Your Superloop. Your Say.

A new Superloop express bus service SLII.



Superloop expansion

SL11 - Proposed express bus service between North Greenwich and Abbey Wood

Consultation Report July 2025



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1. Executive Summary

Earlier this year we announced proposals to expand the Superloop bus network to include additional express bus routes.

This included plans to renumber bus route 472 as route SL11, then operate the SL11 as a limited-stop express service between North Greenwich and Abbey Wood. We held a public consultation on these proposals between 3 March and 13 April 2025.

Our proposals aimed to create direct journey links between North Greenwich, Woolwich, Thamesmead, and Abbey Wood, improved journey times and quicker outer London connections between Elizabeth line, DLR, London Underground, National Rail and other Superloop services.

Through consultation we shared proposed bus stop locations and sought feedback as to whether these were the right places and bus stops for the SL11. We also asked for thoughts on the proposals in general. This included a focus on Woolwich town centre where we proposed to simplify the route to allow for a more direct route towards Abbey Wood.

There were 788 responses to the consultation. Of these:

- 653 respondents were members of the public
- 128 respondents were members of the public classified as being part of a suspected campaign advocating the use of New Routemaster buses on Transport for London (TfL) services; and,
- Seven were from other stakeholders representing the collective views of organisations, communities and public transport users.

The consultation provided a variety of balanced feedback, with most comments received from the community and current bus passengers. The proposals were generally supported with more than half of all respondents stating that a conversion of route 472 to Superloop route SL11 would:

- Be more convenient for them (56 per cent)
- Result in a quicker bus journey time (65 per cent)
- Be used between a few days and every day per week (50 per cent)

Overall, the proposals were supported, based on improved connectivity, more journey options and improved journey times.

Noting the proposed introduction of the SL11 would replace existing bus route 472, there was also some concern. This included:

- A preference for the 472 to remain in service, operating in addition to the SL11
- Concern the introduction of the SL11 route would not improve connectivity or provide a benefit for everyone
- Concern from people who would have to walk further to access their bus stop, noting the SL11 would not serve all bus stops the 472 does now

A variety of alternative route and bus stop location comments suggestions were also received. The most frequent suggestions included:

- An additional SL11 bus stop between Woolwich and Charlton
- An additional bus stop at Woolwich Ferry
- A suggestion to provide more SL11 bus stops in Thamesmead along Crossway, such as at Lister Walk and Nickleby Close
- A suggestion for the SL11 route to be extended further, to Erith

1.1 Next Steps

Following careful consideration of the feedback received, and a further review of what was proposed we have decided to proceed with the proposals as set out in the consultation.

While no changes to the proposals will be made, we will continue to monitor bus services in the area as part of our continual review of the London bus network. We will also keep frequency on the SL11 under review and consider increasing this subject to demand.

The SL11 will not operate at night (approximately midnight to 5am), so to maintain an overnight service, a new night-only route—N472—will be introduced. It will serve all bus stops currently served by route 472.

The five most frequent issues raised in consultation, and a summary of our response are shown below.

Top five most frequently raised issues	Our response
Concern that the 472 should be retained as it is	Implementing the proposed SL11 would provide quicker journey times overall on the Abbey Wood to North Greenwich corridor.
Concern the route does not improve connectivity/ provide benefits for all existing passengers on route 472	Local bus routes 161, 180, 177, 244, 301 and 380 will also continue to operate in parallel to the SL11.
Suggestion for an additional SL11 bus stop between Woolwich and Charlton	Potential bus stops for the SL11 were chosen taking into consideration demand, access to town centres, stations / interchanges and other selected strategic locations and aims to balance connectivity and journey times. We understand demand will likely increase on this corridor as a result of new developments, including those within the Charlton Riverside masterplan area and if demand justifies it, we will consider adding an additional stop on this section
Suggestion to introduce proposed SL11 as a new service while retaining 472 service	Retaining the 472 whilst introducing the SL11 would provide too much capacity and would not represent good value for money.
Suggestion for a stop at Woolwich Ferry and/ or for connection with SL2 across the Thames	It is not expected many passengers will use the Woolwich Ferry or foot tunnel to interchange with the SL2. Other parallel bus routes will continue serving the Woolwich Ferry stop.

2. About the respondents

This section provides more details about our respondents, and how they took part in the consultation. The percentage values shown in this section have been rounded to whole numbers, therefore the total sums shown may not reach 100.

2.1 Number of respondents

There were 788 responses to the consultation. This included 781 responses from the public and seven responses received from stakeholders. Of the 781 public responses there were 128 responses from people identified as part of an organised campaign. Section 2.7 provides further details about the campaign.

As shown in Table 1 below, most respondents were individual members of the public.

Table 1: Number of respondents

Respondents	Total count	%	General count	%	Campaign response count	%
Public responses	781	99	653	83	128	16
Stakeholder responses	7	<1	7	<1	0	0
Total	788	100	660	84	128	16

2.2 Methods of responding

Table 2 below is a record of the methods used to respond to the consultation. As shown, the most popular method of response was via the consultation website where we recorded 598 responses (76 per cent of total responses).

Table 2: Methods of response

Methods of responding	Total	%
Website	598	76
Email	184	23
Letter	1	<1
Telephone	5	<1
Total	788	100

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

Table 3 below shows the number of multiple responses that were made, and the different methods used.

Table 3: Number of multiple responses

Methods of responding: multiple responses	Total	%
Main survey plus quick response survey	12	2
Email plus main survey	7	<1
More than one email	10	1
Email plus quick response survey	2	<1

2.3 How respondents heard about the consultation

Figure 1 on the next page shows the response to closed Question 14 in our survey: "How did you hear about this consultation? Please select the main way by which you heard".

A total of 488 respondents (63 per cent of total consultation respondents) answered this optional question.

As shown in Figure 1, the most popular way people heard about the consultation was via an email from TfL, with 34 per cent of respondents that answered the question selecting this option. The second most popular option selected was via social media, with 31 per cent of respondents selecting this option.

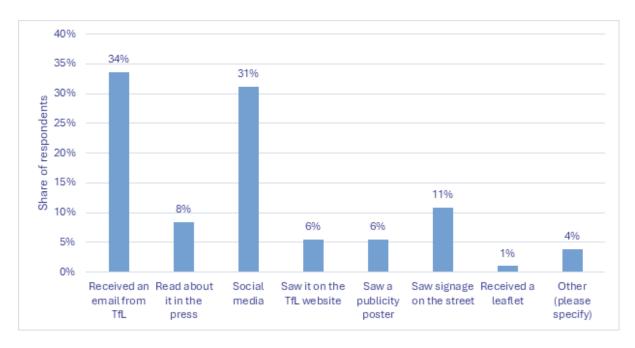


Figure 1: How respondents heard about the consultation No of responses to Q14: 488

2.4 Who responded

To help us understand more about the respondents taking part in our main survey and their connection to the area proposed route SL11 would serve, respondents were asked which London borough they lived in. We also asked respondents what encouraged them to complete the survey. The results are shown in Figures 2 and 3 below.

2.4.1 Location of respondents

Figure 2 on the next page shows the response to closed Question 1 in our survey: "Do you live in (select one option)"; followed by a series of options.

As shown, the most common response selected was 'Royal Borough of Greenwich with 215 respondents selecting this option (50 per cent of those that answered the question and 27 per cent of total respondents). A further 26 per cent selected the

'London Borough of Bexley', and 21 per cent opted for 'another London borough'.

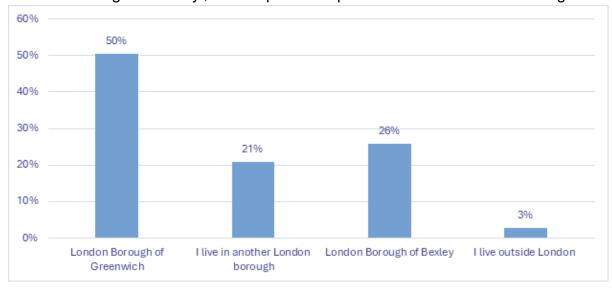


Figure 2: Location of respondents

No of responses to Q1: 430

2.4.2 Respondents' connection to the area

Figure 3 below shows the response to closed Question 2 in our survey: "What encouraged you to complete this questionnaire on the SL11 proposal? I'm interested in the SL11 proposal because (you can choose more than one option):"; followed by a series of options.

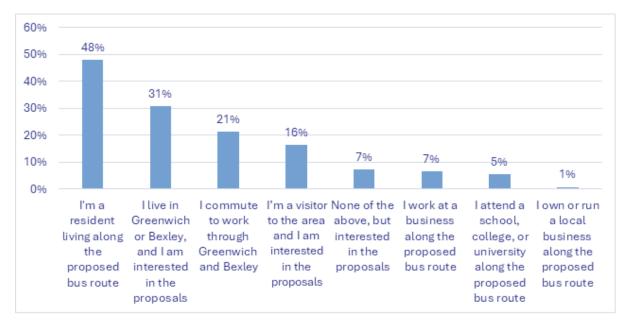


Figure 3: Location of respondents

No of responses to Q2: 678 (multiple choice)

A total of 678 selections were made when answering this optional question. As shown, the most common connection noted was 'I'm a resident living along the proposed bus route' with 325 responses (48 per cent of those that answered the question).

This was followed by 'I live in Greenwich or Bexley and I am interested in the proposals' with 31 per cent of those that answered Question 1 selecting this option.

2.5 Visits to our consultation website

Consultation materials were hosted on our online consultation website at the following address: haveyoursay.tfl.gov.uk/SL11-superloop

All content contained on the web page, such as maps, materials and Easy Read documents could be downloaded and/or printed via a 'Documents' section. This included a 'Print ready documents' section.

Documents were provided in Microsoft Word and PDF formats to enable easy adaption for people using screen readers.

The website saw approximately 18,300 visits, 9,400 document downloads, and generated 224 new registrations to our site.

2.6 Postcodes analysis

Respondents were asked to provide their home postcode. Of the 788 responses to the consultation, 387 valid postcodes were recorded. This represented 49 per cent of total respondents.

The most common postal code areas noted in response were SE28 with 101 instances noted, and SE18 with 56 instances noted. Figure 4 on the next page demonstrates the geographic spread of responses.

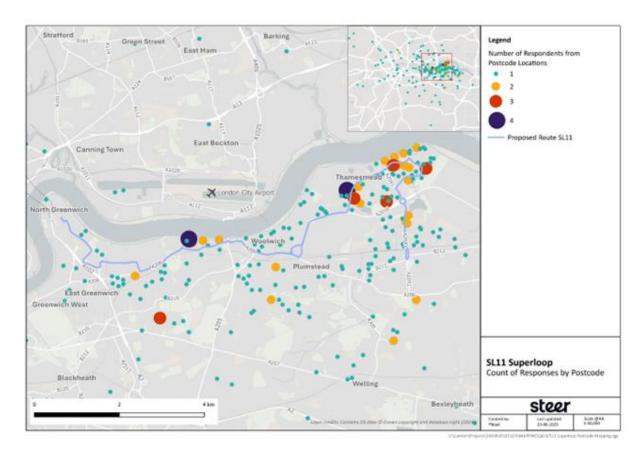


Figure 4: Postcodes of respondents

No. of postal codes: 387

2.7 Petitions and campaigns

Of the 788 responses received, 128 responses (16 per cent of total responses) have been classified as being part of an organised campaign. This classification was applied due to their submission pattern and the similarity in their comments.

Each individual response has been read and analysed. While each response was slightly different, and in some instances provided valuable feedback on the proposals, they shared a sentiment of suggestion related to bus vehicle types for use on the proposed routes, and for use as graphics on the consultation website.

The SL11 consultation did not include proposals related to bus vehicle types or graphics used, therefore these comments have been classed as out of scope.

In instances where campaign respondents commented on what was proposed, these comments have been considered as part of our decision-making process.

In Chapter 3 of this report, where 'campaign respondents' answered closed questions in the main consultation survey, separate columns are used to demonstrate this in our presentation of the results.

In addition to this, any themes raised by 'campaign respondents' in open comments and that are in scope have been responded to in Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised.

There were no petitions received in response to the consultation.

3. Summary of all consultation responses

This section summarises the results of the remainder of the consultation survey, under the themes of:

- Current travel preferences
- How the SL11 and 472 proposals may affect people
- The proposed SL11 bus stops and locations

This includes issues that were raised by respondents in their written comments, as well as answers to closed questions. Figures shown in this section include all responses, including any stakeholders that responded via the online questionnaire.

All questions were optional, and the number of responses varied between questions.

It should also be noted that where percentage values are shown, these have been rounded to whole numbers. Therefore, the total sum does not always reach 100.

As detailed in Section 2.7, some consultation respondents have been classified as part of a campaign. Where 'campaign respondents' have answered closed questions in the survey, a more detailed breakdown has been presented in a table. The tables show response figures in total, in general, and in campaign response.

A copy of the full consultation survey is shown in Appendix B: Consultation questions.

The more detailed stakeholder analysis can be found later in this report, in Section 3.10 and Appendix E: Summary of stakeholder replies.

3.1 Summary of responses to Question 5

Out of the following options, which do you use most frequently to travel around Greenwich and Bexley (choose one option)

476 people responded to this question.

As shown in Figure 5 below, the most popular travel mode with nearly three quarters of the responses was 'Bus', with 72 per cent). This was followed by 'Train or Tube' with 13 per cent of responses.

