

# Quicker bus journeys between Walthamstow and North Woolwich



## Proposals for a new express bus route SL2 Walthamstow and North Woolwich, part of the Superloop

Response to issues raised  
December 2023

# **Consultation Summary**

## **Background**

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.

## **Response to issues commonly raised**

We published the Consultation Report on 20 October 2023 which detailed who had responded to the consultation and what feedback we received.

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

## Proposals

Table 1 Response to issues raised on proposals

| Number | Theme                                                             | Code | Issue                                                                                                                | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| 1      | Suggestions for different routes / preferences for specific stops |      |                                                                                                                      | <p>Havering is not included within the current Superloop proposals, the borough does have an existing dense local bus network including six north-south routes (103, 165, 174, 175, 256, 365 among others) with a combined 38 buses per hour connecting town centres across Havering including Romford. TfL is working with LB Havering to identify options to improve bus priority and connectivity in the borough. There is also a north-south railway that takes nine minutes all day, every day between two of the main town centres of Romford and Upminster.</p> <p>The Superloop network will be kept under review and alternative routeings can be considered again in future. Such reviews will also benefit from having direct experience of operating the proposed expanded express bus network.</p>                                                                                                                                                                                                                             |
|        |                                                                   | 1.1  | Concern for lack of connections to Havering / Suggestion to reroute/ route should serve Havering (including Romford) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|        |                                                                   | 1.2  | Suggestion to adjust route to enable connectivity to other public transport routes                                   | New route SL2 will serve all rail and bus interchanges it passes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|        |                                                                   | 1.3  | Suggestion to reroute/serve/ terminate route at London City Airport                                                  | <p>This option was assessed but four issues would need to resolving for extension to City Airport to be feasible given extending route SL2 would make it a long route where reliability could be adversely affected: (1) Journey times were reduced at traffic pinch points across new route SL2 and the would-be extension route. It would need to continue serving North Woolwich. (2) Sufficient stand provision being made available at the airport which is not currently the case. (3) Evidence/further analysis to show sufficient demand for SL2 to justify the extension, not least in current context of low existing bus usage, given attractiveness of alternative routes by rail. (4) Balancing this with aspirations of other stakeholders to extend at the other end of the route west of Walthamstow town centre.</p> <p>The route will be kept under review and alternative routeings can be considered again in future. Such reviews will also benefit from having direct experience of operating the proposed route.</p> |
|        |                                                                   | 1.4  | Suggestion to reroute/ start/terminate route at Custom House Station for Elizabeth line and/or DLR                   | <p>This option was assessed but it generated fewer benefits than running to North Woolwich. This is because existing journey times are similar or quicker by rail between Walthamstow, Ilford, Barking and Gants Hill, and Custom House with one interchange. The Elizabeth line can be accessed at Ilford.</p> <p>Serving North Woolwich and Gallions Reach at the eastern end of the Royal Docks where the Elizabeth line does not serve would provide quicker journey times to Barking and Ilford, along with new direct links by using the A1020/A406 TLRN road corridor. SL2 will serve DLR stations for onward travel to Custom House.</p>                                                                                                                                                                                                                                                                                                                                                                                            |

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|  |  |      |                                                                                                                                          | Reliability and directness would be impacted by extending from North Woolwich to Custom House.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|  |  | 1.5  | Suggest the stops focus on interchange locations south of the Thames (general)                                                           | It will serve North Woolwich Police Station/King George V station for DLR services south of the river to Woolwich Arsenal. Woolwich Ferry stops also provide pedestrian access to Woolwich. Proposed Superloop route SL4 would provide cross river connections using Silvertown Tunnel.                                                                                                                                                                                                                                                                                                         |
|  |  | 1.6  | Suggest SL2 uses A406 instead of Ilford Lane                                                                                             | <p>Stops served at Ilford and Barking town centres have been selected in part so that buses could use the A406 instead of Ilford Lane during times of disruption. Ilford Lane despite its congestion is still the most direct corridor to get between Ilford and Barking town centres for SL2 and need to be served given they're both large town centres and transport interchanges.</p> <p>The route will be kept under review and alternative routeings can be considered again in future. Such reviews will also benefit from having direct experience of operating the proposed route.</p> |
|  |  | 1.7  | Suggestion for route to serve new developments, e.g. Silvertown way/North Woolwich Road / Blackhorse Road / Dagenham Docks / Forest Road | New route SL2 will serve new developments at Gallions Reach, Barking, Ilford and Walthamstow. Superloop routes are designed for interchange with other rail and bus services to spread their catchment across each region they serve and their respective development areas.                                                                                                                                                                                                                                                                                                                    |
|  |  | 1.8  | Suggest the stops focus on key interchange locations (general)                                                                           | New route SL2 has been designed to balance minimising journey times while maximising access when it does stop by serving transport interchanges it passes.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|  |  | 1.9  | Suggestion for stops to be better spread along the route                                                                                 | <p>Superloop routes have been designed to minimise stops while maximising access by serving town centres, interchanges and other stops of high usage. These locations are not necessarily spread evenly across London.</p> <p>The route will be kept under review and alternative routeings can be considered again in future. Such reviews will also benefit from having direct experience of operating the proposed route.</p>                                                                                                                                                                |
|  |  | 1.10 | Suggestion to reroute/ route should serve Woodford                                                                                       | <p>Serving this location would make the route longer and less direct adding cost. There is interchange at Walthamstow, South Woodford High Road or Roding Lane for buses to Woodford.</p> <p>The route will be kept under review and alternative routeings can be considered again in future. Such reviews will also benefit from having direct experience of operating the proposed route.</p>                                                                                                                                                                                                 |
|  |  | 1.11 | Suggestion to reroute/ route should serve Chingford                                                                                      | <p>Serving this location would make the route longer and less direct adding cost. There is interchange at Walthamstow Bell Corner and at Roding Lane (Claybury) for interchange between SL2 and services to Chingford.</p> <p>The route will be kept under review and alternative routeings can be considered again in future. Such reviews will also benefit from</p>                                                                                                                                                                                                                          |

