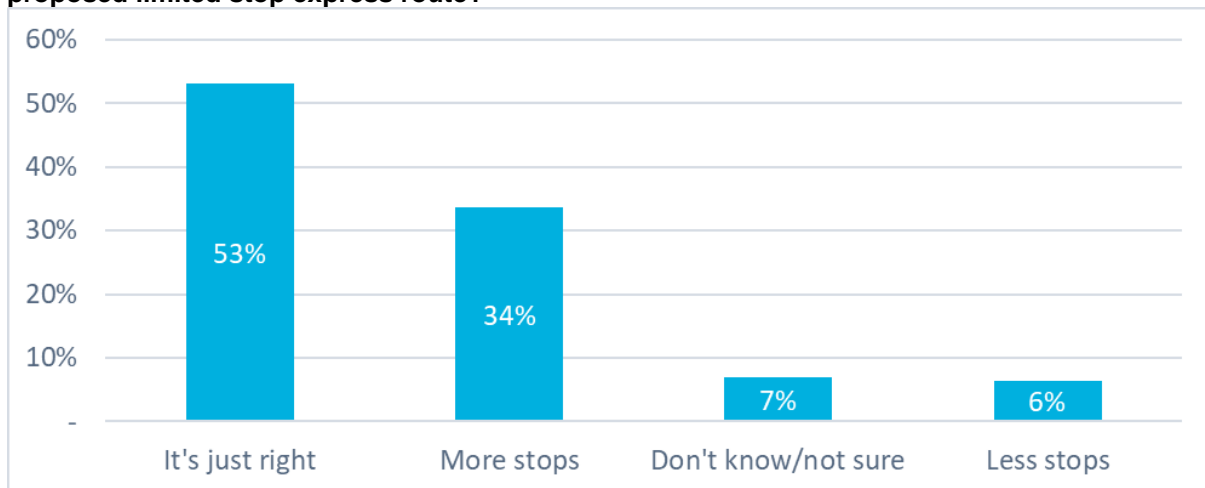
## 4.5 Summary of responses to Question: Based on our proposals, do you think there should more or less stops on the proposed limited stop express route?

640 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.

53 per cent of people said they thought the number of stops we proposed are just right, 34 per cent of people said we should introduce more stops and six 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.

**582 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 12 Top 10 codes**

Theme	Code	Frequency of comment
Buses	Concern about reduction in frequency on other routes e.g. 34	57
Buses	Concern about poor design / layout / cleanliness / maintenance of existing buses	46
Support	Support scheme plans relating to X34 proposed route	45
Suggested stop locations	Suggest additional stops in North Middlesex Hospital	32
Support	Support Superloop concept generally	28
Support	Support having fast connection / reduced journey times	22
Route	Concern about congestion delaying journeys / particular roads cause delays	22
Suggested stop locations	Suggest additional stop at the Great Cambridge Roundabout on A406 / along A406	17
Buses	Suggestion for dedicated bus lanes or bus priority measures	17
Route	Suggestion to remove one of the stops in Walthamstow e.g. Walthamstow bus station, Walthamstow Market, stops CH/CE	15

## 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 13 Quality of consultation**

	Total	Very good	Good	Adequate	Poor	Very poor
Website structure & ease of finding what you needed	451	35%	39%	20%	3%	2%
Written information	442	35%	42%	18%	3%	2%
Maps, images & related diagrams	445	41%	36%	17%	3%	2%
Online survey format	448	37%	35%	19%	4%	3%
Website accessibility	450	33%	40%	17%	2%	2%
Promotional material	442	26%	31%	25%	4%	2%

We also gave people the opportunity to give us feedback about the quality of consultation through a free text box. 104 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 14 Top five codes**

Theme	Code	Count
Non-consultation concerns	Specific concern about scheme design, route planning, branding	23
Consultation	Concern about quality / lack of maps in the survey	11
Consultation	Concern about the lack of information / detail (e.g. exact location of bus stops, frequency, timings)	11
Consultation	Concern that survey questions are too restrictive / leading	10
General	Support the X34 bus service (non-specific)	9

## **4.8 Stakeholder responses**

We received responses to the consultation from the following stakeholders:

- Barnet Council
- Enfield Transport Users' Group
- Future Transport London
- Haringey Council
- Inclusion Barnet
- Joanne McCartney AM for Enfield and Haringey
- London Borough of Enfield
- London Borough of Waltham Forest
- London TravelWatch
- Meridian Water Development
- Next Step Support Ltd.
- North Middlesex University Hospital NHS Trust
- North London Waste Authority
- Pymmes BrookERS

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 received a petition from Waltham Forest Labour Group calling on the addition of a Chingford stop to the X34 Superloop bus route. The petition had 41 signatories.

## Appendix A: Full code frame

Theme	Code	Number of responses
Buses	Suggestion to use New Routemasters/ electric vehicles - improving design/ accessibility of buses	221
	Concern about reduction in frequency on other routes e.g. 34, 221	57
	Suggestion for dedicated bus lanes or bus priority measures	17
	Suggestion to increase frequency	8
	Concern about connections to other buses inc. other Superloop routes	4
	Concern about impact of reduction in frequency of certain buses e.g. will lead to overcrowding of other routes	4
	Concern about poor design / layout/ cleanliness/ maintenance of existing buses	2
	Suggestion about improving bus/ bus stop information	2
	Concern about existing bus infrastructure e.g. bus stops	2
	Concern about pollution	2
	Concern about duplication/ additional buses on route	1
	Suggestion for Superloop route to be tram instead of bus	1

	Concern about reckless bus driving	1
	Concern about anti-social behaviour, e.g. abuse of bus drivers	1
Suggested stop locations	Suggest additional stops in North Middlesex hospital	32
	Suggest additional stop at the Great Cambridge roundabout on A406 / along A406	17
	Suggest additional stops at Meridian Water (once built)	14
	Suggest additional stop in High Barnet	6
	Suggest additional stop between Crooked Billet and Silver Street e.g. Hall Lane/Costco	5
	Suggest additional stop in Edmonton Green, inc Trinity Park	5
	Suggest additional stop in Walthamstow e.g. near Dog Stadium, Blackhorse Road, Crooked Billet, Whipps Cross roundabout	5
	Suggest additional stops in Walthamstow, e.g. between Crooked Billet Roundabout and Walthamstow Central	4
	Suggest additional stop in Palmers Green (general)	4
	Suggest additional stop at Southgate station	4
	Suggest additional stop in Finchley e.g. West Finchley, Woodside Park, Woodhouse college, stops from 221 route such as Bellevue Road	4
	Suggest additional stop at South Chingford (e.g. Chingford Road)	4

Suggest stop at Brent Cross (general)	4
Suggest additional stop around Whetstone e.g. at Totteridge and Whetstone station, Oakleigh Road, Raleigh Drive	4
Suggest additional stops in Friern Barnet (general)	3
Suggest additional stops in Palmers Green e.g. at Green Lanes, Station	3
Suggest moving stop in Palmers green to Palmerston Road	3
Suggest additional stop at Ravenside Trading Estate	3
Suggest additional stop in Chingford mount	3
Suggest extending to Leytonstone	3
Suggest additional stop between Arnos Grove and Palmers Green e.g. at Warwick Road	3
Suggest additional stop to serve Latymer school	3
Suggest additional stops at Hadley Highstone/ Potters Bar Bus Garage or Station/ following 134, W7 or 84 route	3
Suggest additional stop around Chingford e.g. at Cook Ferry roundabout, Corktree, Eley Trading Estate	3
Suggest bus stops are paired opposite each other	2
Suggest additional stop at hospitals e.g. Chase Farm, Memorial	2