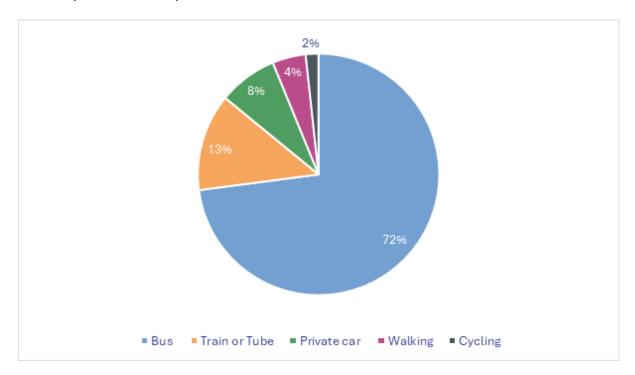


Figure 5: Travel modes used by respondents No of responses to Q5: 476

Table 4 on the next page provides a breakdown of the travel modes selected in more detail, including the figures counted against each option in total, in general and in campaign response.

Table 4: Travel modes used by respondents, by response category

Which do you use most frequently to travel around Greenwich and Bexley	Total count	% (n~476)	General response count	% of total count	Campaign response count	% of total count
Walking	21	4	21	100	0	0
Cycling	8	2	8	100	0	0
Bus	342	72	293	62	49	10
Train or Tube	61	13	57	12	4	<1
Private car	37	8	1	<1	0	0
Taxi	1	<1	1	<1	0	0
Other (please specify)	6	1	5	1	1	<1
Total	476	100	422	89	54	11

3.2 Summary of responses to Question 6

If you answered 'Private car' above, how often do you use it

68 people responded to this question.

Based on the response to Question 5, in Question 6 we sought to understand the level of private car usage. Options ranged from 'A few times each month' to 'Everyday'. With 68 responses, it should be noted that more people responded to Question 6 than had chosen 'Private car' as an option in Question 5. As shown in Figure 6 below, the most frequent option selected was 'A few times each week', with 43 per cent of respondents that answered the question selecting this response.

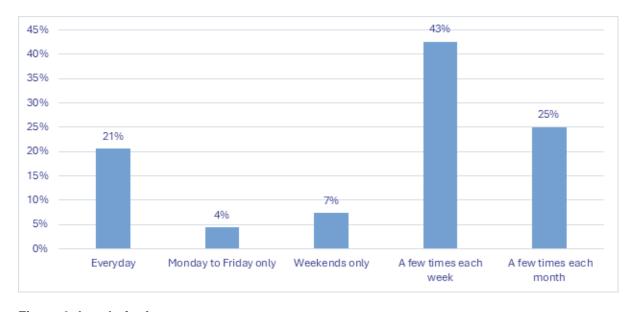


Figure 6: Level of private car use

No of responses to Q6: 104

3.3 Summary of responses to Question 7

If you travel by bus locally, do you travel on (choose all that apply):

1,075 options were selected in response to this question.

Question 7 in our survey sought to understand more about what local bus services respondents used in the area now. The following local bus route options were presented: 161, 177, 180, 244, 301, 380, 472, and 'none of the above'. Respondents were able to select more than one option.

As shown in Figure 7, the most selected bus route was the 472 with 39 per cent of respondents opting for this route. This was closely followed by bus routes 177 and 180, with 23 and 22 per cent respectively, selecting these routes.

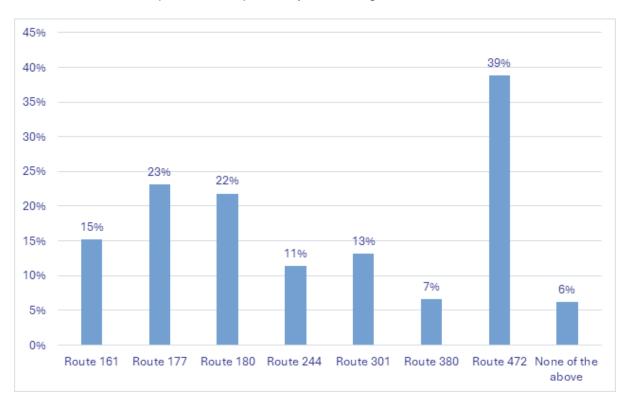


Figure 7: Local bus routes used by respondents

No of responses to Q7: 1,075

3.4 Summary of responses to Question 8

Based on our proposals, do you think a new SL11 express route would be more or less convenient for you to use?

487 people responded to this question.

As shown in Figure 8 below, majority of respondents (56 per cent) suggested that proposed route SL11 would be more convenient to use, while a lower proportion of respondents suggested the SL11 would be less convenient (29 per cent). A further 11 per cent of respondents indicated the proposal would make no difference to them.

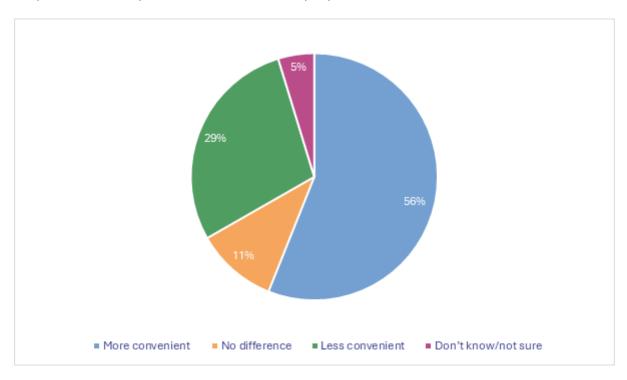


Figure 8: Opinions on whether the SL11 would be more or less convenient to use No of responses to Q7: 487

In total, there were 426 responses to Question 8 that have been classified as part of a campaign. The majority of these (218 respondents) selected the 'More convenient' option. Table 5 on the next page shows the breakdown between general and campaign responses.

Table 5: Opinions on whether the SL11 would be more or less convenient to use, by response category

Based on our proposals, do you think a new SL11 express route would be more or less convenient for you to use?	Total count	% (n~487)	General response count	% of total count	Campaign response count	% of total count
More convenient	273	56	218	45	55	12
No difference	52	11	0	0	52	11
Less convenient	139	29	0	0	139	29
Don't know / not sure	23	5	17	3	6	1
Total	788	100	426	87	61	13

3.5 Summary of responses to Question 9

If you used a new SL11 express bus route, do you think your journey time on the bus would be 'quicker, no difference, longer, don't know/not sure'?

482 people responded to this question.

As shown in Figure 9 below, a majority of respondents suggested the SL11 service would be quicker for them (65 per cent), while a lesser amount said the new routes would make their journey longer (16 per cent). A further 13 per cent of respondents indicated the introduction of the SL11 would not make a difference to their journey time.

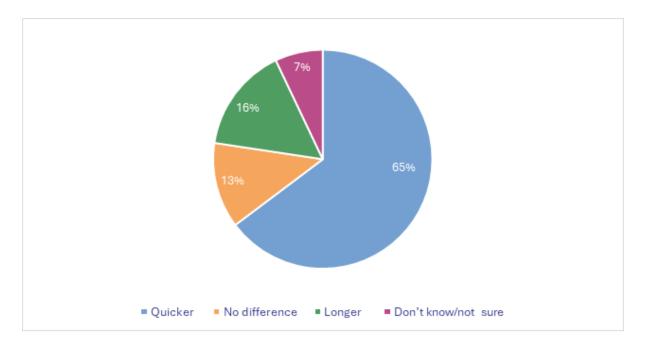


Figure 9: Impacts on bus journey times

No of responses to Q9: 482

In total, there were 482 responses to Question 9 that have been classified as part of a campaign. A majority of these respondents selected 'Quicker' when answering this question. Table 6 below shows the breakdown between general and campaign responses.

Table 6: Impacts on bus journey times by response category

If you used a new SL11 express bus route, do you think your journey time on the bus would be 'quicker, no difference, longer, don't know/not sure'?	Total count	% (n~482)	General response count	% of total count	Campaign response count	% of total count
Quicker	312	65	255	53	57	18
No difference	61	13	61	13	0	0
Longer	75	16	75	15	0	0
Don't know / not sure	34	7	34	7	0	0
Total	482	100	425	88	57	18

3.6 Summary of responses to Question 10

If we renumbered the 472 to SL11 and converted it to an express bus route how often would you use it?

480 people responded to this question.

Respondents were asked to indicate how often they would use route SL11 if it were to replace route 472. Options were presented in a scale from 'Everyday' to 'Not at all'. Respondents were able to make one selection.

As shown in Figure 10 on the next page, the most frequent selection recorded was 'A few times each month' with 32 per cent of respondents that answered the question. This was followed by 'Everyday' with 27 per cent of respondents.

It was also noted that 16 per cent of respondents said they would use route SL11 'A few times each month' if it were to be introduced.

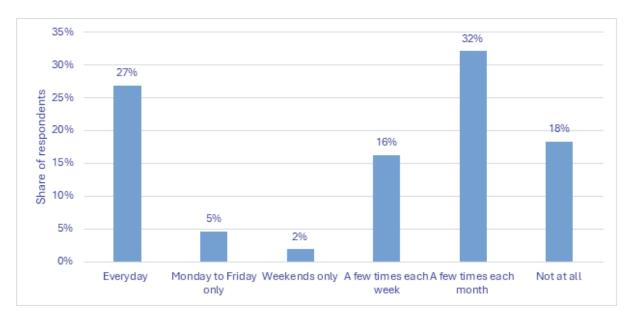


Figure 10: Potential frequency of use of route SL11 if it were to replace route 472 No of responses to Q10: 480

In total, there were 423 responses to Question 9 that have been classified as part of a campaign. A majority of these respondents selected 'A few times each month' when indicating how often they may use route SL11. Table 7 below shows the breakdown between general and campaign responses.

Table 7: Impacts on bus journey times by response category

If we renumbered the 472 to SL11 and converted it to an express route how often would you use it?	Total count	% (n~480)	General response count	% of total count	Campaign response count	% of total count
Everyday	129	27	72	15	57	12
Monday to Friday only	22	5	22	5	0	0
Weekends only	9	2	9	2	0	0
A few times each week	78	16	78	16	0	0
A few times each month	154	32	154	32	0	0
Not at all	88	18	88	18	0	0
Total	480	100	423	88	57	12

3.7 Summary of responses to Question 11

Based on our proposals, how likely are you to use an express bus route to replace journeys you make by private car?

465 people responded to this question.

As shown in Figure 11 below, a majority of respondents, 48 per cent, suggested they were 'More likely' to use an express bus route instead of a private car for their journey. A further 33 per cent or respondents said this would have 'No difference'.

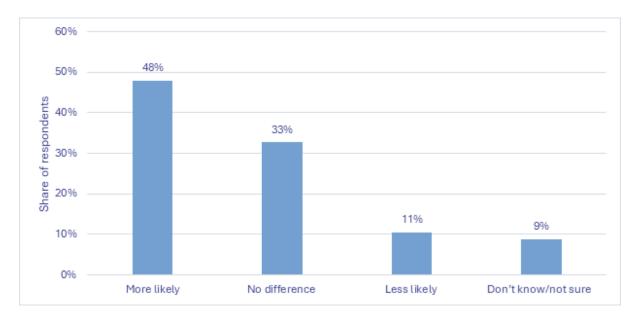


Figure 11: Likelihood of using express bus routes rather than private car journeys No of responses to Q11: 465

There were 58 responses to Question 11 that have been classified as part of a campaign. All of these respondents selected the 'More likely' option when answering this question. Table 8 on the next page shows the breakdown between general and campaign responses.

Table 8: Likelihood of express bus use to replace private car use by response category

Based on our proposals, how likely are you to use an express bus route to replace journeys you make by private car?	Total count	% (n~465)	General response count	% of total count	Campaign response count	% of total count
More likely	223	48	165	35	58	12
No difference	152	33	152	33	0	0
Less likely	49	11	49	11	0	0
Don't know/not sure	41	9	41	9	0	0
Total	465	100	407	88	58	12

3.8 Summary of responses to Question 12

Based on our proposals, do you think there should more or less bus stops on the proposed SL11 route?

479 people responded to this question.

As shown in Figure 12, most respondents considered the number of proposed bus stops along route SL11 as 'It's just right' with 40 per cent selecting this option (representing 193 out of the 479 people that responded to the question). A further 36 per cent opted for 'More stops' and 16 per cent opted for 'Less stops'.

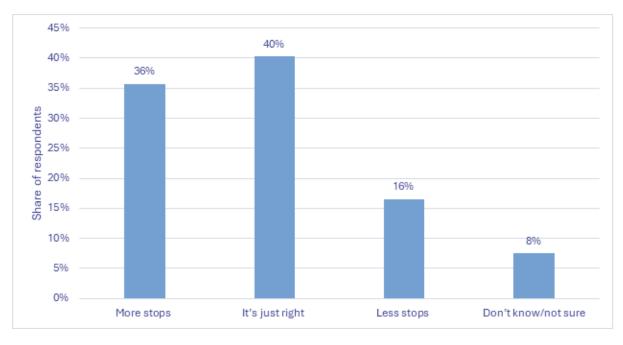


Figure 12: Preference for more or less bus stops along proposed route SL11 No of responses to Q11: 479

There were 61 campaign responses to Question 12. Most of these (eight per cent) of campaign respondents selected the 'It's just right' option. Table 9 shows the breakdown between general and campaign responses.

Table 9: Bus stop preferences along proposed route SL11 by response category

Based on our proposals, do you think there should more or less bus stops on the proposed SL11 route?	Total count	% (n~479)	General response count	% of total count	Campaign response count	% of total count
More stops	171	36	158	33	13	3
It's just right	193	40	156	33	37	8
Less stops	79	16	78	16	1	<1
Don't know/not sure	36	8	26	5	10	2
Total	479	100	418	87	61	13

3.9 Summary of responses to Question 13

Please use the box below to tell us where you think there should be more or less bus stops on the proposed SL11 route

Please also use this box to provide any other feedback you might have on the proposal

655 people responded to this question.