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|  |  |      | having direct experience of operating the proposed route.                   |                                                                                                                                                                                                                                                                                                       |
|  |  | 1.12 | Suggestion to terminate route at Canning Town                               | See 1.4                                                                                                                                                                                                                                                                                               |
|  |  | 1.13 | Suggestion to reroute/ serve / terminate Beckton bus station                | This was assessed but would have made the route less direct between Barking and the Eastern Royal Docks. It is served by more routes than Gallions Reach and North Woolwich. SL2 will run along A1020 TLRN corridor with stops at Gallions Reach DLR station and Beckton, Armada Way.                 |
|  |  | 1.14 | Suggestion to reroute/ route should serve Whipps Cross Hospital             | Serving this hospital would mean the route cannot serve South Woodford, Roding Lane and Bell Corner. There is interchange at Walthamstow for buses to Whipps Cross.                                                                                                                                   |
|  |  | 1.15 | Suggestion to reroute/ route should serve Dagenham (general)                | Serving Dagenham would mean the route cannot run to the Royal Docks. There is interchange at Barking station for all rail stations across Dagenham and bus routes EL2, 62 and 287.                                                                                                                    |
|  |  | 1.16 | Suggestion to reroute/ route should serve Leytonstone (e.g. Asda)           | Serving this hospital would mean the route cannot serve South Woodford, Roding Lane and Bell Corner. There is interchange at Walthamstow for Leytonstone.                                                                                                                                             |
|  |  | 1.17 | Suggestion to extend route to serve Royal Docks corridor                    | See 1.4                                                                                                                                                                                                                                                                                               |
|  |  | 1.18 | Suggestion to extend route to Pontoon Dock DLR                              | Extending to this location would increase the length of this long route and increase cost. There is interchange at North Woolwich for Pontoon Dock DLR near Thames Barrier Park.                                                                                                                      |
|  |  | 1.19 | Suggestion to extend route to Tottenham Hale                                | See 1.37.                                                                                                                                                                                                                                                                                             |
|  |  | 1.20 | Suggestion to reroute/ route should serve East Ham instead of Barking       | Barking is closer to the direct routeing of the A406 and has more demand and onward transport connectivity. There is interchange at Barking town centre for East Ham.                                                                                                                                 |
|  |  | 1.21 | Suggestion to extend route to serve Thamesmead                              | There is no river crossing available between Gallions Reach and Thamesmead.                                                                                                                                                                                                                           |
|  |  | 1.22 | Suggestion to reroute between Barking Riverside and UEL Docklands           | This was assessed. Running SL2 to Barking Riverside would either be less direction than running to UEL Docklands or not serve it at all. While there is not an direct express route between Barking and the Royal Docks, there is a rail connection between Barking town centre and Barking Riverside |
|  |  | 1.23 | Suggest SL2 routes through A13 to enter at Movers Lane                      | Not on line of SL2 route. There is interchange at Barking town centre.                                                                                                                                                                                                                                |
|  |  | 1.24 | Suggest SL2 should route via Armada Way to serve Gallions Reach Retail Park | It will now serve this location with a new pair of stops at the A1020 junction with Armada Way in between Barking and Gallions Reach.                                                                                                                                                                 |
|  |  | 1.25 | Suggestion to reroute/ route should serve Wanstead                          | Serving this location would make the route longer and less direct adding cost. There is interchange at Walthamstow and Gants Hill for Wanstead.                                                                                                                                                       |
|  |  | 1.26 | Suggestion to reroute/ route should serve Barking (general)                 | It will now serve Barking town centre. This is considered more beneficial than bypassing it to save time by avoiding Ilford Lane.                                                                                                                                                                     |
|  |  | 1.27 | Suggestion to reroute/ route should serve Highams Park                      | Serving this location would make the route longer and less direct adding cost. There is interchange at Walthamstow for Highams Park                                                                                                                                                                   |
|  |  | 1.28 | Suggestion to reroute/ route should serve Woolwich                          | It is not possible to cross the river without a large increase in run time and cost with likely adverse impacts on reliability. There is interchange at North Woolwich for Woolwich town centre.                                                                                                      |
|  |  | 1.29 | Suggestion to reroute/ route should serve Rainham                           | Rerouteing to Rainham would mean the route cannot serve the                                                                                                                                                                                                                                           |