Suggest to relocate Eastbound North Middlesex hospital stop on the other side	2
Suggest additional stop in Enfield (general)	2
Suggest additional stop at Colney Hatch Lane (eastbound)	2
Suggest additional stop at Beaconsfield Road	2
Suggest additional stop in Barnet (general)	2
Suggest additional stops in Finchley (general)	1
Suggest only 2 stops - Arnos Grove and one other stop	1
Suggest starting and terminating at Finchley Central tube station	1
Suggest additional stop at Woodford Green	1
Suggest replacing stop in North Finchley with one at Brent Cross	1
Suggest additional stop at Friern Barnet Town Hall	1
Suggest removing stop at Southgate	1
Replace Palmerston Road stop to Pymmes Road	1
Suggest fewer stops between Silver Street and North Finchley bus station	1

	Suggest removing stop at Friern Barnet Town Hall	1
	Suggest replacing stop at Silver Street with North Middlesex Hospital	1
	Suggest additional stop in Wood Green	1
Route	Concern about congestion delaying journeys/ particular roads causing delays	24
	Suggestion to remove one of the stops in Walthamstow e.g. Walthamstow bus station, Walthamstow market, stops CH/CE	15
	Suggestion for route to include train stations and major bus stops/stations	14
	Preference for fewer stops (unspecified)	11
	Suggest the stops focus on interchange locations e.g. Walthamstow Market, Park and Rides, Bell Corner	11
	Concern the route will not be used / lack of demand	8
	Preference for more stops (unspecified)	8
	Suggestion to reroute through Whetstone e.g. by the Griffin, High Road	8
	Suggest route extending to/terminating at Stratford	6
	Suggest extending route to other locations e.g. Tottenham Hale, Redbridge Station, Abbey Wood, Barnet hospital, Elstree & Borehamwood	5
	Suggestion for stops to be better spread along the route	3

	Concern about route not serving Enfield/ North Enfield	3
	Suggest link to other Superloop services e.g. in Harrow	3
	Preference for fewer stops - Walthamstow, Silver Street, Arnos Grove and North Finchley	3
	Suggestion for route to serve new developments, e.g. around Brunswick Park Road	3
	Suggest extending route to Chingford station	3
	Suggest extending route to Edgware, e.g. to replace 221	2
	Suggest extending route to Romford/Ilford/Barking	2
	Suggestion to reroute back to Walthamstow via Waterworks Roundabout	1
	Suggest route should serve Chingford area e.g. Chingford Mount, Highams Park	1
	Consider terminating route outside of Town Centres	1
	Concern the route does not serve Haringey	1
Support	Support scheme plans relating to X34 proposed route	43
	Support Superloop concept generally	25
	Support having a faster connection / reduced journey times	22

	Support the scheme plans, e.g. distance of stops, express service, bus priority measures	9
	Support the scheme encouraging public transport use	8
	Support the scheme improving connectivity between areas/places	6
	Support environmental benefits of scheme e.g. improving air quality	2
Oppose	Concern scheme provides no additional benefit	11
	Oppose introduction of new route	8
	Concern that time saving benefits are negligible	7
	Concern that introduction of new route will lead to more private travel e.g. by car	6
	Oppose Superloop concept generally	2
Suggestions	Suggest an additional orbital route further out	5
	Suggestion for X34/ existing 34 bus to become a 24-hour route	4
	Suggest redesigning road infrastructure e.g. new flyover on A406, pedestrian crossing at Gloucester Road, widen roads	4
	Suggest clear signage to direct passengers/ improve information provision	3
	Suggestion regarding route naming e.g. Superloop routes should be named 'SL...', keep route name as X34, rename as X221	3

	Suggest a cross-borough approach/ Superloop as single route/ much longer route	2
	Suggestion to improve design on bus stops/express buses	1
	Reroute 34 to stop at Meridian Water	1
	Reinstate 84 bus route	1
	Reinstate 29 bus / Introduce X29 limited stop route	1
	Research Red Arrow in Nottingham and Derby	1
	Focus on improving / adding more local routes over long-distance express services	1
	Suggest including entire route of 34	1
General	Suggest the scheme is a "waste of money"/ unnecessary	5
	Concern about poor planning/ research/ advertising	4
	Suggestion to implement trial run/ monitoring	1
Equalities	Concern that scheme causes accessibility issues for people with disabilities / vulnerable people	1

Quality of consultation question:

Theme	Code	Count
Non-consultation concerns	Specific concern about scheme design, route planning, branding	23
Consultation	Concern about quality / lack of maps in the survey	11
Consultation	Concern about the lack of information / detail (e.g. exact location of bus stops, frequency, timings)	11
Consultation	Concern that survey questions are too restrictive / leading	10
General	Support the X34 bus service (non-specific)	9
Consultation	Satisfied with the quality of the consultation	8
Consultation	Unable to answer some questions / no answer relevant to them	8
General	Oppose scheme (non-specific)	6
Non-consultation concerns	Specific suggestion / concern about buses (general) (e.g. accessibility)	6
General	Support scheme plans relating to Superloop/ X34 proposed route	5
Consultation	Concern about lack of advertising to raise awareness of consultation / to the wider area	5
Other	Comment requests information	4
Consultation	Concern about difficulties with opening survey / account set up	4
Other	Comment out of scope	3
Consultation	Concern that responses will not be listened to / undemocratic	2
Consultation	Satisfied with the high quality maps	2
Consultation	Concern over accessibility of the survey (e.g. font too small, too much information)	2
Consultation	Concern about typo(s) / error(s) in the consultation material	2
General	Support the scheme objectives e.g., revitalising the town centre, more cycling, pedestrianised and green spaces, reducing pollution/ traffic	1
Consultation	Concern about lack of advertising of non-digital response methods	1

Consultation	Concern about long / repetitive questions e.g. demographics, postcode	1
Consultation	Satisfied with the postcard & Easy Read leaflet	1

## Appendix B: Consultation survey



### Tell us your views X34 Superloop proposals

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 21 July 2023.

If you prefer, you can also:

- Complete our online survey at <https://haveyoursay.tfl.gov.uk/x34-superloop>
- Send us your response by email at [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) or post to **FREEPOST TFL HAVE YOUR SAY(X34)**
- Telephone: 020 3054 6037 to leave your name and contact number and we will call you back. Please quote 'X34' 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:

*(select one option)*

- London Borough of Barnet
- London Borough of Enfield

- London Borough of Waltham Forest
- I live in another London borough
- I live outside London

**Q2. What encouraged you to complete this questionnaire on the X34 proposals? I'm interested in the X34 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 Barnet, Enfield or Waltham Forest
- I live in Barnet, Enfield or Waltham Forest 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 Barnet, Enfield and Waltham Forest, please answer the following four questions.

Out of the following options, which do you use most frequently to travel around Barnet, Enfield or Waltham Forest:

*(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..**

- Route 221
- Route 34
- Both
- Neither

**Q5. How would the X34 proposals affect you**

To help us understand how our proposals could change your travel habits around Barnet, Enfield and Waltham Forest, 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 X34 bus route proposal, please answer the following two questions.

Based on our proposals, do you think there should be 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...**

*(Choose one option)*

- 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:

**Your Superloop. Your say.**





We are holding a six-week consultation on proposals for the new X34 bus service.


The new limited-stop service would be a part of our Superloop network, providing quicker journeys between North Finchley and Walthamstow.

For more details and to have your say please scan the QR code, or visit our website [haveyoursay.tfl.gov.uk/x34-superloop](https://haveyoursay.tfl.gov.uk/x34-superloop)

The closing date for comments is Friday 21 July 2023.



MAYOR OF LONDON



Leaflet:

**Your Superloop. Your say.**



We are holding a six-week consultation on proposals for the new X34 bus service.

For more details and to have your say please scan the QR code, or visit our website [haveyoursay.tfl.gov.uk/x34-superloop](https://haveyoursay.tfl.gov.uk/x34-superloop)



The closing date for comments is Friday 21 July 2023.



MAYOR OF LONDON




**Your Superloop. Your say.**

**North Finchley to Walthamstow**  
The new limited-stop service would be a part of our Superloop network, providing quicker journeys between North Finchley and Walthamstow.