A free text box gave space for respondents to tell us their thoughts about the number of bus stops proposed for route SL11 and any other feedback they had about what was proposed. It was also possible to submit views via a quick response facility.

Comments were received from 655 respondents, representing 83 per cent of the total responses to the consultation. Table 10 in this section contains the 10 most frequent comments made, including from individuals and stakeholders.

A further 128 comments were made relating to matters not in the scope of the consultation. These include comments made as part of a classified campaign. Comments that are out of scope have not been included in the top 10.

A full list of all comments made in response to Question 13 (presented as a code frame) can be found in Appendix A: Detailed analysis of comments & our response to issues raised.

Table 10: Ten most frequent thoughts about the proposals

		No. of comments				
Theme	Comment (code)	Total count	General response count	Campaign response count	% of total count (n~655)	
Support	General support of the scheme	125	92	33	19%	
Support	Support for improved connectivity and journey options/times	101	52	49	15%	
Concern	Concern that the 472 should be retained as is	45	45	0	7%	
Concern	Concern the SL11 route does not improve connectivity/ provide benefits for all passengers	43	43	0	7%	
Suggestion	Suggestion for a stop between Woolwich and Charlton	36	36	0	5%	
Suggestion	Suggestion to introduce proposed SL11 as a new service while retaining 472 service	33	33	0	5%	
Suggestion	Suggestion for a stop at Woolwich Ferry and/ or for connection with SL2 across the Thames	33	33	0	5%	

		No. of comments				
Theme	Comment (code)	Total count	General response count	Campaign response count	% of total count (n~655)	
Concern	Concern about increased walking distances/journeys to bus stops	31	31	0	5%	
Suggestion	Suggestion for route extension to Erith	25	25	0	4%	
Suggestion	Suggestion to retain more stops along Crossway (e.g. Lister Walk, Nickelby Close)	24	24	0	4%	

3.9.1 Face to face session feedback

To raise awareness of the consultation and encourage people with views to take part, four publicity sessions were held during the consultation period. These focussed on local areas along bus route 472 and where the SL11 was proposed to stop. The main objective of the sessions was to encourage people to respond to the consultation. During the sessions approximately 1,600 leaflets were handed out at busy on-street locations.

More details about the face-to-face publicity sessions, including locations and some of the local businesses visited can be found in Section 4.6.5 of this report

3.10 Summary of responses to Question 15

Improving how we consult - Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us?

479 people responded to this question.

We asked respondents to select the statement which best reflected their experience of accessing consultation information. Options for selection were:

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

As presented in Figure 13, the majority of respondents (54 per cent) said the consultation material met their expectations. A further 33 per cent said the material exceeded expectations. Ten per cent said the material partially met expectations, and two per cent said the materials did not meet expectations.

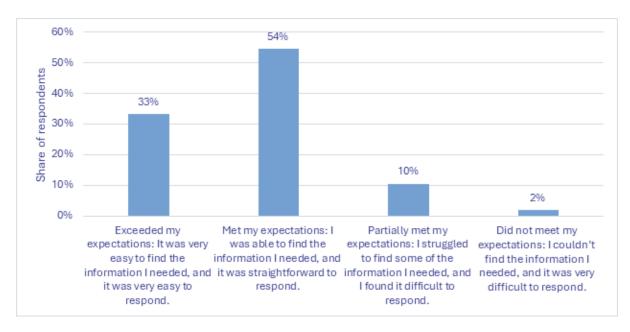


Figure 13: Accessing the consultation and materials

No of responses to Q15: 479

3.11 Summary of responses to Question 16

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

28 people responded to this question.

With the provision of a free text box, respondents were asked to comment on how the consultation could have been improved if their expectations were not met.

There were 66 separate comments made in response to this question. Responses were coded to identify common themes.

Analysis of Question 16 showed the most frequent comment, raised by five respondents on each occasion, related to concern about the about the level of information provided in the consultation materials and concern the questions in the consultation survey were leading or biased.

The second most frequent comment was made by four respondents and expressed concern the views shared in consultation would not be considered.

The full code frame is presented Appendix A: Detailed analysis of comments & our response to issues raised.

3.12 Stakeholder responses

This section lists the seven stakeholder replies to the consultation. All stakeholder replies have been read and the comments made have been used to form our decision-making process.

A copy of the stakeholder replies is available in Appendix E: Summary of Stakeholder replies.

Local authorities & statutory bodies

London Borough of Bexley

Royal Borough of Greenwich

Government departments, parliamentary bodies & politicians

Councillor Jo van den Broek, Charlton Village and Riverside ward, Royal Borough of Greenwich

Bexley Labour Group, representing 12 councillors across Belvedere, Erith, Northumberland Heath, Slade Green & Northend and Thamesmead East wards

Housing and regeneration groups

Peabody Thames Waterfront

Transport and road user groups

London TravelWatch

Future Transport London

4. About the consultation

4.1 Purpose

The objectives of the consultation were to:

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

4.2 Who we consulted

The consultation was held to listen to what the public and other stakeholders thought about our proposals to renumber bus route 472 as route SL11 and operate this as a limited-stop express service.

The aim was to ensure that residents, bus users, commuters, businesses and employers along the 472 bus route were aware of the consultation and how to have their say.

We consulted with the Royal Borough of Greenwich and the London Borough of Bexley, including constituency, London Assembly, local council ward, and other locally elected representatives.

We consulted with London TravelWatch and other organisations interested in transport in London. We also consulted with housing and regeneration stakeholders, including in Thamesmead where we considered our proposals would support early stages of regeneration in the area.

We also raised awareness of the consultation with local employers, community, faith, health, accessibility, resident association, and business stakeholders.

A full stakeholder list is shown in Appendix E: List of stakeholders consulted with.

4.3 Dates and duration

The public consultation ran for a period of six weeks from Monday 3 March to Sunday 13 April 2025.

4.4 What we asked

The consultation survey contained two open questions and a series of closed questions.

The open questions allowed free text space for comments about what was proposed including proposed bus stop locations, and the consultation process.

The closed questions were designed to understand more about why people were responding, why they may be interested in the proposals, current travel preferences, and sentiment about the number of bus stops and the route itself.

Further closed questions were designed to understand more about who participated in the consultation, how they heard about it, and their relationship to the bus routes. These included optional questions related to each respondents' demographic profile.

The survey concluded with quality control questions related to the consultation process and the materials provided. At this stage, where respondents felt we had not met their expectations, the free text box enabled people to tell us how they may like us to improve the consultation service offered.

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

4.5 Methods of responding

Several channels were made available through which people could respond to the consultation. These included:

- Via the online survey hosted on the consultation website: tfl.gov.uk/superloop-SL11
- Bus stop posters, leaflets and on-street signage with a QR code for easy access to the consultation website
- By email to haveyoursay@tfl.gov.uk
- By post to Freepost, TfL Have Your Say (no stamp required)

- By telephone where a call back service was provided for respondents to speak with the consultation team and ask questions. The phone line number was 020 3054 6037
- Completion and return of a paper survey or a fillable PDF. Paper surveys were available on request by post or could be downloaded from the consultation website

The consultation website provided a 'quick response' option as a time-saving way to take part.

A question-and-answer facility was also available throughout the consultation period to support people requiring additional information to help with their response. This facility received eight entries during the consultation period. Four questions were responded to publicly, enabling any visitors to the website to follow the question-and-answer dialogue.

4.6 Consultation materials and publicity

Awareness of the consultation was raised through a variety of channels. This included:

- The delivery of over 489,000 emails
- The distribution of approximately 2,000 leaflets
- Social media broadcasts via the Facebook, LinkedIn and X platforms

Digital graphics were produced and offered to third parties in case they were able to help promote the consultation online.

Sections 4.6.1 to 4.6.5 of this report provide more detail about the methods used.

Copies of the consultation materials including the bus stop poster, and emails to customers and stakeholders can be found in Appendix C: Consultation materials.

Media activity and examples of online publicity can be found in Appendix D: Consultation publicity and social media.

4.6.1 Accessible content

The consultation materials were provided in standard and easy read formats.

Translated and large print materials were available on request. The consultation materials were also available as a British Sign Language video and in audio format.

Our aim was to ensure the consultation was accessible to anyone that wanted to take part. Our online web pages use software that meets, or wherever possible exceeds WCAG 2.1, the current global web content accessibility standard needs.

4.6.2 Emails to customers and other stakeholders

To make people aware of the SL11 consultation, emails were sent to people from the following customer groups that had expressed a preference for customer updates of relevance:

- Customers of bus routes: 472, 161, 171, 180, 244 and 301
- Activity relevant to the: SE10, SE7, SE18, SE28, and SE2 London postal codes
- Customers of North Greenwich London Underground station
- Customers of Woolwich Arsenal DLR station
- Customers of Woolwich and Abbey Wood Elizabeth line stations

This included all concessionary travel pass holders as identified in any of the above categories such as 18+, 60+ and Disabled persons pass holder that had registered to receive updates. There were 488,975 email recipients.

A further 285 emails were sent to community, political, local authority, and other interested stakeholder groups.

4.6.3 Social media and press coverage

The intention to hold a public consultation for route SL11 was announced as part of a a press event and accompanying press release on 31 January 2025 covering the proposed expansion of the Superloop express bus network.

A further dedicated press release was issued on 3 March 2025 to mark the launch of the SL11 consultation.

The press release included supportive quotes from key stakeholders from Councillor Anthony Okereke, Leader of the Council and Councillor Averil Lekau, Deputy Leader and Cabinet Member Climate Action, Sustainability and Transport at the Royal Borough of Greenwich.

The announcement was widely covered in the London press.

On Thursday 6 March a social media broadcast was made across the Facebook, LinkedIn and 'X' platforms to help raise awareness of the start of the consultation.

A further broadcast was made on Thursday 10 April to remind people that consultation would close on Sunday 13 April.

The first broadcast was seen by approximately 38,000 people. The second broadcast was seen by approximately 29,480 people.

In addition, the Mayor of London's office and the Royal Borough of Greenwich broadcast social media posts about SL11 and these were reshared by other key stakeholders.

A selection of coverage is shown in Appendix D: Consultation publicity and social media

4.6.4 On-site advertising

During the consultation period we placed bus stop posters in all local stops along bus route 472, where space was available. Sometimes space is not available if it is required for operational messages.

Three-sided signage was also placed at bus stops on the 472 route that would be retained for use by proposed new route SL11 and at other key locations. There were 30 signs installed in total. Locations included: Abbey Wood, Thamesmead, Plumstead, Woolwich, Greenwich Peninsula and North Greenwich.

Large posters were also displayed at Woolwich and Abbey Wood Elizabeth line stations.

4.6.5 Face-to-face leafletting

To raise awareness of the consultation and encourage people with views to take part, four publicity sessions were held during the consultation period in local areas along the proposed SL11 route. During these sessions approximately 1,300 leaflets were handed out at busy on-street locations.

The sessions took place as follows:

- Thursday 13 March 2025 between 08:00-13:00 in the North Greenwich and Greenwich Peninsula area including North Greenwich bus station and the large retail parks along the route, up to Charlton station
 - At the retail parks, footfall from busy retailers such as B&Q, Ikea, ASDA, McDonalds, Next and Primark was covered
- Saturday 15 March 2025 between 11:00-16:00 in Woolwich town centre, including local bus stops, Woolwich Elizabeth line station, Woolwich Arsenal station, Woolwich DLR and Tesco

Leaflets were also placed at the town hall, library, community centre and DLR station.

- Tuesday 25 March 2025 between 14:00-19:00 in Abbey Wood including the Elizabeth line station, Sainsbury's, and local bus stops at Harrow Manorway, Wilton Road high street, Felixstowe Road parade, Bostall Gardens Park and Eynsham Drive parade.
 - Leaflets were also placed at Eynsham Post Office, Abbey Wood library, Browns Chemist and Aces One Stop.
- Friday 4 April 2025 between 08:00-13:00, Woolwich town centre again including local bus stops, Woolwich Elizabeth line station, Woolwich Arsenal station, Woolwich DLR and Tesco

In addition to the publicity sessions, where leaflets were passed on to a variety of local establishments, we also posted leaflets to the following community establishments. Some establishments listed were included because it was not possible to make contact by email:

- Christlight Assemblies Church, Thamesmead
- Community Empowerment and Support Initiatives, Plumstead
- Lakeside Centre, Southmere Lake
- St Michael's and All Saints Church, Greenwich
- St Paul's Church, Thamesmead
- Thamesmead Medical Associates
- Titmuss Avenue Baptist Church, Thamesmead

4.6.6 Meetings with stakeholders

In advance of the consultation, briefings related to the consultation process and what was proposed were provided to stakeholders from the London Borough of Bexley and the Royal Borough of Greenwich. Briefings were also offered to all key stakeholders contacted at the consultation launch.

Technical meetings were also held with each borough as the proposals for consultation were developed.

A summary of the stakeholder responses received in response to consultation can be found in Appendix E: Summary of Stakeholder replies.

4.7 Equalities Assessment

An initial Equalities Impact Assessments (EqIA) was undertaken for the proposals, and this document was placed on the consultation page.

The EqIA sought to identify:

- any affect the proposal could have on people
- how we would propose to minimise any negative impacts

The EqIA was used to help decide if, and how, we might proceed with the proposals.

We were keen to hear from people with protected characteristics as defined by the Equality Act 2010 and who were more likely to be impacted by the proposed changes, in particular older people, disabled people, pregnant women, and those travelling with small children.