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|      |                                                                                                               |  | Royal Docks. There is interchange at Barking station for Rainham.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 1.30 | Suggestion to terminate/extend route to Prince Regent                                                         |  | See 1.4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1.31 | Suggestion to move South Woodford stops away from North Circular for safety                                   |  | This was assessed but the road network does not allow for leaving A406 at South Woodford without a complex and indirect road routeing across the area, or alternatively not serving the area at all.<br><br>Serving alternative existing stops were considered at Mayfield Road/A406 but these are further from the town centre than South Woodford High Road. The existing South Woodford stops are being reviewed for improvement to their waiting environments. Overall, SL2 will reduce waiting times at these existing stops and provide access to the town centre. |
| 1.32 | Suggest terminating at Ilford                                                                                 |  | This would not provide new links south such as Barking and Royal Docks.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1.33 | Suggest replacing stop from Roding Lane to Charlie Brown's Roundabout                                         |  | Stops at Roding Lane are the only stops on SL2 to serve Claybury/ Clayhall area.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 1.34 | Suggest SL2 uses A104, A1199 to reach South Woodford                                                          |  | See 1.31.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1.35 | Suggest SL2 uses George Lane and Chigwell Road to reach A1400 Woodford Avenue                                 |  | See 1.31.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1.36 | Suggest SL2 should follow the 145 route from Redbridge Central Library to the 5 route                         |  | See 1.31.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1.37 | Suggest SL2 should route Ilford to Wood Green via existing 123                                                |  | This was assessed but roads west of Walthamstow are narrow and unsuitable for express bus services to overtake existing local services. There is also some duplication of Victoria line and Overground rail services. These locations will continue to be served by route 123 and other services.<br><br>The route will be kept under review and alternative routeings can be considered again in future. Such reviews will also benefit from having direct experience of operating the proposed route.                                                                  |
| 1.38 | Suggest SL2 should route Ilford to Wood Green via Walthamstow Central onto Wood Green/Tottenham via 230 route |  | See 1.37                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1.39 | Suggestion to connect to Stratford via Hall Farm Curve                                                        |  | This was assessed for SL1 but roads south of Walthamstow are narrow and unstable for express bus services to overtake existing local services. Routes 69 and 97 provide links between Walthamstow and Stratford.                                                                                                                                                                                                                                                                                                                                                         |
| 1.40 | Suggestion to connect route to Canary Wharf                                                                   |  | Not on line of SL2 route. There is interchange at Gallions Reach and North Woolwich Police Station for DLR stations.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 1.41 | Suggestion to reroute/ route should serve Woodford to Walthamstow                                             |  | See 1.10.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1.42 | Suggestion to reroute/ route should serve Snaresbrook                                                         |  | See 1.25.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1.43 | Suggestion to reroute/ route should serve Dagenham Heathway                                                   |  | See 1.15.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1.44 | Suggestion to reroute/ route should serve Dagenham East                                                       |  | See 1.15.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1.45 | Suggestion to reroute/ route should serve Dagenham Dock                                                       |  | See 1.15.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1.46 | Suggestion to reroute/ route should serve A13 and Bastable avenue                                             |  | Re-routeing to serve this area would mean it cannot serve the Royal Docks. There is interchange at Barking station stops for Bastable Avenue to routes EL1 and EL2.                                                                                                                                                                                                                                                                                                                                                                                                      |
| 1.47 | Suggest route should use Woolwich Manor Way instead of Royal Docks Road                                       |  | See 1.13.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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|  |  |      |                                                                                                                                                                                                                                                                                 | <p>This was assessed in lieu of development growth in this area but Forest Road is narrow and generally unsuitable for express bus services to overtake existing local services. Running via Higham Hill and Crooked Billet Roundabout would mean SL2 misses the main hub for the region at Walthamstow Central and is not considered to be the best solution to improve capacity and links to these areas specially.</p> <p>SL2 serving Walthamstow Central provides new links and main hub in this region of East London. It is also the quickest and nearest rail hub to serve from the southeast minimising journey times and delay in the Walthamstow area and assisting reliability on SL2 that is a long route – any further extension could adversely impact reliability and impact potential for onward extension at the southern end of the route. It also has excellent onward connectivity for SL2 to provide interchange with routes serving all of the above areas.</p> <p>The route will be kept under review and alternative routeings can be considered again in future. Such reviews will also benefit from having direct experience of operating the proposed route.</p> |
|  |  | 1.48 | Suggest the route should start at Blackhorse Road instead of Walthamstow Central                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|  |  | 1.49 | Suggestion to terminate route at King George V DLR                                                                                                                                                                                                                              | It serves King George V DLR station by stopping at North Woolwich Police Station then terminates nearby at North Woolwich Ferry.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|  |  | 1.50 | Suggestion to avoid serving Walthamstow Central                                                                                                                                                                                                                                 | See 1.48.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|  |  | 1.51 | Concern about missing outer borough (general)                                                                                                                                                                                                                                   | Noted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|  |  | 1.52 | Suggest extending route across the Woolwich Ferry                                                                                                                                                                                                                               | See 1.28.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|  |  | 1.53 | Preference for specific stops: Ilford via Green lane, South Park Drive, Barking Town centre via Longbridge road                                                                                                                                                                 | This route would be less direct adding cost.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|  |  | 1.54 | Preference for specific stops: Walthamstow Bus station, Walthamstow market, Waltham Forest Town Hall                                                                                                                                                                            | It will serve these locations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|  |  | 1.55 | Preference for specific stops: Ilford to Seven Kings, Chadwell Heath, Martin's Corner, Becontree Heath, CU Barking and onward to Beckton                                                                                                                                        | This route would be less direct adding cost.