MAYOR OF LONDON



Sticker:



Media activity:

TRAVEL NEWS

METRO@tfl.gov.uk

TRANSPORT FOR LONDON  
EMPT ANIMATED PATTERN

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# SHARE YOUR VIEWS ON THE SUPERLOOP

## Consultation is open on new limited-stop express bus service in north-east London

**LONDONERS** are invited to have their say on proposals for a new limited-stop express bus service between North Finchley and Walthamstow, currently called the X34.

The proposed route would enable quicker journeys and more transport options for people moving between transport hubs and town centres in Finchley, New Southgate and Walthamstow, as well as linking sections of the A406 North Circular Road. It would also encourage people to make cleaner, more cost-effective and sustainable journeys.

The proposals for the route would see the X34 run alongside part of the existing route 221 between North Finchley and New Southgate, and part of route 34 between Arnes Grove and Walthamstow.

The X34 would run every 12 minutes on Mondays to Saturdays and every 15 minutes during evenings and Sundays.

**Super services**  
The new route would be part of the Superloop, a major expansion of outer London's network which, when complete, will circle London and connect town centres, hospitals, schools and transport hubs. The Superloop will strengthen and improve public transport options in line with the London-wide ULEZ expansion.

TfL has consulted on separate proposals for a more than 450,000 km increase per year in bus services in Harrow, Barnet, Brent, Havering and Wandsworth, with more than 80,000 additional operated km per year for an extension to route 223.

**Future plans**  
TfL has set out its long-term vision for buses in its Bus action plan, which outlines its aims to increase the number of customers choosing to travel by bus across the capital and make the network zero carbon by 2030.

This will involve creating a service that supports independent and spontaneous travel with improved customer information. Those using the bus will see faster journeys with bus speeds improved by ten per cent and an additional 25km of new bus lanes.

There will also be improved connections, with better interchanges in outer London. There are already more than 950 zero-emission buses out on the city's streets, with plans for the whole fleet to be converted by 2030 - this is subject to funding from Government.

TfL recently started installing new bus countdown boards, which show people exactly when the next bus will come, across every borough in the capital. More than 300 additional boards will be in place by the end of the year, boosting the overall number by 12 per cent.

With more than 675 routes and 19,000 stops across London, buses are the most accessible, available and affordable form of public transport and provide an excellent alternative to cars for journeys that can't easily be walked or cycled.

The consultation for the proposed new route X34 is open until July 21. For more information on the new public consultation and to share your views, visit the webpage at [haveyoursay.tfl.gov.uk/x34-superloop](http://haveyoursay.tfl.gov.uk/x34-superloop)

**Get involved:** Have your say on plans for next section of the Superloop

## Make a note

What do they look like?

What time is it?

What line is it happening on?

If you see sexual harassment happening, documenting and reporting it can help build a profile of the perpetrator and help us stop it from happening again. Only do so if you feel safe.

Always report by texting British Transport Police on 61016, or by using the Railway Guardian app. Call 999 in an emergency.

Want to remain anonymous? Call Crimestoppers on 0800 783 0137.

Together, we can stop sexual harassment on public transport.

MAYOR OF LONDON

## Carry water in hot weather

WITH the weather forecast to stay warm for the rest of this week, TfL is reminding customers to carry water with them when travelling on London's public transport during hot weather, to help ensure everyone stays hydrated and travels safely, especially on the Tube.

If you're feeling unwell, it is advised that you contact a staff member at the next station or speak to the bus driver. Make sure to look out for other passengers, and help people off the train if they are feeling unwell. To check your travel, including downloading the TfL Go app, visit [tfl.gov.uk](http://tfl.gov.uk)

For more articles and to keep up to date with TfL announcements, visit [tfl.gov.uk](http://tfl.gov.uk)

### London travel advice: plan your journey now

Check your travel [tfl.gov.uk/travel-tools](http://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](http://www.londontravelwatch.org.uk)

\*Service and network charges apply. See [tfl.gov.uk/bermo](http://tfl.gov.uk/bermo) for details.

Newspapers left on the Tube can jam doors and cause delays to your journey. 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.

NEWS | TRANSPORT

# Superloop: Details of North Finchley to Walthamstow section revealed

It would run every 12 minutes from Monday to Saturday in the daytime and every 15 minutes during evenings and Sundays

[VIEW 8 COMMENTS](#)



Details of the second section of the Superloop suburban bus network proposed by Mayor Sadiq Khan have been unveiled / TL

By Ross Lydall @RossLydall | 09 June 2023



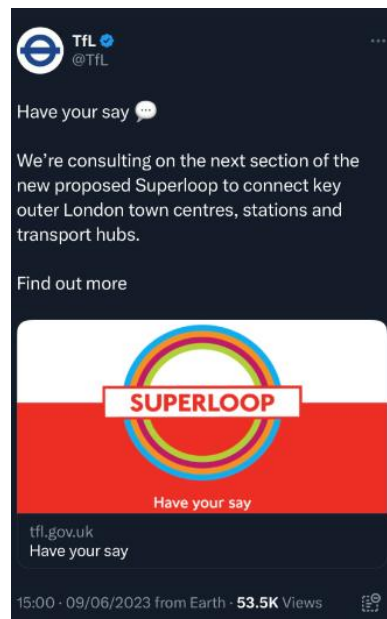
SPONSORED

This charming London area has the whole package >

Details of the second section of the [Superloop suburban bus network](#) proposed by Mayor [Sadiq Khan](#) have been unveiled.

This would link [North Finchley](#) and [Walthamstow](#) via the North Circular Road and upgrade the existing X34 limited stop service that is already in place, [Transport for London](#) said on Friday.

Social media:



Emails:



Your Superloop. 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 limited stop express bus services connecting outer London, we are now proposing a new limited-stop bus route to provide quicker journeys between North Finchley and Walthamstow. This new route would be known as the X34.
Our consultation opens on 9 June 2023 and the closing date for comments is 21 July 2023.

For more details and to have your say, please visit our website:
https://haveyoursay.tfl.gov.uk/x34-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

Superloop - X34 consultation



To: TFL Have Your Say

Retention Policy TFL Exchange Online Retention Policy (7 years)

Expires: 07/06/2030

X34 social media assets - FB Instagram.zip 10 MB

X34 social media assets - Twitter LinkedIn.zip 176 KB

Reply, Reply All, Forward, ...

Fri 09/06/2023 09:38

Following the Mayor's announcement on 28 March of plans to introduce the Superloop, a new network of limited stop express bus services connecting outer London, we are now writing to confirm the start of our consultation on a proposed new section of the Superloop, covering the boroughs of Barnet, Enfield and Waltham Forest.

This consultation specifically covers the proposed section of the Superloop between North Finchley and Walthamstow. The consultation will run from 9 June until 21 July, and we hope you will take time to review our consultation material and respond to our questionnaire. You can do this by either:

- Visiting our online consultation page at https://haveyoursay.tfl.gov.uk/x34-superloop
• Emailing us at haveyoursay@tfl.gov.uk
• Writing to us at FREEPOST TFL HAVE YOUR SAY (X34).

Please also feel free to contact me if you have any questions regarding our proposals, the consultation or to arrange a briefing on the proposed route.

What are we proposing?

We are proposing to introduce a new limited stop express bus service, the X34, between North Finchley and Walthamstow. This new express route would run alongside part of the 221-bus route between North Finchley and New Southgate, and the 34-bus route between Amos Grove and Walthamstow.

The X34 would run with buses every 12 minutes Monday to Saturday and buses every 15 minutes on evenings and Sundays.

The new X34 route would provide extra bus capacity in busy locations, encourage more sustainable journeys, allow for quicker journeys and more transport options to move between key transport and town centre locations in Barnet, Enfield and Waltham Forest. However, as part of our consultation we want your feedback on whether these are the right places for a new limited stop route to operate.

To ensure we continue to match local bus service demand with bus capacity, across the whole route, as part of this consultation we are proposing that the frequency of the bus route 34 would need to be amended. We are proposing that the frequency would need to change to buses every ten minutes Monday to Saturday (currently every seven and a half minutes) and buses every 15 minutes on evenings and Sundays (currently every eight minutes). The frequency of bus route 221 would not change.

