

# Consultation on proposed Sunday services for bus routes 352 and 354

Consultation Report  
September 2015



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Consultation Report



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# 1 Introduction

Transport for London (TfL) recently consulted stakeholders and the public about a proposal to introduce a Sunday service on routes 352 and 354. The consultation ran for six weeks from 4 June to 10 July 2015.

The proposal follows stakeholder and passenger requests, including from Bromley Council, for a Sunday service on both routes.

The proposal would mean that a Sunday service would run every 30 minutes on both routes 352 and 354. This would provide a new service on Sundays for parts of Park Langley for route 352, and Ravensbourne for route 354, as well as links to the tram network around Beckenham and Birkbeck.

Depending on the outcome of this consultation, we would like to progress with this proposal in September 2015.

This report explains the background to the proposal, the consultation and summarises the responses received.

## 2 The consultation

This consultation was designed to enable TfL to understand local opinion about the proposed changes to routes 352 and 354.

The potential outcomes of the consultation are:

- We decide the consultation raises no issues that should prevent us from proceeding with the scheme as proposed
- We modify the scheme in response to issues raised in consultation
- We abandon the scheme as a result of issues raised in the consultation.

### 2.1 Consultation objectives

The objectives of the consultation were:

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

### 2.2 Who we consulted

The public consultation intended to seek the views of people who live near to the proposed route, current users of the service and other potential users. We also consulted stakeholders including the affected Councils, traffic police, London TravelWatch, Members of Parliament, Assembly Members and local interest groups. A list of the stakeholders we consulted is shown in Appendix C and a summary of their responses is given in Section 4.

## 2.4 Consultation material, distribution and publicity

The consultation was published online where a dedicated webpage included the details and background to the proposal.

We raised awareness of the consultation by sending a targeted email to approximately 2,375 registered Oyster Card holders who are existing users of routes 352, 354, 284 and 336. We also sent an email to key stakeholders. In addition to the emails we displayed notices at bus stops served by the routes including temporary publicity boards on hail & ride sections. Copies of the consultation material are shown in Appendix A.

People were invited to respond to the consultation using a variety of methods. They could respond by emailing us at [consultations@tfl.gov.uk](mailto:consultations@tfl.gov.uk) or by accessing the online consultation and survey via the following website link: <https://consultations.tfl.gov.uk/buses/bus-service-proposal-route-352-and-354>.

We also issued a press release on 8 June 2015.

We asked 9 questions (4 general and 5 specific). Of the general questions we asked respondents for their name, email address, postcode and if they were responding on behalf of an organisation.

There were four closed questions (questions 5-8), and one open question (question 9).

The following four closed questions specifically asked respondents about the scheme:

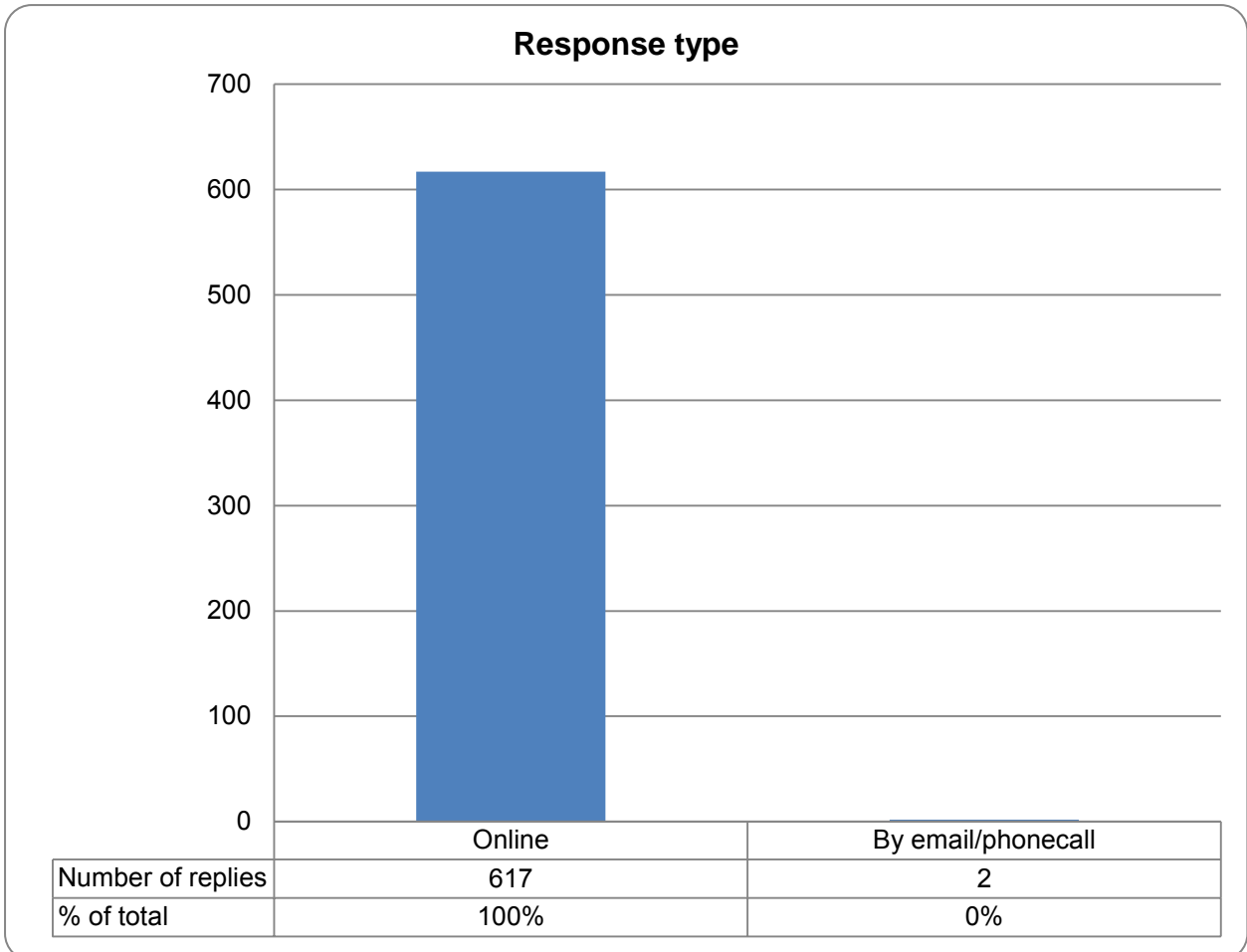
- Question 5: Do you currently use route 352?
- Question 6: Do you support the introduction of a Sunday service on route 352?
- Question 7: Do you currently use route 354?
- Question 8: Do you support the introduction of a Sunday service on route 354?