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|  |  | 1.56 | Preference for specific stops: Bell Corner, Chingford Road/A112 until Crooked Billet, North Circular/A406 onto original route                                                                                                                                                   | This route would be less direct adding cost and duplicates more of Superloop route SL1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|  |  | 1.57 | 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. | See 1.48.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|  |  | 1.58 | Suggest the stops focus on schools and local towns                                                                                                                                                                                                                              | New route SL2 has been designed to balance minimising journey times while maximising access when it does stop by serving transport interchanges and town centres it passes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|  |  | 1.59 | Preference for specific stops: Ilford via Green lane, South Park Drive, Barking Town centre via Longbridge road                                                                                                                                                                 | See 1.59.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|  |  | 1.60 | Suggest replacing stop from South Woodford High Road to South Woodford tube station                                                                                                                                                                                             | This was assessed. South Woodford High Road stops are nearest the town centre and provides more interchange opportunity with the local bus network. Stops further east near Charlie Browns roundabout are served by routes 123, 179 or 275 that have                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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|   |                                  |      |                                                                               | interchange with SL2 at either South Woodford High Road or Roding Lane.                                                                                                                                                                                          |
|   |                                  | 1.61 | Suggestion to look at routes serving Chigwell, Hainault, Fairlop more widely  | The bus network is regularly reviewed and these suggestions are noted.                                                                                                                                                                                           |
| 2 | Suggestions for additional stops | 2.1  | Suggest additional stop at Charlie Brown's Roundabout                         | See 1.60.                                                                                                                                                                                                                                                        |
|   |                                  | 2.2  | Suggest additional stop at South Woodford e.g. at station/ Mulberry Way       | See 1.60.                                                                                                                                                                                                                                                        |
|   |                                  | 2.3  | Preference for more stops (unspecified)                                       | Noted.                                                                                                                                                                                                                                                           |
|   |                                  | 2.4  | Suggest additional stop between Ilford and Barking e.g. along North Circular  | No additional stops are proposed to allow for SL2 to use either A406 or Ilford Lane depending on traffic conditions. Ilford Lane is well served by routes 169, EL1 and 366 while A406 does not have suitable footways for stops.                                 |
|   |                                  | 2.5  | Suggest new stops in Beckton e.g. DLR/retail park                             | See 1.47                                                                                                                                                                                                                                                         |
|   |                                  | 2.6  | Suggest additional stop at Connaught Bridge                                   | This is not on line of route and would require an extension or rerouting away from North Woolwich to serve.                                                                                                                                                      |
|   |                                  | 2.7  | Suggest additional stop between Barking and Gallions Reach                    | See 1.24                                                                                                                                                                                                                                                         |
|   |                                  | 2.8  | Suggest new stop at Waterworks corner                                         | This is not a town centre and it will serve South Woodford High Road where interchange is available to other routes. It will continue to be served by route 123 that has interchange with SL2 at Walthamstow, South Woodford and Roding Lane among other places. |
|   |                                  | 2.9  | Suggest additional stop at Longbridge road                                    | This is not on line of SL2 route. There is interchange at Barking Station for buses to Longbridge Road.                                                                                                                                                          |
|   |                                  | 2.10 | Suggest additional stop at Albert Lane                                        | This is not on line of SL2 route. There is interchange at Ilford station for buses to Albert Lane.                                                                                                                                                               |
|   |                                  | 2.11 | Suggest additional stop between Gants Hill and Ilford                         | This corridor is already served by 8 other bus routes. SL2 will provide an express service between the two with same stop interchange available at both with the other routes.                                                                                   |
|   |                                  | 2.12 | Suggest additional stop at Forest road                                        | It will already serve two pairs of stops on Forest Road.                                                                                                                                                                                                         |
|   |                                  | 2.13 | Suggest additional stop at Waltham Forest Town Hall                           | It will serve Waltham Forest Town Hall eastbound and at Bell Corner stop westbound.                                                                                                                                                                              |
|   |                                  | 2.14 | Suggest additional stop at Blackhorse road / station                          | See 1.48.                                                                                                                                                                                                                                                        |
|   |                                  | 2.15 | Suggest additional stop at Lechmere Approach                                  | New route SL2 will serve Roding Lane for Claybury near Lechmere Gardens. There is also interchange there to routes 123 and 179 specifically for Lechmere Approach stops.                                                                                         |
|   |                                  | 2.16 | Suggest additional stop at Barkingside                                        | This is not on line of route. There is interchange at Gants Hill station for Barkingside.                                                                                                                                                                        |
|   |                                  | 2.17 | Suggest additional stop at Abbey road                                         | It will serve Barking town centre stops that are 330 metres away from Abbey Road.                                                                                                                                                                                |
|   |                                  | 2.18 | Suggest additional stop between Roding Lane and Gants Hill e.g. Clayhall Park | There are no town centres or stops of high usage between these locations.                                                                                                                                                                                        |
|   |                                  | 2.19 | Suggest additional stop at Royal Victoria Gardens                             | New route SL2 will serve North Woolwich Police Station near Royal Victoria Gardens. There is also interchange there to route 474 that specifically serves those stops.                                                                                           |
|   |                                  | 2.20 | Suggest additional stop at Loxford Polyclinic                                 | New route SL2 may run along A406 or Ilford Lane between Barking and Ilford. Therefore, this stop will not always be on line of route. Routes EL1, 169, 366 will continue to serve it with interchange at Barking and Ilford to SL2 available.                    |

