

Consultation on proposed changes to bus route 298

Responses to the main issues raised
September 2017

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TfL responses to the main issues raised

Set out below, are the main points put to us during the consultation and our responses to these. We received 206 responses from members of the public and 14 responses from stakeholders.

Many respondents raised the same issues and questions. These have been grouped together as have our responses.

Our proposals

Currently route 298 runs between Arnos Grove station and Cranborne Road Industrial Estate Monday to Friday daytimes. In the evenings and weekends it runs between Arnos Grove station and Potters Bar station. Owing to budget pressures, Hertfordshire County Council have reduced funding for TfL bus services.

The route would be withdrawn between Potters Bar station and Cranborne Road Industrial Estate. The route would run between Arnos Grove station and Potters Bar station at all times.

The consultation responses for the proposals for route 298 are contained in a separate report.

Main issues raised and TfL's response

1. Current issues

The existing service is busy

Our surveys show that there is currently sufficient capacity on route 298 and that crowding is not a significant issue.

There are about 130 bus journeys each weekday to and from the Greater London area and the Industrial Estate (this total includes journeys made in both directions).

The existing service is unreliable

The reliability of the 298 route would improve throughout the week under the proposals as the route will be shortened. This will enable more passengers to get to their destinations on time.

2. General comments about the proposals

Hertfordshire County Council is responsible for overall transport services in the area.

Impact on commuters: will make this a difficult journey for workers and clients going to the Industrial Estate/ for commuters travelling to work into London/ longer journey times/ longer walk to the station/ no alternative way to get to work

Impact on local community and economy: will discourage small businesses locating to the industrial estate/ the area will become more isolated/ the service is required to get to the Furzefield Leisure Centre

Impact on the local area and residents: greater car use and pollution/ increased parking problems/ longer walk to the station/ longer journey times

We do appreciate the concerns of local residents and stakeholders including the impact on commuters, the industrial estate, the local economy and community.

However; we are required to make cost savings following the loss of funding from Hertfordshire County Council and we have minimised as far as possible the section of the route the 298 will no longer serve. Route 298 will continue to serve Potters Bar Station. Other transport links will remain in the area. Bus route 242 is commercially operated by Metroline. This provides a weekly once a day service (am service from Potters Bar to Cranbourne Road Industrial Estate, pm service from the Industrial Estate to Potters Bar). Other links include National Rail services and local bus services which still provide access to the Furzefield Centre and the junction of Mutton Lane/ Cranborne Road.

We discussed the possibility of applying for Community Infrastructure Levy (CIL) funding with officers at Hertsmere Borough Council. Officers at the Borough Council advised that CIL funding was not feasible as an alternative funding arrangement to retain the existing 298 service between Potters Bar station and the Industrial Estate.

Impact on elderly, vulnerable, young people and children: elderly people who find it difficult to walk/ elderly people need the service for shopping and social reasons/ the current service provides a safe journey for women and children in the dark/ the short cut (the “rail line”) pathway is not safe especially for women in the dark

We appreciate the concerns of local residents including vulnerable people and the elderly. We are required to make cost savings following the loss of funding from Hertfordshire County Council and we have minimised as far as possible the section of the route the 298 will no longer serve.

Other transport links will remain in the area. Bus route 242 is commercially operated by Metroline. This provides a weekly once a day service (am service from Potters Bar to Cranbourne Road Industrial Estate, pm service from the Industrial Estate to Potters Bar). Other links include National Rail services and local bus services which still provide access to the Furzefield Centre and the junction of Mutton Lane/ Cranborne Road.

Unfortunately we are unable to comment on the safety of the existing pathway which parallels the railway line. We would suggest that anyone with specific concerns contact Hertfordshire County Council as they are the local highway authority.

Will have to take the 84/84A which is less reliable and frequent than the 298

We are unable to comment on the frequency or reliability of the either the 84 or 84A service and would recommend that anyone concerned contact the commercial operator and Hertfordshire County Council regarding the local bus network.

Extra cost for people: cannot use Oystercards on 84/84A and other Herts buses/ extra commuting costs/ this is the only TfL service which comes out this far/ will have to take a cab

We are required to make cost savings following the loss of funding from Hertfordshire County Council and we have minimised as far as possible the section of the route the 298 will no longer serve. Potters Bar Station is a 15 minute walk away from the Cranborne Road area for those who are able to continue their journey without assistance or using additional public transport.

3. Suggestions about the 298

Retain a peak hours service to the Industrial Estate or run services less frequently rather than withdrawing part of the route.

We are required to make cost savings following loss of funding from Hertfordshire County Council. Retaining the peak hour's service only and maintaining the existing 298 route with a decrease in frequency were both considered. However neither of these alternatives would achieve the savings required.

Increase frequency of the service/ Increase the number of double deck buses on the route to improve capacity

Increasing the frequency of service or the number of double deck buses is not required as capacity is currently adequate to meet passenger demand. Any further increases in capacity would not generate a sufficient number of additional passenger trips to make either of these options viable.

Hertfordshire County Council should provide an alternative service

Any suggested alternative services should be discussed with Hertfordshire County Council as the Local Transport Authority.

4. Suggestions about other bus services in the area

We received a number of suggestions about other bus services in the area which we have forwarded to Hertfordshire County Council.

5. Other comments

Sceptical about or don't understand the budget pressures driving this decision

We have a difficult decision to make following the loss of subsidy from Hertfordshire County Council. We have minimised as far as possible the section of the route the 298 will no longer serve. Our proposals do not stop the service at the Greater London boundary but continue the service to Potters Bar Station, where the majority of trips beyond the Greater London Boundary are made.

We have explored an alternative funding option with Hertsmere Borough Council to retain the service from Potters Bar station to the Industrial Estate, however this is not feasible.