Please help us publicise the consultation

We want to ensure that all of London's communities, especially those most impacted by our proposals, have an opportunity to respond to our consultations. To ensure we achieve this we use a number of marketing and engagement channels to connect with, listen to and work with local communities.

However, we also rely on our partners and local stakeholders to share this message and raise awareness of our consultations and transport proposals. To do this we've created a social media toolkit for this consultation and for the Superloop.

We would greatly appreciate it if you would use this toolkit to reach out to your networks across London to make them aware of the X34 proposals and to encourage them to respond to the consultation. I have included our social media toolkit as an attachment to this email.

Find out more about the Superloop

In addition to our X34 consultation page, we have also created a Superloop engagement page. This provides up to date information on our plans for the proposed Superloop network and provides answers to frequently asked questions.

To visit our Superloop engagement page go to https://haveyoursay.tfl.gov.uk/superloop

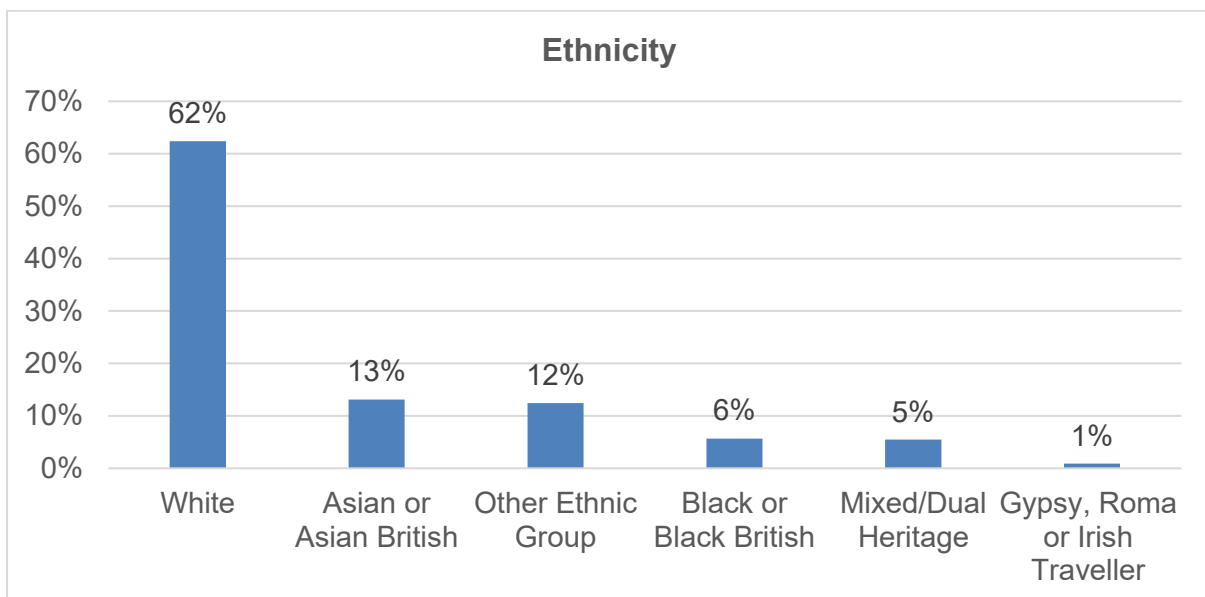
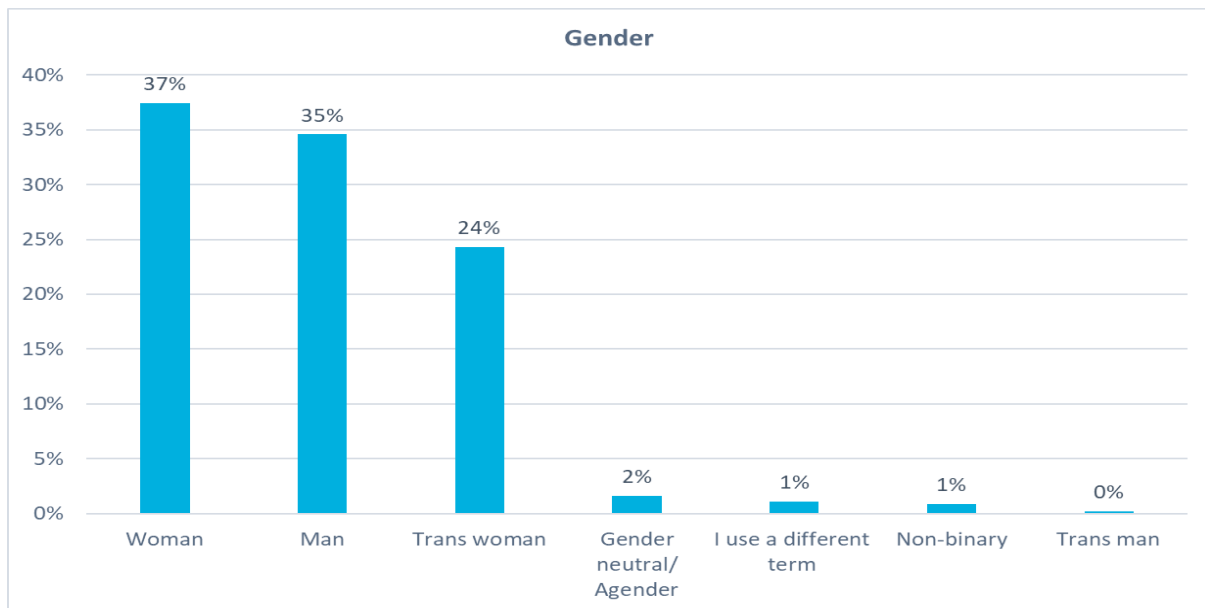
The Superloop is a key part of the Mayor's commitment to improving the bus network in outer London, connecting town centres, hospitals, schools and transport hubs, and could add over 4 million additional kilometres on to London's bus network. This is on top of the more than one million extra kilometres of bus services the Mayor has already committed to.