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|   |                         | 2.21 | Suggest additional stop at Barking Abbey                                                          | See 2.17.                                                                                                                                                                                                                                                                                                                         |
|   |                         | 2.22 | Suggest additional stop at East Beckton Sainsburys                                                | There is no suitable footway on A1020. There is interchange at Gallions Reach DLR station and Barking town centre with route 366 that serves this location and provides the local parallel all stopping service to route SL2.                                                                                                     |
|   |                         | 2.23 | Suggest additional stop at Chigwell Road                                                          | See 1.60                                                                                                                                                                                                                                                                                                                          |
|   |                         | 2.24 | Suggest additional stop at Woodford Green                                                         | Serving this location would make the route less direct. There is interchange at South Woodford High Road for bus routes to Woodford Green.                                                                                                                                                                                        |
|   |                         | 2.25 | Suggest additional stop at Broadmead Road                                                         | Serving this location would make the route less direct. There is interchange at South Woodford High Road for bus routes to Broadmead Road                                                                                                                                                                                         |
|   |                         | 2.26 | Suggest additional stop at Maybank Road                                                           | It is not a town centre location. There is interchange at South Woodford High Road for route 123 to Maybank Road stop                                                                                                                                                                                                             |
|   |                         | 2.27 | Suggest additional stop at Barking North Street                                                   | It will serve Barking town centre near North Street.                                                                                                                                                                                                                                                                              |
|   |                         | 2.28 | Suggest additional stop at Becontree Avenue                                                       | It is not a town centre location. Route 123 serves this stop and has interchange with SL2 at Wood Street and South Woodford High Road.                                                                                                                                                                                            |
|   |                         | 2.29 | Suggest new stop at Chingford Costco                                                              | Serving this location would make the route less direct. There is interchange with route 34 at Walthamstow, Bell Corner.                                                                                                                                                                                                           |
|   |                         | 2.30 | Suggest new stop at Thames Barrier                                                                | See 1.18                                                                                                                                                                                                                                                                                                                          |
|   |                         | 2.31 | Suggest new stop at Lloyd Park                                                                    | This is not on line of route but Walthamstow Bell Corner is nearby for SL2. Route 123 serves Lloyd Park stops that has interchange with SL2 at Bell Corner.                                                                                                                                                                       |
|   |                         | 2.32 | Suggest new stop near Barking Road/ North Circular Roundabout                                     | SL2 will serve Barking town centre for interchange with routes along Barking Road.                                                                                                                                                                                                                                                |
|   |                         | 2.33 | Suggest removing stop at Gants Hill                                                               | This is a local town centre and interchange with the Central line and other bus routes.                                                                                                                                                                                                                                           |
|   |                         | 2.34 | Preference for fewer stops (unspecified) / concern about number of stops in Walthamstow (general) | New route SL2 has been designed to balance minimising journey times while maximising access when it does stop by serving transport interchanges and town centres it passes. Stops in Walthamstow are required for the town centre, interchange with rail, other bus routes including SL1 for quick continuation of the Superloop. |
| 3 | Request for fewer stops | 3.1  | Suggest removing stop at Ilford Chapel Road/ centre/ Ilford Lane                                  | This stop is required for driver changeovers.                                                                                                                                                                                                                                                                                     |
|   |                         | 3.2  | Suggest removing stop at Walthamstow Market                                                       | It will serve this stop as it is a town centre and has unique same stop interchange with many bus routes.                                                                                                                                                                                                                         |
|   |                         | 3.3  | Suggest removing stop at Barking Town Centre                                                      | It will serve this stop as it is a town centre.                                                                                                                                                                                                                                                                                   |
|   |                         | 3.4  | Suggest removing stop at Roding Lane                                                              | It will serve this stop as it is near a local town centre and an industrial park and has interchange with routes 123, 128, and 179.                                                                                                                                                                                               |
|   |                         | 3.5  | Suggest removing stop at Walthamstow Bell Corner                                                  | It will serve this as it is a local centre, serves Waltham Forest Town Hall, and provides interchange with new route SL1 for a direct onward journey on the Superloop.                                                                                                                                                            |
|   |                         | 3.6  | Suggest removing stop at North Woolwich Police station                                            | It will serve this stop as it is in the middle of North Woolwich and provides interchange with other bus routes and King George V DLR station.                                                                                                                                                                                    |
|   |                         | 3.7  | Suggest removing stop at Wood Street Library                                                      | It will serve this stop as it is a local town centre with surrounding                                                                                                                                                                                                                                                             |