The following open question specifically asked respondents about the scheme:

- Question 9: Do you have any comments relating to our proposal for route 352 and 354?

### 3 Responses from members of the public

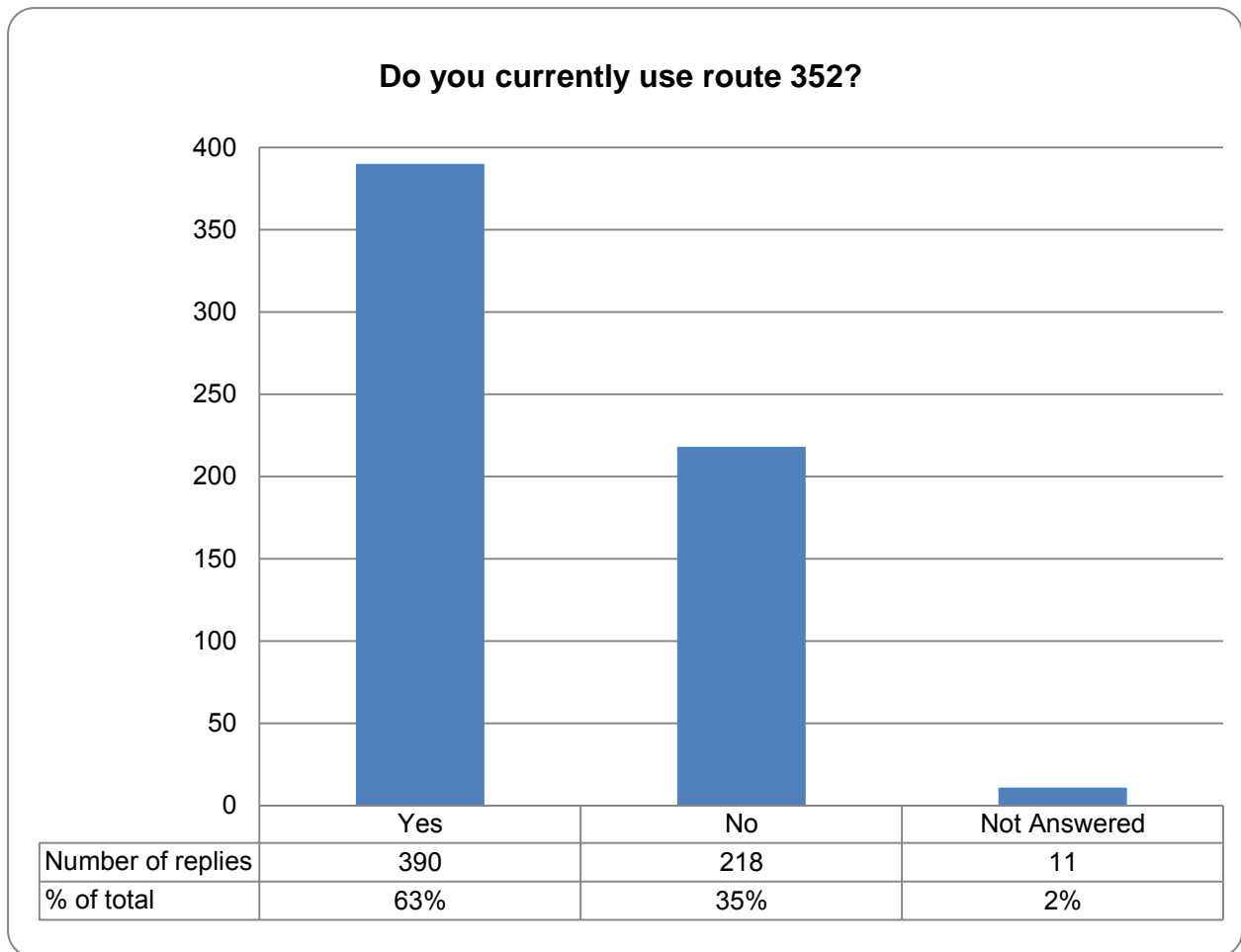
We received 619 written responses from members of the public. Of these, 99.7 per cent (617) of the responses were submitted online and 0.3 per cent (2) were received by email or phone call.