The initial assessment considered the proposed SL11 route would benefit a majority of passengers that currently used route 472 through quicker journey times. However, there would also be some disbenefit for some passengers that currently used bus stops on route 472, not proposed to be served by route SL11. Disbenefits may include longer walk / wheels, a need to change bus to complete their journey or through having a lower bus frequency than now.

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

4.7.1 Significance testing by disability status

We assessed the distribution of views about the proposals from respondents that provided their disability status when answering our demographic question 'Do you consider yourself to be disabled as defined by the Equality Act 2010?'.

The objective was to assess whether disabled respondents were more or less likely to express support for the proposals than the overall respondent base. This statistical significance testing was reviewed for comments included in the 'support' and 'concern' themes of the full code frame as presented Appendix A: Detailed analysis of comments & our response to issues raised.

In response to closed Question 8 (convenience of use of the SL11) the assessment identified that disabled people were slightly less likely to say that the SL11 would be more convenient for them (53 per cent) than those who were not disabled (61 per cent).

Those who were not disabled were also slightly more likely to say that the SL11 would be less convenient for them (five per cent) when compared with disabled people (two per cent).

In response to open Question 13, those who raised points under the 'Scheme support' and 'Scheme concern' were also assessed by their disability status provided in their response to sign up Question 19. As before, the objective was to assess whether disabled respondents were more or less likely to express support for the scheme than the overall respondent base.

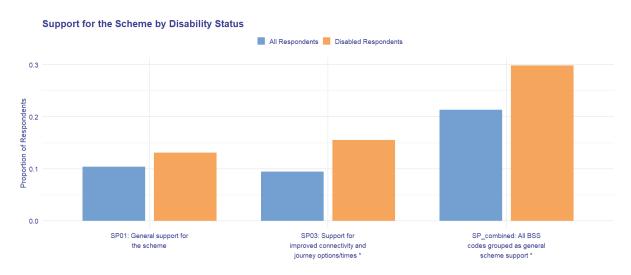


Figure 14: Comparison of support for proposals by disability status

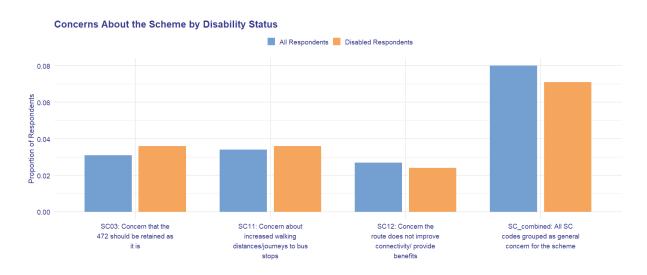


Figure 15: Comparison of concern about proposals by disability status

As shown in Figures 14 and 15, across all scheme elements, the proportion of disabled respondents who expressed support was consistently higher than that of the overall respondent group. This suggests that disabled people were more likely to support the SL11 scheme.

4.7.2 Inclusive consultation

As part of the consultation, we were keen to hear from a range of community members more likely to use London buses, such as women, disabled people, older people, those on low incomes, and Black, Asian and minority ethnic people.

To encourage participation in the consultation from protected groups, we went to local high streets and leafletted.

The detailed stakeholder list produced for this consultation also helped ensure contact was made with representative groups from the community.

To help remove barriers to taking part in the consultation, as referenced in Section 4.6 of this report, the consultation was provided in a combination of paper based (letters), online (emails and web pages) and non-digital (by telephone and face to face) formats.

It was possible to translate the web page into other languages. We openly invited anyone that required more information to contact us, including via the consultation web page.

4.8 Analysis of consultation responses

The consultation outcomes were analysed independently.

A code frame was developed to categorise comments received in response to each open question to identify the most common issues raised. The code frame and the approach to analysis was peer reviewed within the team before detailed analysis of every comment received could commence.

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

It should be noted that all questions were optional, and participants could choose whether to skip or answer questions. Therefore, as shown in the presentation of the results in Section 3, the total of number of respondents differs for each question.

Once detailed analysis was complete, a list of the issues being raised was generated, and these issues were considered as part of our decision-making process.

Our response to the issues raised can be found in Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised.

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

Code Frame

Open question 13: Please use the box below to tell us where you think there should be more or less bus stops on the proposed SL11 route.

Please also use this box to provide any other feedback you might have on the proposal.

Theme	Comment (code)	Total count	General response count	Campaign response count
Support	General support of the scheme	125	92	33
Support	Support for improved connectivity and journey options/times 101 52		49	
Support - general			0	
Support – SL11 bus stops	Support for the number of		0	
Support - SL11 general	Other support cited less 4 4 4		0	
Support – SL11 general	I alternative to existing rail 1 2 1 2 1		0	
Support – SL11 general	i relieve demand pressures on 1 1 1 1 1 1		0	
Support – SL11 route	Support for removal of one- way route through Woolwich town centre	2	2	0

Theme	Comment (code)	Total count	General response count	Campaign response count
Support– SL11 safety	Support as scheme will help residents make safer journeys	3	3	0
Suggestion - additional SL11 bus stop	Other bus stop locations cited less frequently	16	16	0
Suggestion - additional SL11 bus stop stop Suggestion to include a stop at Woolwich town centre (on existing one-way section) 13 13		0		
Suggestion - additional SL11 bus stop	Suggestion for a stop at Woolwich Dockyard	11	11	0
Suggestion - additional SL11 bus stop	tional Suggestion for a stop at 7		0	
Suggestion - additional SL11 bus stop	additional Suggestion for a stop at SL11 bus Southmere Lake 7		0	
Suggestion - additional SL11 bus stop		0		
Suggestion - Suggestion for a stop at		0		
Suggestion - additional SL11 bus stop	Suggestion for a stop at Plumstead Station	4	4	0

Theme	Comment (code)	Total count	General response count	Campaign response count
Suggestion - additional SL11 bus stop	Suggestion for a stop at Plumstead High Street	3	3	0
Suggestion - additional SL11 bus stop	Suggestion for a stop serving the Lombard Square development in Plumstead	2	2	0
Suggestion – additional SL11 bus stop	Suggestion – additional SL11 bus Suggestion for a stop between Woolwich and Charlton Suggestion = 36		0	
Suggestion – additional SL11 bus stop	litional Woolwich Ferry and/or for connection with SL2 across 33		0	
Suggestion – additional SL11 bus stop	onal stops along Crossway (e.g., 24, 24, 24		24	0
Suggestion – additional SL11 bus stop	Suggestion for retaining stops near schools on the route			0
Suggestion – bus priority	Suggestion for improved bus priority infrastructure along SL11 route (not specific to Thamesmead BRT)	along		3
Suggestion - other	Collated comments cited infrequently	19 19		0
Suggestion – other bus routes	Suggestion to utilise opportunity to improve services towards Dartford/Kent	4	4	0

Theme	Comment (code)	Total count	General response count	Campaign response count
Suggestion - reduce SL11 bus stops	Suggestion to further reduce stops between North Greenwich and Charlton	13	13	0
Suggestion - reduce SL11 bus stops	Suggestion for route to only stop at key interchanges/rail stations	7	7	0
Suggestion - reduce SL11 bus stops	Suggestion to further reduce stops between North Greenwich and Woolwich	7	7	0
Suggestion - reduce SL11 bus stops	Suggestion for a fully 'express route' with very limited stops	6	6	0
Suggestion - reduce SL11 bus stops	Suggestion to remove Greenwich Peninsula/Leisure Park East stop	5	5	0
Suggestion - reduce SL11 bus stops Other suggestions cited less frequently 5 5		0		
Suggestion - reduce SL11 bus stops	reduce SL11 General suggestion to skip 4 4		0	
Suggestion - reduce SL11 bus stops	Suggestion that the route should not terminate at Abbey Wood	3	3	0
Suggestion - reduce SL11 bus stops	Suggestion to remove Abbey Wood stop	1	1	0
Suggestion – reduce SL11 bus stops	Suggestion – Suggestion to further reduce reduce SL11 number of stops in 18 18		0	
Suggestion – reduce SL11 bus stops	Suggestion to remove Millennium Village/Oval Square stop	14	14	0

Theme	Comment (code)	Total count	General response count	Campaign response count
Suggestion – SL11	- · · · ·		33	0
Suggestion – SL11 additional bus stops	Suggestion for an additional stop in Thamesmead (General)	17	17	0
Suggestion – SL11 frequency	Suggestion for SL11 to be a more frequent service than suggested	11	11	0
Suggestion – SL11 frequency	11 evening/night service 6 6		0	
Suggestion - SL11 general	1 31 1 31		0	
Suggestion – SL11 general	·		3	0
Suggestion – SL11 route	Suggestion for route extension to Erith	25	25	0
Suggestion – SL11 route	Suggestion for route extension to Belvedere	12	12	0
Suggestion – SL11 route			11	0
Suggestion – SL11 route			0	
Suggestion – SL11 route			0	
Suggestion – SL11 route	Suggestion for the route to serve Welling	6	6	0

Theme	Comment (code)	Total count	General response count	Campaign response count
Suggestion – SL11 route			6	0
Suggestion – SL11 route	Suggestion to extend to Canada Water	2	2	0
Suggestion – SL11 route	Suggestion for route extension to Cutty Sark/Greenwich Town	1	1	0
Suggestion – SL11 route	Suggestion for the route to serve Plumstead Corner	1	1	0
Suggestion – Suggestion for improved bus stop facilities (e.g. safety, real time passenger information) Suggestion – 5		0		
Suggestion – Superloop fares	I SUGGESTION TO KEED TAKES IOW I		0	
Suggestion – Superloop fares	Suggestion for Superloop service to have higher/special fares	re 1 1 (0
Suggestion - Superloop Network	Suggestion to link with SL4 (Canary Wharf - Grove Park)			0
Suggestion - Superloop Network	Suggestion for improved infrastructure across Superloop network (bus		0	
Suggestion - other bus routes	Suggestion for a limited stop version of the 96 service	top 1 1 0		0
Suggestions – other bus routes / Superloop routes	Stops on other Superloop outes / Stops on other Superloop outes / routes/ suggestions for 21 21 superloop unrelated bus routes		0	

Theme	e Comment (code)		General response count	Campaign response count
Concern	Concern that the 472 should be retained as it is	45	45	0
Concern	Concern the route does not improve connectivity/provide benefits	43	43	0
Concern	Issues in concern raised less often	20	20	0
Concern	Concern the scheme is unnecessary/ waste of money	20	20	0
Concern - reduced SL11 bus stops	Concern about removing stops between Charlton and Woolwich	9		0
Concern - reduced SL11 bus stops	Concern about removal of stops in Woolwich town centre	6 6 0		0
Concern - accessibility	Concern about increased likelihood of having to take more than one bus to complete journey	6 6 0		0
Concern – accessibility	Concern about access to buses for those with limited mobility (e.g. due to age or disability)	22 22 0		0
Concern – bus capacity	Concern the 472 is already at capacity	21	21	0
Concern – Equalities / Accessibility	Concern increasing distance between stops disadvantages those with limited mobility (e.g. due to age or disability)	7 7 0		0
Concern – Equalities / Accessibility	Concern access to some proposed stops is poorly lit/unsafe at night	7	7	0

Theme	Comment (code)	Total count	General response count	Campaign response count
Concern - general	Concern North Greenwich is already well served by buses and other public transport	10	10	0
Concern - general	General concern about removing stops	9	9	0
Concern - general	Concern that areas of south and southeast London have		0	
Concern – reduce SL11 bus stops	Concern about the number of proposed stops	16 16		0
Concern – SL11 bus stop	Concern about removing stops in Thamesmead	ng 22 22		0
Concern – SL11 general	Concern that the route does not stop in the right locations	6 6		0
Concern – SL11 general	Concern about poor service reliability	4 4		0
Concern – SL11 general	General opposition to the scheme	3 3		0
Concern – SL11 journey times	Concern about long journey times from general traffic congestion	17 17		0
Concern – SL11 safety	Concern that bus stops served by SL11 will be overcrowded/unsafe	l be 8 8		0
Concern – SL11 safety	Concern about the safety of school children having to walk further	2 2 0		0
Concern – SL11 route	Concern that the route misses several key housing developments in the area	22	22	0

Theme	Comment (code)	Total count	General response count	Campaign response count
Concern - Superloop Network	Concern the Superloop Network was not intended to replace existing services	1	1	0
Concern – Superloop network	Concern express buses do not stop enough	7	7	0
Concern - other bus routes	Concern about capacity issues on the 177 service if the 472 is withdrawn	6	6	0
Concern - other bus routes Concern about capacity issues on the 180 service		0		
Concern - other bus routes	Concern about canacity		0	
Concern - accessibility	walking distances/journeys to 31 31		0	
Concern - SL11 name	Concern about route name (SL11)	6 6 0		0
General	Impacts will not be significant/ route appears the same or very similar to 472		11	0
General	Other comments	3	3	0
General – Superloop network	Superloop Other 7 7		0	
Out of Scope	Other - Out of Scope 3 2 0		0	
Out of Scope	Thamesmead BRT	2	2	0
Out of Scope	DLR Extension	2	2	0

Open question 16:

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

Theme	Comment (code)	Total count	General response count	Campaign response count
Consultation - Concern	Concern about level of information provided	5	5	0
Consultation - Concern	Concern that questions are leading/biased	5	5	0
Consultation - Concern	Concern that views won't be listened to	4	4	0
Consultation - Concern about issues with registration to access consultation 3		0		
Consultation - Concern			0	
Consultation - Concern	' ' 1 3 1 3 1		0	
Consultation - Concern	Support for wider distribution and advertisement of 1 1 proposals		0	
Consultation - Concern			0	
Consultation - Concern			0	
Consultation - Concern	l visuals compared to previous 1 1 1 1		0	
Consultation - Concern	Suggestion that survey should be shorter	1	1	0

Theme	Comment (code)	Total count	General response count	Campaign response count
Consultation - Concern	Concern that consultation materials are misleading	1	1	0
Consultation - Concern	Support for more involvement of user groups	1	1	0
Consultation - Support	Concern about stakeholder access	1	1	0

Our Response to Issues Raised

SL11 bus route

Issue	Response
SL11 is welcome but should operate as well as route 472, without the removal of bus stops between Charlton - Woolwich	Retaining the 472 while introducing the SL11 would provide too much capacity and would not represent good value for money.
What consideration was given for an extended routing for the SL11: • To Belvedere / or an extension of the SL3 to Belvedere	At this time there are no plans to extend the SL11 from Abbey Wood. We will keep this under consideration and work with stakeholders to help
 To Welling To the top of Abbey Wood (between Brampton Road - Keen Hill) 	expanding the Superloop network in the future with the support of bus priority.
Concern noted along Western Way where a high number of vehicle collisions had occurred at roundabouts. A suggestion mitigation measures be introduced to reduce future collisions	We will liaise with the Royal Borough of Greenwich to discuss concerns around safety on Western Way.
A suggestion for the SL11 to reroute to include the following:	
 Yarnton Way via Norman Road roundabout, then and Harrow Manor Way to support residents when the 180 changes Rainton Road instead of Anchor and Hope Lane Carlyle Road avoiding Crossway Bugsby Way 	As above, at this time there are no plans to extend or alter the routeing of the SL11. We will keep this under consideration and work with stakeholders to help expanding the Superloop network in the future with the support of bus priority.