|   |                                                  |      |                                                                                                                                          |                                                                                                                                                                                                                                   |
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|   |                                                  |      |                                                                                                                                          | development, and interchange with other bus routes.                                                                                                                                                                               |
|   |                                                  | 3.8  | Suggest removing stop at Woolwich Ferry                                                                                                  | It will serve this stop as it is terminus of SL2.                                                                                                                                                                                 |
|   |                                                  | 3.9  | Concern about congestion delaying journeys/ particular roads causing delays e.g. Ilford lane / Forest lane / Gants Hill / North circular | TfL are investigating bus priority along these roads and where opportunities are limited, suitable alternative roads at times of disruption, e.g. A406 instead of Ilford Lane.                                                    |
| 4 | Comments about frequency / service / connections | 4.1  | Support having a faster connection / reduced journey times                                                                               | New route SL2 has been designed to balance minimising journey times while maximising access when it does stop by serving transport interchanges and town centres it passes.                                                       |
|   |                                                  | 4.2  | Suggestion to increase frequency                                                                                                         | New route SL2 will run every 12 minutes Monday to Saturday day times and every 15 minutes at all other times during day service. Frequency will be monitored to check capacity matches demand.                                    |
|   |                                                  | 4.3  | Concern about reduction in frequency on other routes e.g.123, 347, EL1, EL2, EL3                                                         | There are no plans to reduce frequency on these routes.                                                                                                                                                                           |
|   |                                                  | 4.4  | Suggest link to other Superloop services e.g SL3, SL1                                                                                    | It will link with route SL1 at Walthamstow, Bell Corner. It is not possible to link SL3 due to lack of a road crossing.                                                                                                           |
|   |                                                  | 4.5  | Concern that proposed route stops discourages / disadvantages disabled/ vulnerable users e.g. at South Woodford High Road                | See 1.31.                                                                                                                                                                                                                         |
|   |                                                  | 4.6  | Suggestion for Superloop night buses / buses to run late / early/ 24hr                                                                   | They will run throughout the day. They are not currently considered for night services as the local all stopping network provides sufficient capacity and is quicker at night reducing the benefit of express buses at this time. |
|   |                                                  | 4.7  | Concern that scheme doesn't address existing routes of poor service e.g Stratford to Walthamstow                                         | See 1.39.                                                                                                                                                                                                                         |
|   |                                                  | 4.8  | Suggest adjacent/ same-stop interchanges                                                                                                 | In general, these have been provided while ensuring SL2 runs using direct road routeings.                                                                                                                                         |
|   |                                                  | 4.9  | Concern that scheme causes accessibility issues for people with disabilities / vulnerable people                                         | No changes or loss of service is proposed by introducing SL2.                                                                                                                                                                     |
|   |                                                  | 4.10 | Concern about connections to other buses e.g. 123                                                                                        | Interchange is available between SL2 and 123 at Walthamstow, Bell Corner and Ilford Station among other locations in between.                                                                                                     |
| 5 | Existing buses / roads / infrastructure          | 5.1  | Suggestion for dedicated bus lanes or bus priority measures                                                                              | See 3.9.                                                                                                                                                                                                                          |
|   |                                                  | 5.2  | Concern about poor design / layout/ cleanliness/ maintenance / safety of existing buses                                                  | All stops are being assessed looking at these matters.                                                                                                                                                                            |
|   |                                                  | 5.3  | Concern about current lack of bus lanes                                                                                                  | See 3.9.                                                                                                                                                                                                                          |
|   |                                                  | 5.4  | Concern about impact of reduction in frequency of certain buses e.g. will lead to overcrowding of other routes                           | No frequency reductions are proposed for introduction of SL2.                                                                                                                                                                     |
|   |                                                  | 5.5  | Concern that current buses are slow/ unreliable                                                                                          | See 3.9.                                                                                                                                                                                                                          |
|   |                                                  | 5.6  | Concern that existing road traffic will be restricted to prioritise buses                                                                | There are no plans to remove car access.                                                                                                                                                                                          |
|   |                                                  | 5.7  | Suggestion for safer bus stops/ stop locations                                                                                           | All stops are being assessed looking at safety among other things.                                                                                                                                                                |
|   |                                                  | 5.8  | Concern about geographical locations of suggested stops                                                                                  | Noted.                                                                                                                                                                                                                            |
|   |                                                  | 5.9  | Concern that existing buses are not wheelchair - friendly/ safe for vulnerable users                                                     | All stops are being assessed looking at accessibility.                                                                                                                                                                            |
|   |                                                  | 5.10 | Support for reducing overcrowding on other local transport links                                                                         | SL2 will add capacity along all corridors it serves.                                                                                                                                                                              |
| 6 | General suggestions                              | 6.1  | Suggestion to use New Routemasters/ electric vehicles - improving design/ accessibility of buses                                         | Noted.                                                                                                                                                                                                                            |
|   |                                                  | 6.2  | Suggestion for other Superloop-style routes e.g. a crossrail style bus route linking East and West London, local cohesive networks       | Generally, Superloop routes are designed to provide express links that are not available by rail.                                                                                                                                 |
|   |                                                  | 6.3  | Suggest adding bus timings                                                                                                               | Noted.                                                                                                                                                                                                                            |
|   |                                                  | 6.4  | Suggestion for Superloop route to be tram/underground instead of bus                                                                     | SL2 utilises existing A roads where rail infrastructure is not available currently and would be expensive, disruptive and time                                                                                                    |