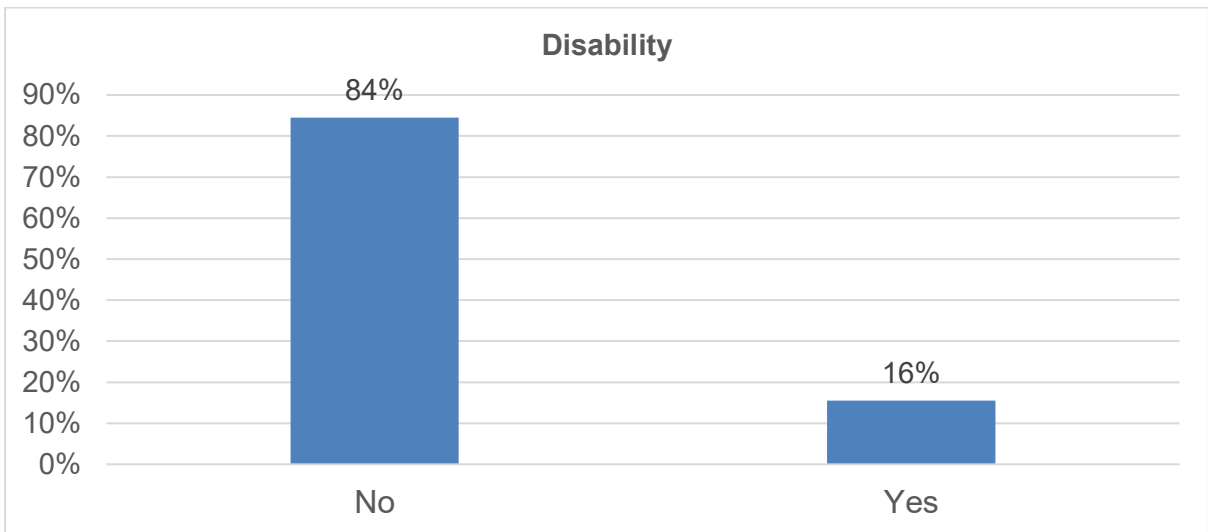
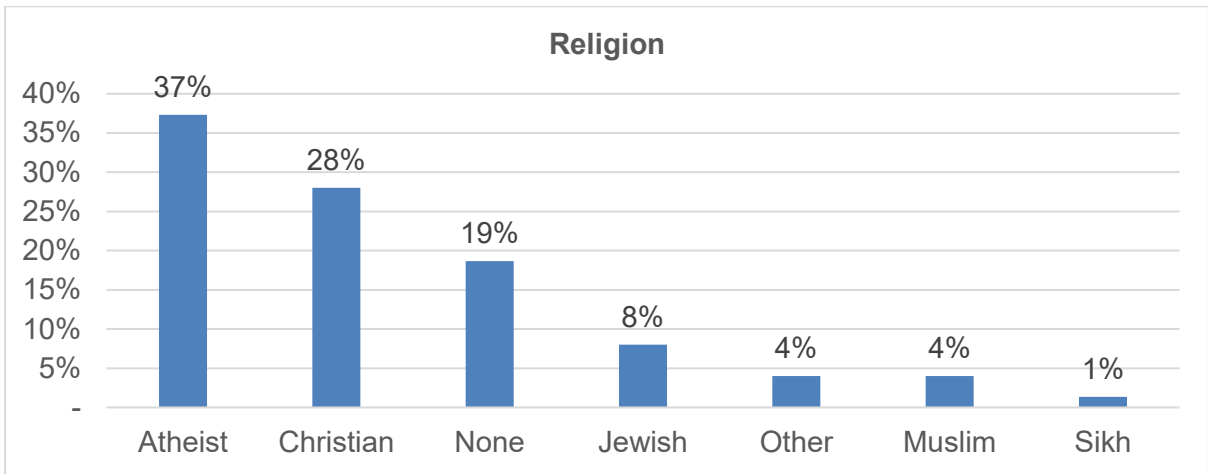
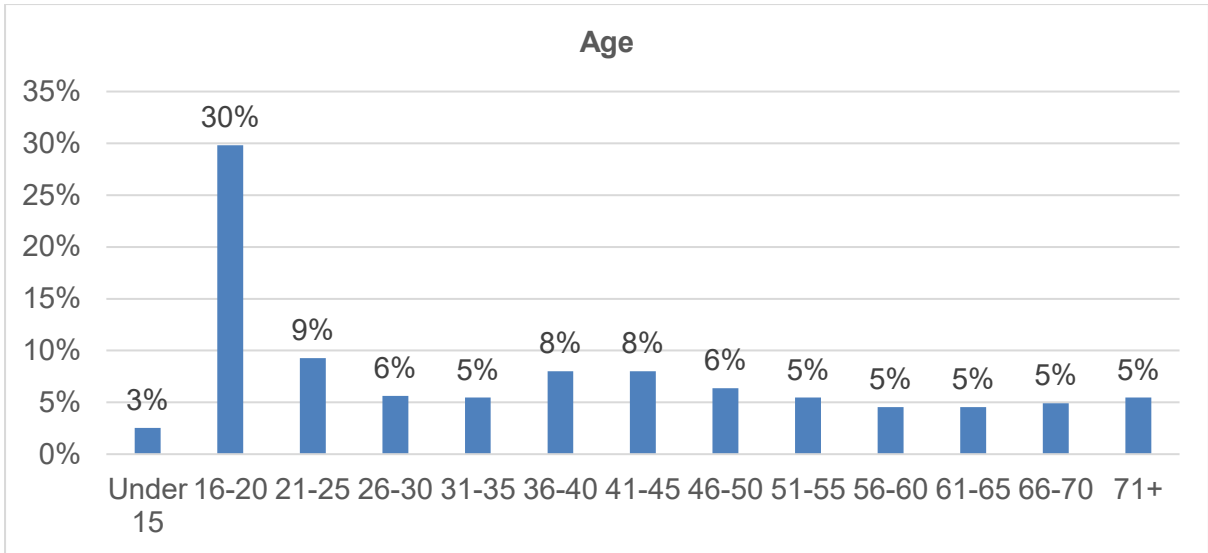
Buses continue to sit at the heart of the capital's transport network and these improvements will help us to continue building a better, greener, and fairer city for all Londoners.

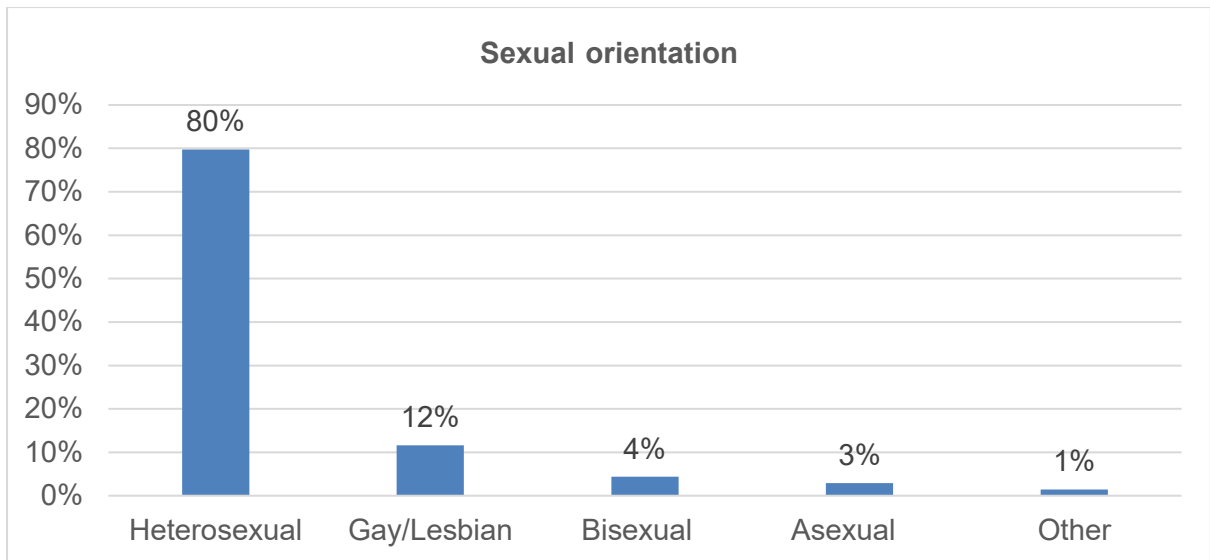
Yours

Louise Cheeseman
Director of Buses

## 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.

### **Pymmes BrookERS**

The stakeholder states that there should be a stop nearer to Meridian Water between Silver Street and Crooked Billet. Considering the planned facilities there, this would substantially increase use of the route by visitors.

### **Inclusion Barnet**

The stakeholder answered that they would be more likely to use the new proposed express route than their car, and that the number of stops proposed is just right.

### **Next Step Support Ltd**

The stakeholder answered that there should be bus stops that serve the North Circular Road, including the closest bus stops that should be reachable for those that live and work along the planned route that always rely on the bus.

### **North Middlesex University Hospital NHS Trust**

The Hospital see the Superloop and bus services in general being a vital part of sustainable access to a very busy Hospital with over a 1000 outpatient attendances per day.

They ask that both the X34 and the 34 stop at the hospital rather than Silver Street as there is significant footfall but only three routes that currently serve it directly. The proposed bus stop at Silver Street does not currently present a safe route to walk between the train station and the hospital. The Hospital continue to recommend that there should be the introduction of a pelican crossing at Gloucester Road to improve the safety of pedestrians crossing this road.

They also oppose the reduction in frequency on route 34 as this will reduce accessibility to the hospital.

### **Enfield Transport Users Group**

The group supports the creation of new links and journey opportunities between Palmers Green, Edmonton, and North Finchley. Moreover, the X34 would bring much-needed capacity between Walthamstow and Edmonton.

However, they are opposed to the exclusion of a bus stop at North Middlesex Hospital and this will have an impact on passengers with reduced mobility. Also the exclusion of a stop at a Cambridge Roundabout is counterintuitive to the Superloop's ideals to link town centres and major interchange points.