Issue	Response
Suggestions for further extensions of the SL11 such as to: Belvedere Bexleyheath Canada Water Canning Town via Silvertown tunnel Crayford Cutty Sark/ Greenwich town centre Dartford Elephant & Castle Erith Hackney Central via Canning Town Lewisham from Greenwich town centre Nathan Way Plumstead Corner Slade Green Stratford Welling	The SL11 bus route is designed to provide quicker journey times on the North Greenwich and Abbey Wood corridor. At this time there are no plans to extend or alter the routeing of the proposed SL11. We will keep this under consideration and work with stakeholders to help expanding the Superloop network in the future with the support of bus priority.
The route should be named X472, as that was deemed a better description and less confusing for passengers	We have developed dedicated branding for bus routes that form part of the Superloop network and related customer information to distinct them from other bus routes. When developing this branding, customer research on route numbers showed no preference or enhanced understanding for use of "X" prefixes versus "SL".
Criticism the SL11 proposal does not open up new connections and associated benefits	The SL11 provides benefits through quicker journey times and offers interchange with the Elizabeth line, DLR, London Underground, National Rail and existing bus services, including the SL3.

SL11 bus stops

Issue	Response
Concern there is a gap between bus stops at Anchor & Hope Lane near Charlton Station and the centre of Woolwich and a suggestion one further pair of stops be added	Potential stops for the SL11 were chosen taking into consideration demand in addition to access to town centres, stations / interchanges and other selected strategic locations, and aims to balance connectivity and journey times. We understand demand will likely increase on this corridor as a result of new developments, including those within the Charlton Riverside masterplan area and if demand justifies it, we will consider adding an additional bus stop on this section.
Additional bus stops were suggested on the SL11 route as follows:	
 At locations with schools Belvedere train station Belvedere/ Nuxley Village Bentham Road Bugsby Way Charlton Riverside Charlton Station (Bus stop H) Crossways Grasshaven Way Greenwich Community College Harrow Manor Way Hoveton Road Lister Walk Manordene Road Maxey Road Millennium Village Nickleby Close Oval Square Plumstead High Street Princess Alice 	Potential stops for the SL11 were chosen taking into consideration demand in addition to access to town centres, stations / interchanges and other selected strategic locations, and aims to balance connectivity and journey times. Demand and evolving changes to land use will be kept under review and changes made to the stopping locations in the future, if considered appropriate.

Issue	Response
 Thamesmead town centre (Central Way) – including to connect with SL3 Warspite Road Watersmeet Place Woolwich Arsenal Woolwich Dockyard Woolwich Ferry/ foot tunnel to connect with SL2 Woolwich Road at Charlton Lane Woolwich town centre, one-way system Yateley Street 	
Consider the SL11 serving bus stop H / Charlton Station (as suggested above) for better connectivity with rail, also consider making the left turn, from Woolwich Road into Charlton Church Lane at the Antigallican junction, bus and taxi only; and with traffic lights phased to ensure bus priority	Serving bus stop H would increase journey times for through passengers. The proposed stops provide good access to Charlton Station. We will continue to look at opportunities to prioritise buses through this junction.
The SL11 route should have less stops than proposed to ensure it can be 'express'. Consider only serving bus stops at key interchanges / rail stations	Potential stops for the SL11 were chosen taking into consideration demand in addition to access to town centres, stations / interchanges and other selected strategic locations and aims to balance connectivity and journey times.

Issue	Response
A suggestion for removal of some bus stops, noting:	Potential stops for the SL11 were chosen taking into consideration demand in addition to access to town centres, stations / interchanges and other selected strategic locations and aims to balance connectivity and journeys.
It is important to ensure bus stops and stands in Bexley are suitable to accommodate the SL11, noting some space would be shared with routes 301, 180 and SL3	There is sufficient bus stop and stand capacity to support the conversion of route 472 to SL11.
Concern related to bus stops at Abbey Wood which were described as in a poor state and need to be improved	Any concerns around bus stops can be raised using the Streetcare tool which can be found at https://streetcare.tfl.gov.uk/
It is important for all bus stops on the SL11 route to have standard bus shelters with next bus information (Countdown) facilities and bus information screens to enable passengers to make an informed decision whether to take a parallel service bus or wait for an SL11 bus	Bus stops used by the SL11 will meet the same standards as routes used by other Superloop routes.
Suggestion the route does not need to serve North Greenwich which already has many bus options.	North Greenwich is a key destination for users on the current route 472 and the proposed SL11 with around 25 per cent of trips going to or from North Greenwich.

Issue	Response
	Potential stops for the SL11 were chosen taking
The SL11 needs to serve	into consideration usage in addition to town
more new housing areas	centres, stations / interchanges and other
than proposed, for example	selected strategic locations, and aims to balance
Southmere, Cygnet Park,	connectivity and journey time.
Morris Walk Estate/Trinity	
Park, Lombard Square and	The bus network will continue to evolve to meet
Gallions Road	future demand, including reviewing the stop
	locations on Superloop routes.

472 bus route and bus stops

Issue	Response
A view changes are not required as the 472 works well and the Superloop is not needed along this section of London.	The proposed SL11 will provide an overall improvement in journey times on the North Greenwich – Abbey Wood corridor.
Bus route 472 should not be removed as it was heavily relied upon by local people. Particular concern noted: In Thamesmead, where there is not a train station and demand is increasing due to new housing For access to schools, such as Woolwich Polytechnic School for Girls	The proposed SL11 will still be accessible to the vast majority of 472 users and will provide quicker journey times overall.
Route 472 should stay in place as a night bus service	Between approximately 00:00 and 05:00, a standard night bus service is proposed to operate, which would be numbered N472. The N472 would continue to serve all existing stops on the current route 472, including to North Greenwich.

Woolwich town centre

Issue	Response
There should be better access in Woolwich including allowing eastbound passengers to avoid having to cross the busy Plumstead Road to access the town centre and Woolwich Arsenal Rail and DLR stations.	
To allow same stop interchange with the other services heading towards Charlton and easier access to the western part of Woolwich town centre, consider: • eastbound journeys on the SL11 also serve existing 472 bus stop N, T or Y in the town centre • westbound journeys on the SL11 to stop at 472 bus stop A on Woolwich High Street	The change in Woolwich town centre standardises the eastbound routeing to match the westbound routeing and will provide significantly quicker journey times. Currently it can take up to seven minutes to travel from the Woolwich Ferry to Woolwich station. There are crossing facilities and most town centre facilities are within a five minute walk within the proposed stops.
A suggestion the SL11 serves the town centre via Woolwich Arsenal instead of Beresford Street for better connections – such as to Queen Elizabeth Hospital	
In Woolwich town centre, consider including a bus stop at John Wilson Street as this is a popular and well used stop	

Traffic, congestion, service reliability, frequency

Issue	Response
Concern the SL11 route would be affected by traffic congestion and more bus priority Is needed to support the efficacy of the route	Bus priority plays a key role in our plans for a faster, more reliable and efficient bus network as set out in our <u>Bus Action Plan</u> , and we are working with London's boroughs to develop plans for new bus lanes.
	In Thamesmead, we recognise regeneration plans rely on new public transport to better connect the area to the rest of London and help unlock the maximum opportunity for new homes and will continue work with local authorities to develop plans for road and bus infrastructure in support of a bus transit scheme.
A suggestion for bus lanes, even if part-time in operation to support the bus corridor between the Anchor & Hope and Peartree Way roundabouts and reduce traffic delay from the Antigallican junction to Anchor & Hope Lane	We will continue to look for opportunities through bus priority to improve journey times in the area.
The SL11 would need to operate more frequently to make it a success, particularly during peak times	The frequencies of all our routes are kept under review and we continuously monitor demand.
If the 472 is replaced, increase the frequency on other local routes to compensate – noting 177, 180, 244 and 301	It is expected the SL11 and its parallel bus routes will have sufficient capacity to meet demand, however we will continue to keep demand under review and adjust frequencies as appropriate as part of out continual review of the bus network.

Issue	Response
A suggestion the SL11 should start early from 05:00 and run later such as: To 01:30 as an option beyond the last trains on the Elizabeth line To operate an additional 'nightloop' / 'NL11'	The SL11 is not proposed to operate through the night. Between approximately 00:00 and 05:00, a standard night bus service is proposed to operate, which would be numbered N472. The N472 would continue to serve all existing stops on the current route 472, including to North Greenwich.
Concern the local school run will be difficult due to overcrowded buses, particularly between Watersmeet – Abbey Wood	As stated above, it is expected the SL11 and its
Concern the SL11 would be impossible to board when busy, as is the case with the 472 now.	parallel bus routes will have sufficient capacity to meet demand, however we will continue to keep demand under review and adjust frequencies as appropriate as part of our continual review of the bus network.
Concern existing capacity issues on routes may be made worse, citing routes 161, 177, 180, 229, 244	

Accessibility / personal safety

Issue	Response
The proposals have a	All bus journeys can still be completed from
negative impact for	existing bus stops – around seven per cent of
passengers who would need	trips would need to interchange if they are not
to walk further access the	able to use alternative bus stops were to continue
bus, included disabled	to use their existing stops. Same stop
people	interchange would be available.

Monitoring

Issue	Response
It would be important to monitor passenger use on route SL11 if it were introduced, as well as usage and capacity on parallel local bus routes so that adjustments can be made to other local to bus services as required to meet changing demand	The London bus network is dynamic, and passenger demand and journey patterns are kept under continual review across our network. This will include route SL11. Our London bus performance data uses bus network performance statistics and customer feedback. This information can be viewed on our website and convers information about, performance, bus speeds, factors affecting performance and customer satisfaction.

Safety and security

Issue	Response
Concern the removal of the 472 bus stops in general would make it less safe for people needing to walk further to access bus stops with a particular impact for children, disabled people, people with heavy luggage/bags and women and girls	As above, all bus journeys can still be completed from existing bus stops – around seven per cent of trips would need to interchange if they are not able to use alternative bus stops were to continue to use their existing stops. Same stop interchange would be available.
Concern the removal of some bus stops on route 472 in Thamesmead will result in overcrowding on street, in particular:	We do not expect any stops to be become more crowded as a result of the introduction of the SL11.
 Eastage Close/ Manordene Road Woolwich Station bus stops 	

Issue	Response
Concern about personal safety when changing bus at night	There is no change to the existing night service, all stops on the existing 472 will be served by route N472 between approximately 00:00 and 05:00.

Superloop network and other Superloop routes

Issue	Response
Concern as the Superloop network was not intended to replace existing services, such as the 472	We recognise that London is constantly changing, and we need to keep the bus network under continuous review, evolving it to ensure that services reflect changing usage and deliver value for money while providing a comprehensive and attractive network. Working with our bus operators, when bus route contracts become available for review, we may make changes to route specifics as part of a capacity review. In the case of route 472 we consider there is an opportunity to introduce an express service operating in parallel with other local bus routes.
Consider extending or changing the SL3 instead. Suggestion include: To serve Bexley Village To serve Beaverwood Road or Lees Green for access to Chislehurst School for Girls A bus stop at Long Lane/ Brampton Road instead of Bexleyheath Lion Road To serve Crossway	There are no plans to change the stop locations on route SL3 at this time.

Issue	Response
Consider additional Superloop services, including to: • A north and south route in Greenwich • Abbey Wood to Beckenham • Bromley to North Greenwich • North Greenwich to Kidbrooke or Eltham • Towards Dartford via Erith	We will continue to work with the Mayor of London on proposals to further expand the Superloop network to provide additional express bus routes. As part of this we will take account of these suggested connections as we continue to review the operation of the Superloop bus network into the future.
Welling Consider a new express route to replace the 96	Visit our Superloop expansion web page for the latest information: https://haveyoursay.tfl.gov.uk/superloop-expansion
TfL should consider more Superloop / express routes into the centre of London	<u> </u>
How much does it cost to operate a Superloop service, as demand appears low and value for money is questioned	Details of bus contract awards can be found at https://tfl.gov.uk/forms/13923.aspx
Due to the increasing number of Superloop routes, the Superloop icon should be attached to Tube maps etc to help passengers understand new connections	Thank you for this suggestion which has been passed on to colleagues in our design team.
Consider charging a higher fare for Superloop routes	Normal bus fares would apply on route SL11, including the Hopper bus fare that permits unlimited journeys for £1.75, made within one hour of touching in. Freedom and all other concessionary passes would also be valid, subject to the usual restrictions.