|   |                               |     |                                                                              |                                                                                                                                                                                                                                                       |
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|   |                               |     |                                                                              | consuming to deliver.                                                                                                                                                                                                                                 |
|   |                               | 6.5 | Suggestion to improve wayfinding/ advertising                                | All stops are being assessed.                                                                                                                                                                                                                         |
|   |                               | 6.6 | Suggestion for superloop services to be a different colour                   | The colour red is being used on E-tiles at stops and specific branding on buses.                                                                                                                                                                      |
|   |                               | 6.7 | Suggestion to rename "Wood Street Library" stop to "Wood Street Town Centre" | Noted.                                                                                                                                                                                                                                                |
| 7 | General concerns / objections |     |                                                                              | More usage is expected by reducing journey times between the major town centres of Walthamstow, Gants Hill, Ilford, Barking and meeting growth in the Royal Docks by predominately utilising multi-lane roads suitable for overtaking local services. |
|   |                               | 7.1 | Concern the route will not be used / lack of demand                          |                                                                                                                                                                                                                                                       |
|   |                               | 7.2 | Concern scheme provides no additional benefit                                | See 7.2.                                                                                                                                                                                                                                              |
|   |                               | 7.3 | Suggest the scheme is a "waste of money"/ unnecessary                        | See 7.2.                                                                                                                                                                                                                                              |
|   |                               | 7.4 | Concern about poor planning/ research/ advertising                           | See 7.2.                                                                                                                                                                                                                                              |
|   |                               | 7.5 | Concern that time saving benefits are negligible                             | See 7.2.                                                                                                                                                                                                                                              |
|   |                               | 7.6 | Suggest superloop is a money making scheme                                   | Superloop has been designed to meet the needs of Londoners while providing value for money using our limited budget.                                                                                                                                  |
|   |                               | 7.7 | Concern about pollution                                                      | All buses are ULEZ compliant.                                                                                                                                                                                                                         |
| 8 | Out of scope                  | 7.8 | Concern about environmental impact of scheme e.g pollution increasing        | Bus routes are designed to help provide an alternative to private car thus reducing overall vehicle demand on the road network.                                                                                                                       |
|   |                               | 8.1 | Suggest Van Hool Exquicity 24 to used for Superloop services                 | N/A                                                                                                                                                                                                                                                   |
|   |                               | 8.2 | Concern about accessing consultation                                         | N/A                                                                                                                                                                                                                                                   |
|   |                               | 8.3 | Suggest making an express service of old 69 bus route                        | See 1.39.                                                                                                                                                                                                                                             |