Enfield Transport User Group note that there needs to be clear signage at the Beaconsfield Road Stop to show passengers how to get to New Southgate Station

The group would also like to see a restoration of the weekend night service on route 34 and understand why there has been no update about this recently.

### **Future Transport London**

They are supportive of the overall Superloop project and note it will improve the attractiveness of bus travel and help modal shift from car to public transport. On the specifics of the X34, they are disappointed that it is not proposed to serve North Middlesex Hospital directly and with the reduced frequency on route 34.

### **North London Waste Authority**

The stakeholder is supportive of a high frequency east –west express bus service. However, the current proposals do not provide a stop close enough to the North London Heat and Power Plant construction site. A closer stop would enable more of the construction workers to access the site via public transport. The site is currently poorly served and the corresponding proposed reduction in frequency on route 34 will only make this worse.

The stakeholder would like a stop to be included at Cook’s Ferry Roundabout. Not only would this help site access but it would support the increase in local population due to the Meridian Water housing development.

### **Meridian Water Development – Enfield Council**

The developers are pleased to note the proposed use of stops J and H on the North Circular road as locations for the X34 to serve Meridian Water development. They are also looking at a potential for buses to be diverted through a new “spine” road through the development in future. As a result they are concerned that the proposed reduction in frequency on route 34 might impact a possible future diversion.

### **London Borough of Waltham Forest**

The London Borough of Waltham Forest welcomes the potential benefits Superloop bus services can bring to the borough’s residents, particularly in terms of being able to travel around outer London orbital routes more quickly and easily.

The Council has emphasised to TfL that Superloop services in the borough should serve the north of Waltham Forest, specifically the parts of Chingford north of the A406, which are currently less well served by public transport and will be incorporated into the planned expansion of the Ultra-Low Emission Zone (ULEZ).

The Council is supportive of the principle of TfL introducing express orbital bus services but has strongly emphasised to TfL that the proposals are at risk of missing

out on key benefits if they do not serve areas of the borough north of the North Circular Road (A406).

The communities of Chingford, including North Chingford, South Chingford, Chingford Mount, Chingford Hatch, Highams Park and Sewardstone Road, are currently underserved by public transport in comparison to other parts of the borough and London.

As a minimum the Council believes the X34 should serve South Chingford – utilising the north circular and interchanging with existing services towards Chingford Mount.

The Council proposes that the X34 should stop at either the Cork Tree Retail Park at the Hall Lane stop on the A406 or the Holiday Inn/Sainsbury's, off Walthamstow Avenue close to the Crooked Billet roundabout.

The former would serve a large residential area in South Chingford, as well as established employment and shopping locations that are poorly served by public transport. The latter would again provide improved access to employment and shopping locations, residential populations in South Chingford and offer interchange to services towards Chingford Mount.

Furthermore, whether as part of the Superloop or wider improvements, the Council believes there is scope for improved orbital bus connectivity between Barnet, Enfield and Waltham Forest via the A110. This would increase provision along an underserved public transport corridor, with connectivity to key town centres and transport nodes including Chingford town centre and overground station.

The Council thinks that TfL should consider interchanging the Superloop with the Victoria Line and Overground at Blackhorse Road station as an alternative to Walthamstow Central. Blackhorse Lane is a major growth area in Waltham Forest, with 3,000+ homes delivered in the last five years, convenient access to the North Circular via Billet Road and the opportunity to provide direct connections to existing eastward services.

They also oppose the reduction in frequency of the 34.

### **Joanne McCartney AM (Enfield and Haringey)**

Joanne McCartney AM notes that she is supportive of the Superloop project as a whole and notes it could be a step change in helping her residents move quickly around the borough. She is pleased to note that a stop has been proposed at the Green Lane Junction on the North Circular.

The stakeholder also raises concerns put to her by constituents including the Enfield Transport Users Group which relate to the lack of a proposed stop for the North Middlesex Hospital, they note that the Silver Street stop is too far away. Residents would also like to see a stop included at the Great Cambridge Roundabout to link

with services along the A10. They would also like to see a restoration of the weekend night service on the 34.

### **London Borough of Enfield**

The Council has long argued that more investment is needed to improve orbital public transport links in outer London. The Superloop appears to deliver on this to some extent, but is only the start of what is needed to transform bus services and achieve the mode shift required.

The stakeholder notes that the X34 increases corridor capacity between North Finchley and Arnos Grove, as well as between Arnos Grove and Walthamstow. This service enhancement will benefit a number of the Council's key growth areas, including at New Southgate, Arnos Grove, Joyce and Snells Estate, Upton Road Estate and Meridian Water.

The Council states however that the proposed reduction in service frequency on route 34 is a disbenefit for all service users and should be avoided. It will have a negative impact on certain protected groups in particular, generally due to having to wait and stand at bus stops longer, particularly when it is dark. These disbenefits should be explored further and stops along the existing 34 route reviewed (not just along the proposed route as indicated in section 5 of the EQIA) to ensure they are well lit, overlooked, provide an opportunity to rest etc.

It is proposed that the X34 avoids the Great Cambridge Roundabout, utilising the A406 underpass rather than use the on and off slips, which currently enables interchange between the 34 and the north-south routes on the A10 (routes 217 and 231). It is recognised that diverting off the A406 would cause additional delay due to the limited junction capacity and therefore degrades some of the journey time benefits of the X34. However, this is a strategically important interchange for east-west and north-south routes and the feasibility of further changes to the signal timings at the Great Cambridge Roundabout should be explored to see if delays for buses could be reduced, making this a more viable option in the future.

The North Middlesex Hospital is a key destination and should be well served by the X34. However, the current proposal is for the X34 to only utilise the existing stops east of Silver Street Station (stops A and B), a considerable distance from the Hospital. Whilst a new crossing in Sterling Way is being discussed, this is currently unfunded and unprogrammed. TfL must expedite this crossing and, as part of a package of complementary measures, improve the walking routes between the hospital and Silver Street station/bus stops. In addition, given its importance as a key destination, further consideration should be given to providing a closer stop to the hospital (such as stops Q and V) even if this means the X34 having two pairs of stops relatively close together.

They are supportive of the close links to the new Meridian Water development.

One of the benefits of the X34 is the interchange with Silver Street Station, which provides access to London Overground services between Enfield Town/Cheshunt and Liverpool Street. However, many people are precluded from making this interchange because Silver Street station does not have step-free access, making it unusable by many with impaired mobility. It is recognised that the Department for Transport rather than TfL control funding for such station improvements, but the X34 proposals highlight that we should refocus on this important issue and work together to make the case for step free access at Silver Street station to be prioritised

### **London TravelWatch (LTW)**

LTW are supportive of TfL's proposal to introduce the X34. It will enable people to travel across boroughs for work, healthcare appointments, schools and shopping trips, and to connect easily to key local transport interchanges. It will also connect with other bus routes; Tube, London Overground and National Rail stations; health, retail and educational locations; and provide needed additional bus capacity on parts of the 34 and 221.

Enhanced bus the priority is required to fully realise the benefit of express services.

They are disappointed that the full network won't be rolled out until later in 2024. LTW would also like to note that one unfortunate impact of the X34 will be a frequency reduction on the 34. This will be felt most keenly between Arnos Grove and High Barnet, which won't be covered by the X34. They hope that TfL will continue to carefully monitor passenger numbers on this section of the 34 and restore the frequency to current levels if passenger demand requires this.

There should also be better publicity advertising any future Superloop network consultations

### **Barnet Council**

Barnet Council strongly support the Mayor's renewed emphasis on bus services in outer London and his commitment to ensuring over one million additional bus kilometres ahead of the expansion of the ULEZ later this year.

While on balance they welcome the proposals, they do not address all of the borough's orbital transport needs and in reducing service levels on the 34 will disadvantage some residents.

It is important to provide for the needs of those making shorter orbital trips as well as longer ones. Therefore, any decisions on service levels on route 34 should be based on actual experience after the proposed new service is operational and the service shouldn't be reduced straight away.