Other bus routes

Issue	Response
Consider changes to routes B11 and 301 to cover Welling town centre, with the 301 terminating at Churchfield Road or Nags Head Lane	
Would route 244 start to operate with a double deck vehicle if the 472 is withdrawn	
A suggestion to consider a limited stop version of route 96 via Watling Street and Kent Fastrack, from Bexleyheath town centre to Gravesend	
Revert the 180 instead to reinstate a direct bus service along the A206 to Lewisham for residents between Charlton and Woolwich	We thank respondents for this feedback related to other bus routes not in the scope of the SL11 consultation. These comments have been shared with colleagues in our public transport service planning team.
A suggestion to consider replacing route 229 in Erith with a faster, limited stop service due to its poor performance and slow journey times	
Passengers between Welling and Bexleyheath would find it more beneficial if bus routes 301 and/or B11 could start earlier than 06:00, so that passengers can access the Elizabeth line from 05:30	

Thamesmead bus river transit

Docklands Light Railway (DLR) extension to Thamesmead and Beckton

Dartford Fastrack

Issue	Response
As bus rapid transit scheme remains welcome for the area as this would be integral to the success of the SL11 route	Bus priority plays a key role in our plans for a faster, more reliable and efficient bus network as set out in our <u>Bus Action Plan</u> , and we are working with London's boroughs to develop plans for new bus lanes.
TfL should continue to work with local authorities to introduce the necessary road layout changes to support the SL11 and to progress a bus river transit scheme	In Thamesmead, we recognise regeneration plans rely on new public transport to better connect the area to the rest of London and help unlock the maximum opportunity for new homes and will continue work with local authorities to develop plans for road and bus infrastructure in
The SL11 proposal does not replace the need for a high-quality transit service across the north of Bexley to link with Dartford Fastrack	support of a bus transit scheme. This feedback will be shared with colleagues currently developing proposals for public consultation later this year
TfL should continue with work to introduce an extension to the DLR to: • Support public transport and reduce traffic and pollution from the roads • Provide further public transport improvements	Together with our partners the Royal Borough of Greenwich and London Borough of Newham, and landowners Peabody, Lendlease, Aberdeen Investments and St William, we are continuing to develop proposals to extend the DLR to Beckton Riverside and Thamesmead. Between 23 June and 17 August 2025 there is a public consultation on preferred options and we invite interested parties to give their feedback.

General suggestions

Issue	Response
Consider reviewing and adjusting bus routes generally in the area – with more night bus services suggested to connect Woolwich – Thamesmead – Abbey Wood – Belvedere – Erith –Slade Green	We thank respondents for this feedback related to other bus routes in general in the area. These comments have been shared with colleagues in our public transport service planning team who keep the London bus network under continual review.

General concerns and queries

Issue	Response
Would new route SL11 be operated by Stagecoach and from Plumstead Garage?	At consultation stage vehicle operators and garages are not yet decided. Please check our website for the latest information as we prepare to enter SL11 into service early next year.
	Normal bus fares would apply on route SL11.
	Freedom and all other concessionary passes would also be valid, subject to the usual restrictions.
What would the bus fare be on route SL11 and would it accept Oyster?	Customers that make several bus, Tube, DLR or rail journeys, or a mixture of journeys in one day, would be able to use Oyster / Travelcards and contactless bank cards in the usual way.
	Our pay as you go system also has a daily cap that automatically limits fares to a certain amount.
How long would a typical SL11 journey take with estimated times between stops?	Journey time savings will vary for each trip, dependent on journey length and time of the day.
Concern the east of Bexley is being overlooked for public transport	We recognise public transport helps better connect the area to the rest of London and will continue work with local authorities to develop plans for road, rail and bus infrastructure in Bexley.

Not in scope

Issue	Response
Money should be used to invest in rail services which are more reliable than lengthy bus journeys	The Superloop network is providing customers with quicker journey times to key town centres, hospitals, schools and transport interchanges, helping to make sustainable bus travel a more popular and affordable option for people in outer London.
A suggestion TfL install a river crossing between Thamesmead and Barking Riverside	We thank respondents for this comment which will be passed on to planning colleagues for their consideration.

Consultation process

Issue	Response
	When promoting consultations, it's essential that our materials are accessible and easy to read—especially for people on the go or with limited time, or for people who may have difficulty reading. We aim to balance clarity with the right level of detail.
Criticism of the style of the publicity used to advertise the consultation. More focus on the SL11 route should have been provided with maps, rather than the wider Superloop network as was the case with the recent Bakerloop consultation	Where more detailed information can't fit on posters or leaflet, we provide QR codes or web links, and details can also be requested via email, post, or phone. Some maps, such as the geographic and linear SL11 route maps, were too detailed to be legible on posters or leaflets. Unlike the recent Bakerloop (BL1) consultation, where a geographic map and a linear map were able to be included, the SL11 maps became unreadable when scaled down.
	We appreciate this feedback and, as we prepare materials for future bus consultations, we will aim to follow the BL1 example where feasible, provided this does not compromise accessibility.

Issue	Response
Concern about the level of	As above, our consultation maps, materials, and web page were designed to make clear the proposals being presented to respondents. We are sorry if this was not the case for some respondents.
information provided in consultation	In such instances, where respondents considered they did not have enough information about the proposals then we would have been happy to assist further via our online 'Questions' tool, or by email or telephone.
Concern the questions asked in the consultation survey including these were: • Leading or biased • There were too few open questions	The consultation survey questions were designed to understand who was interested in taking part in the consultation, current travel habits and how they believed the proposals may impact them. In addition to the closed questions, there was also a facility for respondents to give their views about the proposals via a free text box.
The questions were too narrow in scope	We do not consider there was any restriction as to how people commented, and this is reflected in the variety of feedback we have received.
	When developing consultations, we follow best practice guidelines to ensure our activities are legally compliant, open, and honest.
Concern the views expressed in consultation would not be listened to	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.
Concern of the need to register with TfL before the survey could be taken	We ask participants to register when they respond online to our consultations for the first time. This is to enable us to notify people of the outcome of the project of interest, or to provide an update; also, to allow us to notify people about other projects that may be of interest to them. Registration also helps us to ensure people adhere to our community guidelines, designed to

Issue	Response
	underpin a safe, constructive environment for everyone using 'Have your say'.
	While registration is required when someone is using the consultation portal to respond through the online questionnaire for the first time, it was also possible for responses to be submitted by email and post.
	A Freepost address was provided, and no postage charges applied. In addition, a telephone line was made available for people to talk to us in person.

Appendix B: Consultation questions

A new Superloop express bus se	Say. ervice SLII.
Survey questions	
About you	
To help us understand a bit more about you,	please answer the following three
questions:	
Q.1 Do you live in (select one option)	
☐ London Borough of Greenwich ☐ London Borough of Bexley	
☐ I live in another London borough	
☐ I live outside London	
Q.2 What encouraged you to complete this qu	uestionnaire on the SL11 proposal?
I'm interested in the SL11 proposal because (you	u can choose more than one option):
☐ I'm a resident living along the proposed bu	us route
☐ I own or run a local business along the pro	oposed bus route
☐ I work at a business along the proposed but I attend a school, college, or university	
☐ I commute to work through Greenwi	Your Superloop. Your Say.
☐ I live in Greenwich or Bexley, and I a☐ I'm a visitor to the area and I am inte	A new Superloop express bus service SLII.
☐ None of the above, but interested in	
Q.4 If you are responding as an official r please provide your organisation name	□ Walking □ Cycling □ Bus □ Train or Tube □ Private car □ Taxi □ Other not listed above (please specify)
	☐ Cycling ☐ Bus ☐ Train or Tube ☐ Private car ☐ Taxi
	☐ Cycling ☐ Bus ☐ Train or Tube ☐ Private car ☐ Taxi ☐ Other not listed above (please specify)
	Cycling Bus Train or Tube Private car Taxi Other not listed above (please specify) Q.6 If you answered 'Private car' above, how often do you use it? Everyday Monday to Friday only Weekends only
	Cycling Bus Train or Tube Private car Taxi Other not listed above (please specify) Q.6 If you answered 'Private car' above, how often do you use it? Everyday Monday to Friday only Weekends only A few times each week A few times each month Q.7 If you travel by bus locally, do you travel on (choose all that apply):
	Cycling Bus Train or Tube Private car Taxi Other not listed above (please specify) Q.6 If you answered 'Private car' above, how often do you use it? Everyday Monday to Friday only Weekends only A few times each week A few times each month Q.7 If you travel by bus locally, do you travel on (choose all that apply): Route 161 Route 177
	Cycling Bus Train or Tube Private car Taxi Other not listed above (please specify) Q.6 if you answered 'Private car' above, how often do you use it? Everyday Monday to Friday only Weekends only A few times each week A few times each month Q.7 if you travel by bus locally, do you travel on (choose all that apply): Route 161 Route 177 Route 180
	Cycling Bus Train or Tube Private car Taxi Other not listed above (please specify) Q.6 if you answered 'Private car' above, how often do you use it? Everyday Monday to Friday only Weekends only A few times each week A few times each month Q.7 if you travel by bus locally, do you travel on (choose all that apply): Route 161 Route 177 Route 180 Route 244
	Cycling Bus Train or Tube Private car Taxi Other not listed above (please specify) Q.6 if you answered 'Private car' above, how often do you use it? Everyday Monday to Friday only Weekends only A few times each week A few times each month Q.7 if you travel by bus locally, do you travel on (choose all that apply): Route 161 Route 177 Route 180
	Cycling Bus Train or Tube Private car Taxi Other not listed above (please specify) Q.6 If you answered 'Private car' above, how often do you use it? Everyday Monday to Friday only Weekends only A few times each week A few times each month Q.7 If you travel by bus locally, do you travel on (choose all that apply): Route 161 Route 177 Route 180 Route 244 Route 301 Route 380 Route 472
	Cycling Bus Train or Tube Private car Taxi Other not listed above (please specify) Q.6 If you answered 'Private car' above, how often do you use it? Everyday Monday to Friday only Weekends only A few times each week A few times each month Q.7 If you travel by bus locally, do you travel on (choose all that apply): Route 161 Route 177 Route 180 Route 244 Route 301 Route 380
	Cycling Bus Train or Tube Private car Taxi Other not listed above (please specify) Q.6 If you answered 'Private car' above, how often do you use it? Everyday Monday to Friday only Weekends only A few times each week A few times each month Q.7 If you travel by bus locally, do you travel on (choose all that apply): Route 161 Route 177 Route 180 Route 244 Route 301 Route 380 Route 472

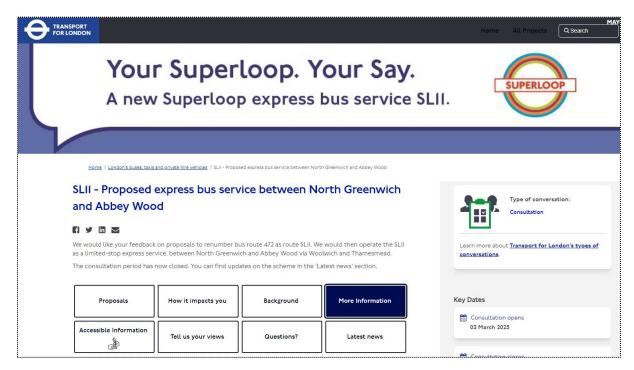
Your Superloop. Your Say. A new Superloop express bus service SLII. How would the SL11 proposal affect you To help us understand how our proposals could change your travel habits around Greenwich and Bexley, please answer the following four questions. Q.8 Based on our proposals, do you think a new SL11 express route would be more or less convenient for you to use? ☐ More convenient ■ No difference Less convenient ☐ Don't know/not sure $\ensuremath{\text{Q.9}}$ If you used a new SL11 express bus route, do you think your journey time on the bus would be? ☐ Quicker ■ No difference □ Longer ☐ Don't know/not sure Q.10 If we renumbered the 472 to SL11 and converted it to an express bus route how often would you use it? ☐ Everyday ☐ Monday to Friday only ☐ Weekends only A few times each week A few times each month ■ Not at all Q.11 Based on our proposals, how likely are you to u replace journeys you make by private car? ☐ More likely ☐ No difference Less likely ☐ Don't know/not sure

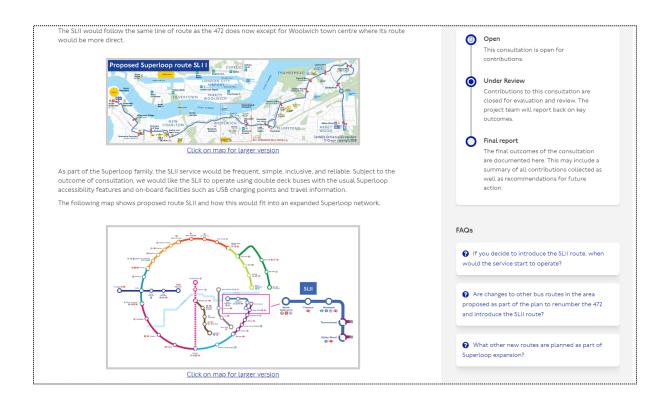
About the proposed SL11 route To help us understand your thoughts and feelings about the SL11 proposal, please answer the following two questions: Q.12 Based on our proposals, do you think there should more or less bus stops on the proposed SL11 route? More stops It's just right Don't know/not sure Q.13 Please use the box below to tell us where you think there should be more or less bus stops on the proposed SL11 route. Please also use this box to provide any other feedback you might have on the proposal.	
To help us understand your thoughts and feelings about the SL11 proposal, please answer the following two questions: Q.12 Based on our proposals, do you think there should more or less bus stops on the proposed SL11 route? More stops It's just right Less stops Don't know/not sure Q.13 Please use the box below to tell us where you think there should be more or less bus stops on the proposed SL11 route.	SUPERLOOP
Q.12 Based on our proposals, do you think there should more or less bus stops on the proposed SL11 route? More stops It's just right Less stops Don't know/not sure Q.13 Please use the box below to tell us where you think there should be more or less bus stops on the proposed SL11 route.	To help us understand your thoughts and feelings about the SL11 proposal, please
☐ It's just right ☐ Less stops ☐ Don't know/not sure Q.13 Please use the box below to tell us where you think there should be more or less bus stops on the proposed SL11 route.	Q.12 Based on our proposals, do you think there should more or less bus stops on
less bus stops on the proposed SL11 route.	☐ It's just right ☐ Less stops
Please also use this box to provide any other feedback you might have on the proposal.	
	Please also use this box to provide any other reedback you might have on the proposal.