## Quality of consultation

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

| Number | Theme                           | Code | Issue                                                                                                         | Response                                                                                                                                                                                                                                             |
|--------|---------------------------------|------|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | Information in the consultation |      | Concern about the lack of information / detail (e.g. exact location of bus stops, frequency, journey timings) | The purpose of the consultation was to understand whether the proposed stops for the new express route were in the right locations. We had not yet finished the planning on the exact stop locations and therefore could not share this information. |
|        |                                 | 1.1  |                                                                                                               |                                                                                                                                                                                                                                                      |
|        |                                 | 1.2  | Unsatisfied with the quality of the consultation (general)                                                    | Consultation was designed in line with all previous Bus service consultations                                                                                                                                                                        |
|        |                                 | 1.3  | Suggestion for consultation material to be more interactive                                                   | Noted for further discussion                                                                                                                                                                                                                         |
|        |                                 | 1.4  | Concern about typo(s) / error(s) in the consultation material                                                 | Consultation was proofread and checked.                                                                                                                                                                                                              |

|   |                            |     |                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|   |                            | 1.5 | Would like to see research/planning behind proposals                                     | We provided background information on the planning of the service and wanted to strike a balance between this detail and not overshadowing what we were actually consulting over.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2 | Survey                     |     | Concern about quality / lack of maps in the survey                                       | We provided links within the survey questions back to our proposals and to the maps.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|   |                            | 2.1 |                                                                                          | We will however take this feedback on board to understand how we can improve our surveys and the experience of our customers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|   |                            |     | Concern the survey/questions restricts the comments/feedback people can offer            | The consultation survey questions were designed to understand how respondents used our services now, would use the proposed express service in the future and asked for their thoughts on the proposals via a free text box. We do not consider there was any restriction as to how people commented, and this is reflected in the feedback we have received                                                                                                                                                                                                                                                                       |
|   |                            | 2.2 |                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|   |                            |     | Concern about difficulties with opening survey / account set up                          | Registration is now required to respond online to our consultations to enable us to notify people of the outcome of the project or provide an update and allow us to notify people about other projects that may be of interest to them. It also helps us to ensure that people adhere to our community guidelines, underpinning a safe, constructive environment for everyone using 'Have your say'. This includes optional questions about demographics so that we can understand whether a particular group who may be impacted by our proposals is not responding, or is responding with specific concerns we need to address. |
|   |                            | 2.3 |                                                                                          | While registration is required when someone is using the consultation portal to respond through the online questionnaire for the first time, as detailed above, it was also possible for responses to be submitted by email and post. A FREEPOST address was provided, and no postage charges applied. In addition, a telephone line was made available for people to talk to us in person.                                                                                                                                                                                                                                        |
|   |                            | 2.4 | Concern over accessibility of the survey (e.g. font too small, too much information)     | See 2.3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|   |                            | 2.5 | Concern about wording of questions / assumptions made in questions                       | See 2.2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|   |                            | 2.5 | Concern about long / repetitive questions e.g. demographics, postcode                    | This allows us to gather useful info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3 | Promoting the consultation |     | Concern about lack of advertising to raise awareness of consultation / to the wider area | We want our consultations to be fully accessible to anyone that wants to take part. We publicised the consultation in a variety of digital and non-digital ways; this is outlined in the Consultation Report.                                                                                                                                                                                                                                                                                                                                                                                                                      |
|   |                            | 3.1 |                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|   |                            |     | Concern about lack of advertising of non-digital response methods                        | Following feedback to a previous Superloop consultation we increased our non-digital promotion of new consultations by updating our bus stop posters with information showing the telephone number and FREEPOST postal address.                                                                                                                                                                                                                                                                                                                                                                                                    |
|   |                            | 3.2 |                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|   |                            |     | Would like to attend an in person consultation                                           | With such an long route proposal, it was difficult to find a venue that would suit everyone. So we provided the opportunity for people to call us on the                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|   |                            | 3.3 |                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|   |                                                 |     |                                                                          |                                                                                                                                                                                                                                        |
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|   |                                                 |     |                                                                          | number provided in the consultation. They could then talk to us about the proposals if they wished                                                                                                                                     |
| 4 | General comments about the consultation process |     | Concern that responses will not be listened to / undemocratic            | When developing consultations, we follow best practice guidelines to ensure our activities are legally compliant, open, and honest.                                                                                                    |
|   |                                                 |     |                                                                          | We hold public consultations while our proposals are at a formative stage, and in advance of a final decision being made as to how we may proceed.                                                                                     |
|   |                                                 |     |                                                                          | Through consultation we seek to listen to respondents and to understand the reasons why they may view proposals positively or negatively. The feedback we receive through consultation is used as part of our decision-making process. |
|   |                                                 | 4.1 |                                                                          |                                                                                                                                                                                                                                        |
|   |                                                 | 4.2 | Concern about poor planning / research                                   | For our response to issues raised about the proposals please see the 'Proposals' section of this document.                                                                                                                             |
|   |                                                 | 4.3 | Concern that consultation specifically is a waste of money               | See 4.2                                                                                                                                                                                                                                |
| 5 | Comments about the proposals                    | 5.1 | Specific concern about scheme design, route planning, branding           | See 4.2                                                                                                                                                                                                                                |
|   |                                                 | 5.2 | Suggest the scheme is a "waste of money"                                 | See 4.2                                                                                                                                                                                                                                |
|   |                                                 | 5.3 | Specific suggestion / concern about buses (general) (e.g. accessibility) | See 4.2                                                                                                                                                                                                                                |
|   |                                                 | 5.4 | Concern about disruption to other routes                                 | See 4.2                                                                                                                                                                                                                                |
|   |                                                 | 5.5 | Concern that Superloop only focuses on inner London boroughs             | See 4.2                                                                                                                                                                                                                                |