They welcome the decision to include North Finchley town centre, for which the Council has ambitious regeneration proposals. Public transport has a central part to play in delivering these.

It is essential that proposals for the Superloop take account of the regeneration proposals and that they are implemented on a “future-proofed” basis, so that they can work with and enhance the regeneration of the town centres

Improving interchanges is particularly important for passengers wanting to change between Superloop services given the proposed locations of terminating stops for the X183 and those for the start of X34 services - the proposed westbound interchange between the X34 and X183 would mean passengers walking from a stop on the High Road into the Bus Station and we would urge that further consideration is given to ways of making this interchange seamless against the background of the regeneration proposals for the town centre.

If the Superloop is to realise its full potential, there should be a step change in information provision both about the services making up the network and the interchange opportunities it presents. These need to be brought to the standard that reflects the proposed branding for the new network and meets the expectations this will generate.

There also needs to be improved bus priority along all the network.

### **Haringey Council**

Haringey Council support the Superloop idea but they do not support the X34 as it stands as it does not serve the borough. They would like to see a stop in Wood Green as this area is a major trip generator and a key transport interchange. They would like to have further discussion with TfL on this issue.

## Appendix F: List of stakeholders consulted with

AA	Abellio	Abellio London Limited/ Abellio West London Limited
About Me Care & Support	Access in London	AccessAble
Action for hearing loss	Action on Disability and Work UK	Action on Hearing Loss
Addison Lee	Advocacy for All	African French Speaking Organisation
Age UK	Age UK Barnet	Age UK London
Age UK Waltham Forest	Aimer Products Limited	Aladura International Church
All Saints Church	All Saints Church Edmonton	All Saints Friern Barnet
Alzheimer's Society	Alzheimer's Society - Barnet	Alzheimer's Society Waltham Forest
Amma Radek	Angling Trust	Animal Aid & Advice - North London
Anne Wall Centre	Argall	Argall BID
Arnold House — Leonard Cheshire Disability	Arriva London	Arriva London North Ltd,
Asda	Asian People's Disability Alliance	ASLEF
Aspire	Assembly Members	Association of British Drivers
Association of Fleet Professionals LTD	Association of Town Centre Management	Attitude is Everything
Augustins Solicitors	Barnet African Caribbean Association	Barnet and Southgate College
Barnet Asian Old People's Association (BAOPA)	Barnet Association for the Blind	Barnet Bipolar Self Help support group
Barnet Borough Sight Impaired	Barnet Brookside Methodist Church	Barnet Carers Centre
Barnet Centre for Independent Living (BCIL)	Barnet Independent Living Service (BILS)	Barnet Lone Parent Centre
Barnet Mencap	Barnet Multicultural Community Centre (BMCC)	Barnet Museum
Barnet Parent Carer Forum	Barnet Pensioners Association	Barnet Residents Association

Barnet Society	Barnet Somali Community Group	Barnet Symphony Orchestra
Barnet Torch Fellowship Group	Barnet Water Polo Club	Barnet, Enfield and Haringey Mental Health NHS Trust
BarnetAdult Social Care team	Beautiful and Scenic Walks	Bell Lane Primary School
BEYA Children's Centre	BlindAid	Bluebird Care (Enfield)
Bowes Primary School	Brake	British Afghan Women's Society
British Association of Removers	British Blind Sport	British Heart Foundation
British Land	British Motorcycle Federation	British Youth Council (BYC)
Broomfield School	Burgh House and Hampstead Museum	Buses4homeless
Business Disability Forum	Campaign for Better Transport	Capel Manor College
Carers First	Carers Information Service	Carers Trust Lea Valley Crossroads Care Service
Carville Day Nursery	Catch 22	Central Baptist Church
Central London NHS Trust	Centre for accessible environments	Certax Accounting (Enfield)
Chapel End Infant School	Chapel End Junior Academy	Chartered Institute of Logistics and Transport (CILT)
Chauffeur and Executive Association	Chickenshed Theatre	Children's Activity Club (Monday and Tuesday Club)
Chinese Mental Health Association (CMHA)	Chingford Line User Group	Christ Church Barnet
Christ Church Cockfosters	Christ Church International Churches	Christ Church North Finchley
Christ Church Southgate	Christian Action Housing Association	Christian Hope Ministry
Church Farm Leisure Centre (GLL)	Church of Our Lady of Dolours	City of London Police
Citymapper	Clean Air London	Communit Waltham Forest
CommUNITY Barnet	Community Transport Waltham Forest	CommunitySpace
Compass	Computer Cab	Confederation of British Industries

Confederation of Passanger transport	Co-op	Coppies Grove Residents Association
Cornerstone Business Recovery	Council Chief Execs	Council Leaders
Crossroads Care Enfield	Cyclists Tourist Club (CTC)	Cypriot Elderly and Disabled Group (Enfield)
DABD (UK)	DeafBlind UK	Department for Transport
DHL	Dial-a-Cab	Disability Alliance
Disability GroupHorizons	Disability Horizons	Disability Rights UK
Disabled Go	Disabled Motoring	Disabled Persons Transport Advisory Committee
Dogs for Good	DPDgroup UK	Driver & Vehicle Licensing Agency (DVLA)
DriverNet	East Barnet Baptist Church	East Barnet Residents Association
East Finchley Baptist Church	East Finchley Methodist Church	Edgware District Reform Synagogue
Edgware Masorti Synagogue	Edgware Methodist Church	Edmonton County School
Edmonton Islamic Centre	Eglwys Y Drindod Trinity Church	Elevation Training and Empowerme nt CIC
Elevation-Profile C.I.C.	Elim Pentecostal Church	Emmanuel Christian Centre
Emmanuel Parish Church	End Violence Against Women	Enfield Asian Welfare Association
Enfield Bangladesh Welfare Association	Enfield Baptist Church	Enfield Carers Centre
Enfield Caribbean Association	Enfield Clubhouse	Enfield County School
Enfield Disability GroupAction	Enfield Grammar School	Enfield Health and Social Care Partnership
Enfield Lesbian Gay Bisexual & Transgender Network	Enfield People's Project	Enfield Racial Equality Council
Enfield Saheli	Enfield Somali Community Association	Enfield Turkish Cypriots Association
Enfield Vision	Enfield Visually Impaired Bowls Club	Enfield, Grovelands Residents' Association
EnfieldInformed Families	Enterprise Enfield	Epsom Coaches / Quality Line

ETOA – European tourism association	European Dysmelia Reference Information Centre	Federation of Small Businesses
Finchley Progressive Synagogue	Finchley Reform Synagogue	Finchley Reform Synagogue
Finchley Society	Finchley Victoria Bowling & Croquet Club	Forest Baptist Church
Forty Hall and Gardens	Forty Hall Vineyard	FREENOW
Freight Transport Association	Friend in Need (FIN)	Friends of Barnet Environment Centre
Friends of Highlands Gardens	Friends of Mill Hill Park	Friends of Victoria Park Finchley
Friern Barnet School	Galop	Garden Suburb Community Library
Gargaar Somali Welfare Association	GBM Drivers	Gendered Intelligence
Genesis Kids and Youth Club	GeoPost UK	GIRES
GLA Strategy Access Panel members	Golden Tours (Transport) Ltd,	Golders Green Parish Church
Graeae Theatre Company	Grange Park Methodist Church	Great Ormond Street Hospital for Children NHS Foundation Trust
Greater London Authority	Greater London Forum for Older People	Greater London Forum for the Elderly
Greek & Greek Cypriot Community of Enfield (GGCCE)	Green Cross First Aid Training Enfield	Guide Dogs
Guide Dogs for the Blind Association	Gurdwara Sikh Temple	HA Boyse and Son
Hainault Road Baptist Church	Harmony Hall	Hazelwood Schools
HCT plus	Health Poverty Action	Healthwatch
Healthwatch Enfield	Hendon Leisure Centre (GLL)	Hendon Methodist Church
Hendon United Synagogue	Hien Le & Co Chartered Accountants	High Barnet Baptist Church
High Road Baptist Church	Higham Residents Association	Highams Park Baptist Church
Highams Park United Reformed Church	Highlands School, Grange Park	Hillyfield Primary Academy