Your Superloop. Your Say. A new Superloop express bus service SLII. Q.14 How did you hear about the consultation? Please select the main way you ☐ Received an email from TfL Read about it in the press ☐ Social media ☐ Saw it on the TfL website ☐ Saw a publicity poster □ Saw signage on the street ☐ Received a leaflet ☐ Other (please specify) Improving how we consult When we consult, we want to provide you with accessible, useful, and easy to understand information. We also want to make it as easy as possible for you to share your thoughts, feelings, and feedback on our proposals. We like to think we do this well, but we recognise that there are always lessons we can learn to help us do this better. To help us constantly improve our consultation service, we'd appreciate just 2 minutes of your time to tell us what you think about this service. Q.15 Having just completed this consultation, which of the following statements best reflects your experience of accessing the cons your feedback with us. Your Superloop. Your Say. A new Superloop express bus service SLII. ☐ Exceeded my expectations: It was ver needed, and it was very easy to respond. Met my expectations: I was able to find the Q.16 If we did not meet your expectations, please tell us how you would like us to straightforward to respond. improve our consultation service in the future. ☐ Partially met my expectations: I struggled needed, and I found it difficult to respond. Please only share your feedback on how we can improve our consultation service. If you want to leave further feedback on the proposals that we are consulting on, □ Did not meet my expectations: I could not then please return to Question 13 above and leave your feedback there. it was very difficult to respond Q.17 It is always good to talk and we are always keen to discuss how we will improve our consultation service going forward. If you would be interested in taking part in helping to shape our consultation service in the future, by taking part in quick polls, webinars, surveys or focus groups, then select one or more of the options below ☐ Yes – I would like to take part in online surveys or quick polls ☐ Yes – I would like to take part in focus groups or webinars ■ No – I am not interested in taking part in this research

Appendix C: Consultation materials

Web page images

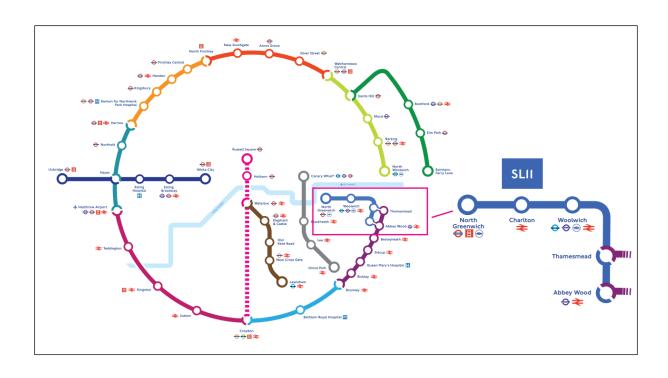


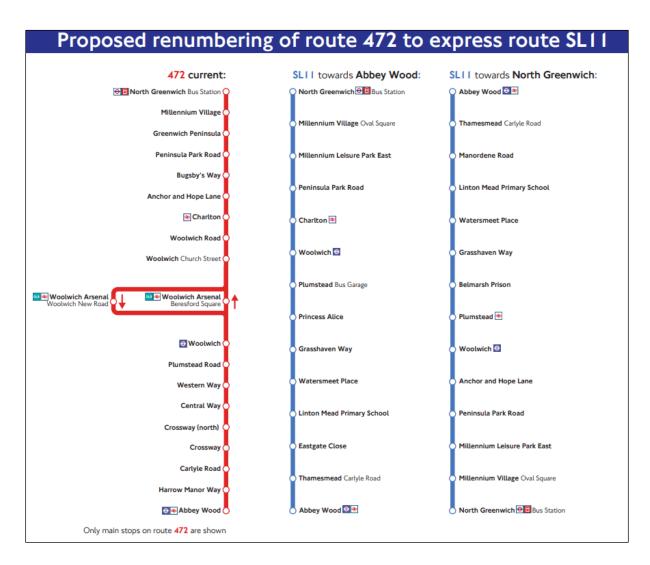


Consultation maps









Three-sided signage publicising the consultation







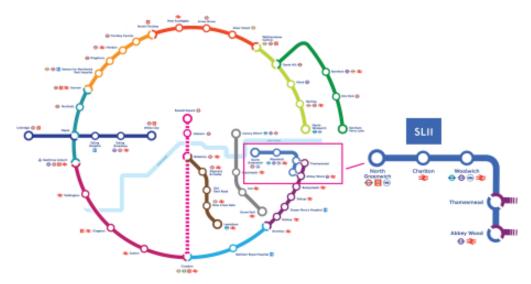
Bus stop leaflet and poster



Your Superloop. Your Say.

A new Superloop express bus service.





We are proposing to expand the Superloop network by renumbering bus route 472 as route SLII, operating as a limited-stop express service between North Greenwich and Abbey Wood.

For more details and to have your say, please scan the QR code, or:

- · Visit: haveyoursay.tfl.gov.uk/\$LII-superloop
- Email: haveyoursay@tfl.gov.uk
- Telephone: 020 3054 6037 (call back service)
- Write to: FREEPOST TFL HAVE YOUR SAY (SLII)

The closing date for comments is Sunday 13 April 2025.

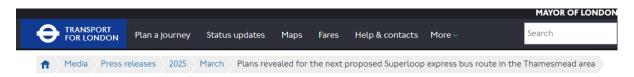


MAYOR OF LONDON



Appendix D: Consultation publicity and social media

TfL Press release

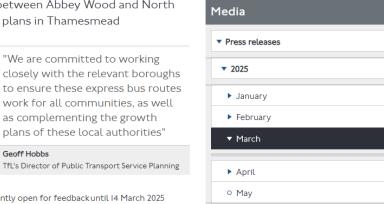


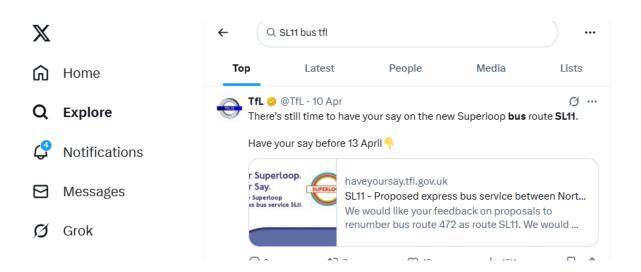
Plans revealed for the next proposed Superloop express bus route in the Thamesmead area

03 March 2025

The proposed SLII route would run between Abbey Wood and North Greenwich, supporting regeneration plans in Thamesmead

- The SLII consultation is open from 3 March 2025 until 13 April 2025
- Superloop express routes, which launched in 2023, are already providing customers with quicker journey times to key town centres, hospitals, schools, and transport interchanges
- The Superloop is also helping to make sustainable bus travel a more popular option for people in outer London
- As part of the Superloop expansion, the proposed 'Bakerloop' consultation is also currently open for feedback until 14 March 2025











BBC News



Appendix E: Summary of Stakeholder replies

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

Local authorities & statutory bodies

London Borough of Bexley

The Council asked if any options or variations to the proposed SL11 route had been considered such as to extend it, or the SL3 service, further to Belvedere. It also asked whether an extension of the SL11 to Welling been considered, noting many requests for improved, faster bus services between Welling and Abbey Wood?

The Council said it believed the SL11 should be provided in addition to route 472 and not as a replacement to it. However, if SL11 were to replace the 472, it recommended all stops on its route have high standard bus shelters with next bus information (Countdown) facilities and bus information screens – this would enable passengers to make an informed decision whether to take a parallel service bus or wait for an SL11 bus

The Council also stated there would be a need to monitor passenger use on route SL11 if it were introduced, as well as usage and capacity on parallel local bus routes. Also, for adjustments to bus services to be made as required to meet demand.

Asked that we ensure any bus stops and stands in its borough, notably at Abbey Wood, were adequate to accommodate the SL11 buses, especially if these were larger in size. Adding it was also important to accommodate frequency and time expected to stand, including space for route 301 and bus stopping for routes 180 and SL3.

The Council concluded its response by looking forward to further collaboration with us to develop Bus Rapid Transit proposals including the necessary highway infrastructure. Added that it did not consider the SL11 proposals mitigated the need for a high-quality transit service across the north of the borough to link with Dartford Fastrack.

Royal Borough of Greenwich

Supported the proposals in principle stating it looked forward to working with us to address some concerns.

Noted in particular a section of Western Way had a high number of vehicle collisions mainly at the roundabout junctions and it recommended therefore consideration was given to introducing mitigation measures that would reduce future collisions.

Added it was keen to participate in future stakeholder engagement and would welcome the opportunity for early engagement with us where new or changed bus lanes and amendments to road layout were required.

Government departments, parliamentary bodies & politicians

Councillor Jo van den Broek, Charlton Village and Riverside ward, Royal Borough of Greenwich

Commented on the proposed bus stop locations for the SL11 route and highlighted concern of a gap between bus stops at Anchor & Hope Lane near Charlton Station and the centre of Woolwich.

Described this as the longest gap on the route and said that local people would need at least one more pair of bus stops.

Noting many new homes being built, the councillor therefore suggested bus stops be added near to the Trust school south of the Thames Barrier or at the Warspite road roundabout.

Bexley Labour Group

Supported the introduction of new Superloop routes, including the SL3 which is said brought improved connectivity between Bexley and Bromley.

Stated it therefore supported the proposal for the SL11 as this would extend into Bexley. However, this would be with a preference that existing bus route 472 continued to operate along with the SL11.

Also stated it would like to see the SL11 route extended further into Bexley with an additional bus stop at Belvedere or Erith, or from Abbey Wood to Welling town centre – creating new direct links to North Greenwich.

With reference to bus stop infrastructure, the Group stated all SL11 bus stops should be fully accessible with real-time bus information and shelter. Bus stops should clearly indicate, with maps, that the route would be limited-stop and where those stops were placed.

The Group also requested that a solution be found to identify funding for bus stop shelter improvements at Abbey Wood station, describing these as "in an appalling state".

In addition to the proposals the Group also referred to routes B11 and 301, noting we should consider these routes covering Welling town centre, with the 301 terminating at Churchfield Road or Nags Head Lane.

Housing and regeneration groups

Peabody Thames Waterfront

Supported the proposals.

Noted it's interest in the proposals as Thamesmead's main landowner.

Added its view that Thamesmead has been historically poorly served by public transport and there was a pressing need for better transport links into and around the town.

Further added that while the Elizabeth line at Abbey Wood had improved public transport accessibility for south Thamesmead, transport infrastructure remained lacking for central and north Thamesmead.

Stated that as part of its commitment to looking after Thamesmead for the long term it was supportive of any public transport improvements which would benefit its residents. This included the delivery of a Docklands Light Railway extension to Thamesmead.

Transport and road user groups

London TravelWatch

Supported the proposals with some concern for proposed arrangements in Woolwich town centre.

Stated it had called for more orbital and limited stop bus routes for some years. It noted people valued being able to travel across boroughs, often for important appointments, medical appointments, school and work.

Stated support that the SL11 would connect with other bus routes, Elizabeth line, DLR and National Rail services. Added that by doing so would help connectivity and with new and quicker connections in Bexley and Greenwich.

Commented on the operation of Superloop services in the wider bus network where it noted average bus speeds in London continued to fall year on year. Therefore, it was pleased to note the SL11 proposal was integral to future plans for a bus transit scheme in the area. Added that to ensure the Superloop network was an enduring success, we needed to redouble efforts to give the bus the priority on London's roads.

Said that while it was pleased to note under the proposals 31 per cent of current route 472 passengers would benefit from quicker journey times on the SL11, two per cent would not be within a walkable or wheelable distance to a proposed SL11 bus stop and would need to change bus to complete a journey.

Stated it would like to see same bus stop interchange wherever possible along the SL11 route. Added that people did not like having to change bus involuntary, and a direct bus service would be the preference. Noted changing bus meant extra journey time and timing uncertainty. For older and disabled people and those with luggage and/or children in particular, interchange was also stressful and inconvenient. Changing bus may also result in additional cost, if the Hopper fare window to change bus within one hour was not achieved.

Focussing on the plans for Woolwich town centre, concern was expressed the SL11 would serve a single bus stop in each direction and considered this would be insufficient, in particular in contrast to the six bus stops proposed for route BL1 in Lewisham. While it noted the justification given, to reduce journey times and simplify the route, it remained important Superloop services served key locations.

London TravelWatch therefore called for better access in Woolwich town centre so passengers could avoid having to cross Plumstead Road. Asked that eastbound services call at stop N, Y or T in the town centre as the 472 route did now. Westbound, the SL11 should also serve bus stop A on Woolwich High Street.