Holy Trinity Church	Holy Trinity East Finchley	Hope and Restoration/trading as H&R Training Professionals
IAM	Imperial College Healthcare NHS Trust	Imperial College London Mathematics School
Inclusion Barnet	Inclusion London	Independent Disability Advisory Group
Insight School of Art	Institute Of Couriers	Iranian Community Service
ITS Automotive	JAMI (Jewish Association for Mental Health)	Jesus Church
Jesus House	Jewish Care	Jewish Deaf Association
Jewish Gay and Lesbian Group	Jewish Museum	John Keble Church
John Lewis Partnership	Joint Mobility Unit	Kehillas Toras Chaim
Kenny Stuart LTD	Kent Solicitors	Kentish Town City Farm
Kingsbury Taekwondo Club	Kingsway International Christian Centre	Kongolese Children's Association
Learning Through Horses	Lefkara Association of Great Britain - Enfield Branch	Leonard Cheshire
Leonard Sainer Day Care Centre (Jewish Care)	Leytonstone United Free Church	Licensed Taxi Drivers Association
Licensed Taxi Drivers Association	Living Flames Baptist Church	Living Streets
London Ambulance Service	London Ambulance Service (stakeholder team)	London Ambulance Service NHS Trust
London Borough of Barnet	London Borough of Waltham Forest	London Cab Drivers Club
London Chamber of Commerce and Industry (LCCI)	London Councils	London Cycling Campaign
London Cycling Campaign (Enfield)	London Cycling Campaign (Waltham Forest)	London European Partnership for Transport
London Faiths Forum	London Fire and Emergency Planning Authority	London Fire Brigade
London Fire Brigade (LFEP)	London First	London Friend
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 Suburban Taxi-drivers' Coalition
London Taxi PR	London TravelWatch	London Vision
Look Ahead	Loomis UK	Loughton Trinity Methodist Church
Lyonsdown Church	Mandatory	Manor Drive Methodist Church
Marks & Spencer	Mary Immaculate & St Gregory the Great	Mary Immaculate and St Peter Church
Masjid Abu Bakr	Masjid Al Taweed	Mauritian Islamic Welfare Association
Mcdonnell transport	Metroline Travel Limited/ Metroline West Limited	Metropolitan Police Service
Mevlana Rumi Mosque	Middlesex Association for the Blind	Middlesex University
Mill Hill East Church	MIND in Barnet	Ministry of Restoration International Pentecostal Church
Motorcycle Action Group	Motorcycle Industry Association (MCIA)	MPs
MS Society	Mumderground	Mumsnet
Nafsiyat Intercultural Therapy Centre	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- Barnet
NCT- Enfield	Nepalese Language and Culture Center	Netmums
New Options	New River Church	NHS Property Services
No Panic	Noor-ul- Islam Mosque	North London Aquatics
North London Asian Care	North Middlesex Golf Club	North Middlesex University Hospital
Oakleigh Park Tennis & Squash Club	Oakleigh School and Early Learning Centre	Oasis Academy Hadley
Office Depot	Office for Disability Issues (DWP)	OnCue Transport

One Place East	One to One	Our Lady and St George Catholic Church
Our Lady of Grace & St Teresa	Outward Housing	Palmers Green Mosque
Parish of Friern Barnet	Park Avenue Disability Group Resource Centre	Parkinson's UK Waltham Forest
Partnership for Jewish Schools	PaxTrans Ltd	PCOrientals
PCS	Phoenix Cinema Trust	Pilgrim Tabernacle
Ponders End Youth Centre	Portaramp UK Limited	President National Federation of the Blind of the UK
Press office Enfield	Prince's Trust	PrioritEyes Ltd
Queen Elizabeth's Foundation for Disabled People	RAC Motoring Foundation	RAC Motoring Foundation
Research Institute for Disabled Consumers	Richmond Fellowship	Ridgeway Church Chingford
RMT London Taxi	RMT Union	RNIB
Road Haulage Association	Road Haulage Association LTD	Road Safety Markings Association
Roadpeace	Roman Catholic Church of St Agnes	Roman Catholic Church of St Alban
Roman Catholic Church of St Margaret Clitherow	Roman Catholic Church of St Patrick	Royal Air Force Museum
Royal College of Nursing	Royal London Society for Blind People	Royal Mail
Royal Mail Parcel Force	Sainsbury's Supermarkets	Sam Beckman Special Day Care Centre
Sangam Association of Asian Women	Scope	Sense
Shernhall Methodist Church	Shield of Faith	Shopmobility Waltham Forest
Shree Aden Depala Mita Mandal	Sir George Monoux College	Sisters In Islam - Muslim Youth Club
Skills & Training Network	Social Care Consortium	Society of London Theatre
South Chingford Congregational Church	South East London Vision	South Leytonstone Area Development Association (SLADA)
Sri Karpaha Vinayagar Temple	St Aldhelm's Church	St Andrew's Church Southgate
St Edmunds Church	St Gabriel's Church	St James Church

St John the Apostle Church	St John the Baptist	St John's & St James' CofE Primary School
St John's Church	St Jude On The Hill	St Margaret's Church
St Mark's Church, Enfield	St Mary At Finchley Church	St Mary Magdalene Church
St Mary's Parish Church	St Michael and All Angels Church	St Michael's and All Angels Church
St Monica's	St Paul's Church	St Paul's Church Finchley
St Paul's CofE Primary School	St Peter's Church	St Thomas Oakwood Church
St. Anne's Church	Stagecoach	Stay Safe
Stewardstone Evangelical Church	Stonewall	Stroke Association
STS First Aid	Sustrans	Suzy Lamplugh
Tamil Relief Centre	Team Margot	Technicolour Tyre Company
Terrence Higgins Trust	TfL's Valuing People	The Asian Centre Waltham Forest
The Association of Guide Dogs for the Blind	The Big Bus Company Ltd,	The British Dyslexia Association
The Compton School	The Co-operative Group	The Driver-Guides Association
The Enfield Branch of the National Autistic Society	The Greek Orthodox Church of St Catherine	The Green Man Community Centre
The Islamic Sharia Council	The League of Jewish Women	The Lesbian and Gay Foundation - LGBT Carers Online Forum
The Manor House Centre for Psychotherapy and Counselling	The Parish Church of St Mary and Christ Church	The Parish of Chingford
The Redeemed Christian Church of God	The Revive Centre	The Royal Association of Deaf People (RAD)
The Samaritans (North London branch)	The Stable Church	The Wenta Business Centre, Enfield
Thomas Pocklington Trust	TKMaxx	TNT
Tourism for All UK	Trailblazers, Muscular Dystrophy UK	Transport Associates Network (Ann Frye)
Transport Focus	Transport for All	Trinity Church
Underhill Baptist Church	Unions Together	Unite

Unite the Union	UPS	Victory Outreach Church
Walk London	Waltham Forest CCG	Waltham Forest College
Waltham Forest Community Hub	Waltham Forest Dementia Action Alliance	Waltham Forest Faith Communities Forum
Waltham Forest Islamic Association - Ghousia Masjid	Waltham Forest News Waltham Forest	Waltham Forest Streets for All
Waltham Forest Family Information Service	Walthamstow School for Girls	Walthamstow Seventh Day Adventist
Walthamstow Village Residents Association	Waverley School	Wellbeing Connect
Wesleyan Christian Centre	Wheels for Wellbeing	Whipps Cross hospital
Whizz Kidz	Winchester Road Methodist Church	Winchmore Hill United Reformed Church
Wingate & Finchley Football Club	Wingate and Finchley FC Disabled Fans' Forum	Women in Transport
Woodford Green United Free Church	Woodford Road Methodist Church	Woodhouse College
Woodside Park Garden Suburb Residents' Association	Wren Academies Trust	Your Choice Barnet
Zebra Cross Childrens' Club		