Added we should also consider an additional SL11 bus stop between Woolwich and Charlton due to the distance between the and in support of new housing developments. Warspite Road was suggested.

Stated it was pleased to note changes to other local bus routes did not form part of the proposals noting the removal of route 472 would place pressure on other services. It therefore reiterated the importance of ensuring passenger on bus routes in the area were monitored and adjusted, with frequency increases made if required.

Expressed disappointment about the style of publicity used to advertise the SL11 consultation. For example, criticism of the use of the Superloop network map instead of a focussed SL11 network map to depict proposed bus stops and the lack of a geographic map on the leaflets. Noting a clear preference for use of route specific maps and geographic maps for recent BL1 publicity, we were asked why this style was not replicated for the SL11 materials.

London TravelWatch did however support continued use of three-sided street signage at bus stops for consultation purposes.

Future Transport London

Offered general support for the proposals and stated it hope the proposals may attract more people to public transport, compared with the existing route 472 operation, by reducing journey times, notably between Thamesmead and: Abbey Wood station, Woolwich Town Centre, Charlton station and North Greenwich station. Added the SL11 should also serve Warspite Road with stops in Woolwich Church Street to support the recently redeveloped Morris Walk Estate.

Noted the proposed SL11 route as similar route to that proposed for a segregated 'Greenwich Waterfront Transit' scheme. Said that historically it had received a favourable public response in public consultation but not implemented. Further noted the 'Millennium Busway' section of the transit scheme as now converted to standard bus lanes.

In further comment, noted no new bus priority had been connected to the SL11 proposals and asked if this meant we no longer recognised the benefits of segregated bus lanes. Added that we should be improving slow average bus speeds by any means possible.

Elaborating on this point, it considered the introduction of the SL11 as a good time to ensure there were bus lanes (perhaps part-time) on the dual carriageway sections of Anchor & Hope Lane, Charlton and Bugsby's Way, and Charlton between the Anchor & Hope and Peartree Way roundabouts. This would assist buses affected by heavy traffic to and from nearby retail and leisure destinations. This issue was also highlighted with the submission of a photograph of a 486 at the Antigallican junction facing heavy congestion on Anchor & Hope Lane.

Focussing on bus stop locations, described the proposed SL11 bus stops nearest Charlton station as 'very poor bus/rail interchange' due to distance and the need to cross busy roads. Similarly, it said the proposed stops for Plumstead station and Woolwich Arsenal station as in worse location than the current provision with route 472.

It therefore suggested that SL11 services towards North Greenwich serve bus stop H, outside Charlton station via the dedicated bus turnaround there, and any congestion could be addressed by making the left turn, from Woolwich Road into Charlton Church Lane at the Antigallican junction, bus and taxi only; and with traffic lights phased to ensure bus priority.

Commenting further on the bus stop placed outside Charlton station, added the only bus currently serving it was the 463, described as 'quite unreliable'. Further, pedestrian access for interchange from train to bus was described in unsafe terms. It

was suggested there should be a clear interchange immediately next to the station rather than a difficult walk, especially for those with access issues.

Commenting further on the Woolwich and Woolwich Arsenal stations interchange, added that if bus/rail interchange at Charlton station could be improved as suggested, this may make the proposal for a single bus stop pair in Woolwich town centre more acceptable.

There was concern noted that the SL11 was proposed to operate nonstop between Charlton and Woolwich stations, bypassing eleven current route 472 bus stops. It acknowledged however, those passed stops would continue to be served by other local bus routes.

A final focus was made related to Warspite Road and Morris Walk Estate. It suggested the SL11 did serve this location as the area was subject to high density housing. The area was being redeveloped with high-density housing and SL11 bus stops were suggested for the north side of the Estate at Warspite Road to maximise public transport access. This would offer an alternative for new residents to the use of a private car.

Appendix F: List of stakeholders consulted with

Local authorities / statutory bodies

London Borough of Bexley
London Councils
London TravelWatch
Royal Borough of Greenwich

Government departments / parliamentary bodies / politicians

Abena Oppong-Asare MP	Member of Parliament for Erith and Thamesmead
Matthew Pennycock MP	Member of Parliament for Greenwich and Woolwich
Thomas Turrell AM	GLA Assembly Member for Bexley and Bromley
Len Duvall OBE, AM	GLA Assembly Member for Greenwich and Lewisham
London wide Assembly members	London Assembly
Greater London Authority	Transport Committee
Councillor Lekau, Cabinet Member for Sustainability, Environment and Transport	Royal Borough of Greenwich
Councillor Okereke, Leader of the Council	Royal Borough of Greenwich
Baroness O'Neill, Leader of the Council	London Borough of Bexley
Councillor Diment, Cabinet Member for neighbourhoods	London Borough of Bexley
Councillor Munur, Cabinet Member for Place Shaping	London Borough of Bexley
Abbey Wood ward councillors	Royal Borough of Greenwich
Charlton Village and Riverside ward councillors	Royal Borough of Greenwich
Greenwich Peninsula ward councillors	Royal Borough of Greenwich
Thamesmead Moorings ward councillors	Royal Borough of Greenwich
Woolwich Arsenal ward councillors	Royal Borough of Greenwich
Woolwich Dockyard ward councillors	Royal Borough of Greenwich
Belvedere ward councillors	London Borough of Bexley
Thamesmead East ward councillors	London Borough of Bexley

Business / regeneration / housing

A2Dominion Homes Limited, Bexley
Bexleyheath BID
Brocklebank Retail Park
Charlton Gate Retail Park
Chislehurst and Sidcup Housing Association
Cold Blow Residents Association, Bexley
East Homes Limited, Bexley
Greenwich Shopping Park
Habinteg Housing Association Limited, Bexley
Hexagon Housing Association Limited, Bexley
Homes England
Housing & Care 21, Bexley
Lendlease
London & Quadrant Housing Trust
Mount Green Housing Association Limited
North Cray Residents' Association
Notting Hill Housing Trust
One Housing Group Limited
Peabody New Homes
Sanctuary Housing Association, Bexley
South East London Chamber of Commerce
Teachers' Housing Association Limited, Bexley
Wandle Housing Association Limited
Woolwich market traders co-ord

Community / interested parties

Abbey Wood Community Group
ASG Community Gymnastics Club, Bexley
Belmarsh Prison: Prison Advice and Care Trust
Belvedere Community Forum
Bexley Civic Society
Bexley CVS
Bexley Family Information Service
Bexley Interfaith Forum
Bexley Neighbourhood Watch
Bexley Voluntary Service Council
Central London Council for Christian & Jews
Charlton Athletic Community Trust
Charlton Athletic fans community

Charlton Athletic FC
Christlight Assemblies Church, Thamesmead
Co-operative Development Society Limited
Community Empowerment and Support Initiatives, Bexley
Crayford Community Centre
Crayford Forum
East Greenwich Residents Association
English Heritage
Erith Town Forum
Greenwich Community Participation
Greenwich Family Information Service
Greenwich Islamic Centre
Gurdwara Sahib, Woolwich
HM Prison Thameside
HMP Belmarsh
Hurst Community Centre, Bexley
Ikea, North Greenwich
Impact Christian Centre London Church, Greenwich
Lakeside Complex, Southmere Lake
London Jewish Forum
National Trust
New Testament Church of God Woolwich
Parkside Community Centre, Bexley
Plumstead Bus Garage
Ramgarhia Sikh Association Woolwich
Royal Priesthood Pentecostal Church Thamesmead
Sidcup Community Group
South East London Chamber of Commerce
South Greenwich Forum
St Mary Magdalene Church, Woolwich
St Michael and All Angels Church, Abbey Wood
St Paul's Church, Thamesmead
Sugar Studios
Thamesmead Library
Thamesmead Now
Thamesmead Sporting Club FC
Thamesmere Leisure Centre
Thamesmere Library
The Clearing Community Centre, Bexley
The Interfaith Network
The O2
Titmuss Avenue Baptist Church, Thamesmead

Visit Greenwich
West Thamesmead Community Association
Westcombe Society and Greenwich Line Users Group
Woolwich Crown Court
Woolwich Works

Accessibility / advocacy

TfL Youth Panel
Bexley African Caribbean Community Association (BACCA)
Bexley Association of Turkish Speakers (BATS)
Bexley Deaf Centre
Bexley Dodgers Boccia Club
Bexley Down's Syndrome Group
Bexley IASS
Bexley Mencap
Bexley MENCAP
Bexley Pensioners Forum
Bexley Snap
Bexley SNAP
Bexley Voluntary Service Council
Bexleyheath & District Club for the Disabled
Black Culture Collective
Campaign for Better Transport
Carers' Support (Bexley)
Celebrations Theatrical Group
Dyslexia Association of Bexley Bromley Greenwich & Lewisham
Greenwich Association of Disabled People
Greenwich Mencap
Greenwich Mums
Independent Disability Advisory Group
METRO GAD
Mind Bromley, Lewisham and Greenwich
National Autistic Society Greenwich
National Autistic Society
National Federation of the Blind UK
NCT- Bexley
NCT- Greenwich
Ortegalink
Pause Greenwich
SENDIASS

TfL Youth Panel
The Association of Guide Dogs for the Blind
Transport for All
Transport for All
Wheels for Wellbeing
Young Advisors Lewisham for All
Youth Action Diversity Trust

Transport

Campaign for Better Transport
London Cycling Campaign
Ortegalink
Royal Mail

Education

Bannockburn Primary School, Greenwich
Bishop John Robinson Primary School, Greenwich
Castillion Primary School, Bexley
Christ Church C of E Primary School, Bexley
De Lucy Primary School, Greenwich
First Step Nursery and Daycare Plumstead
Fossdene Primary School, Greenwich
Foxfield Primary School, Bexley
Halstow Primary School, Bexley
Harris Garrard Academy, Bexley
Hawksmoor Primary School, Bexley
Heronsgate Primary School, Greenwich
Horizons Academy Bexley
Jubilee Primary School, Bexley
Linton Mead Primary School, Greenwich
London College of Performing Arts
London South East Colleges: Greenwich
Mary Magdalene C of E All Through School
Millennium Primary School, Greenwich
Mulgrave Primary School, Greenwich
Plumcroft Primary Annex Woolwich
Royal Greenwich Trust School
South Rise Primary School, Bexley
St Patricks RC Primary School Plumstead

Thamesmead School of Dance
The Ali and Sumaya School, Greenwich
Thorntree Primary School, Greenwich
Windrush Primary School, Greenwich
Woodhill Primary School, Bexley
Woolwich Poly for Boys
Woolwich Poly for Girls

Healthcare / emergency services

Bexley Clinical Commissioning Group
City of London Police
Greenwich & Bexley Community Hospice
Healthwatch Greenwich
London Ambulance Service NHS Trust
London Fire Brigade
Metropolitan Police
NHS Property Services
Royal College of Nursing
Thamesmead Health Centre
Thamesmead Medical Associates

Appendix G: Demographics

When taking part in our online survey, respondents are asked to register. Registration includes a number of demographic questions to help us understand more about who is taking part. Categories include gender, age, ethnicity and disability.

The demographic data of respondents to the SL11 consultation is shown in the following tables.

Where data was presented by respondents also classified as being part of a campaign, each table shows the breakdown between general and campaign responses.

Gender

Please tell us your gender	Total count	% (n~708)	General responsecount	% of total count	Campaign response count	% of total count
Gender neutral/agender	11	2	2	<1	9	1
Man	249	35	248	35	1	<1
Non-binary	15	2	3	<1	12	2
Trans man	7	1	1	<1	6	1
Trans women	79	11	1	<1	78	11
Woman	140	20	122	17	18	3
I use a different term	3	<1	1	<1	2	<1
Prefer not to say	204	29	202	29	2	<1
Totals	708	100	580	82	128	18

Age

What age group are you*?	Total count	% (n~496)	General response count	% of total count	Campaign response count	% of total count
Under 15	54	11	19	4	35	7
16-20	124	25	37	7	87	18
21-25	33	7	27	5	6	2
26-30	40	8	40	8	0	0
31-35	41	8	41	8	0	0
36-40	29	6	29	6	0	0
41-45	36	7	36	7	0	0
46-50	32	6	32	6	0	0
51-55	24	5	24	5	0	0
56-60	22	4	22	4	0	0
61-65	33	7	33	7	0	0
66-70	12	2	12	2	0	0
71+	16	3	16	3	0	0
Prefer not to say	0	0	0	0	0	0
Totals	496	100	368	74	128	26

^{*}Age-range data is approximate

Ethnicity

Please tell us your ethnic group	Total count	% (n~694)	General response count	% of total count	Campaign response count	% of total count
White	253	36	222	32	31	4
Other Ethnic Group	45	6	8	1	37	5
Asian or Asian British	66	10	42	6	24	3
Black or Black British	71	10	69	9	2	<1

Mixed/ Dual Heritage	37	6	25	3	12	2
Gypsy, Roma or Irish Traveller	4	1	1	<1	3	<1
Prefer not to say/do not wish to disclose	218	31	213	30	5	<1
Totals	694	100	567	82	127	18

Disability

Do you consider yourself to be disabled as defined by the Equality Act 2010?	Total count	% (n~695)	General response count	% of total count	Campaign response count	% of total count
Yes	84	12	51	7	33	4
No	330	47	301	43	29	4
Prefer not to say	281	40	220	32	61	9
Totals	695	100	572	82	123	18

^{*}Please note that a disability is any long-term physical or mental impairment that has a negative and long-term substantial negative impact on your ability to carry out day to day activity. This definition includes many non-visible impairments and long-term health conditions.