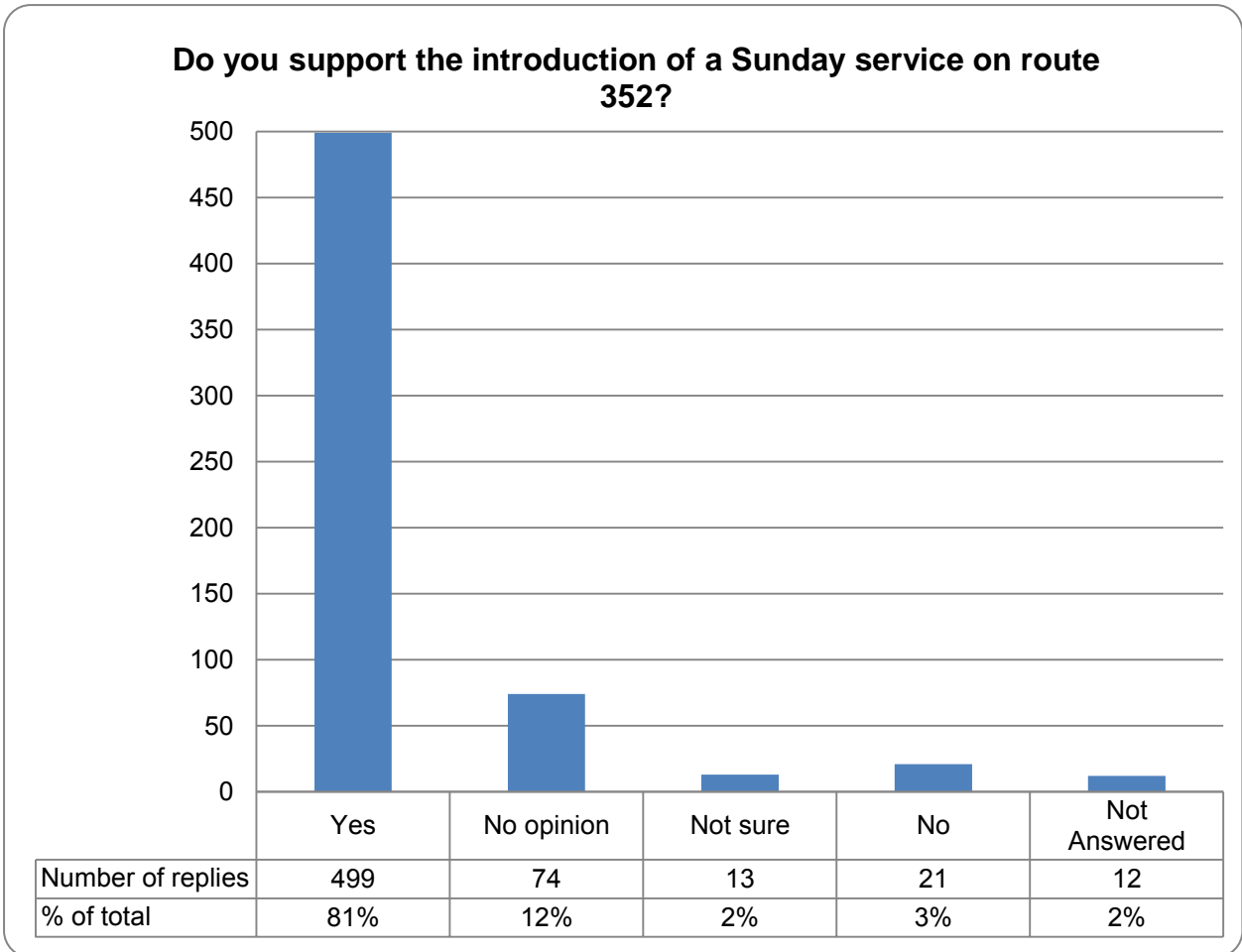
## Do you currently use route 352?

608 respondents answered this question. 63 per cent (390) of the respondents indicated that they currently use route 352, while 35 per cent (218) said they did not.



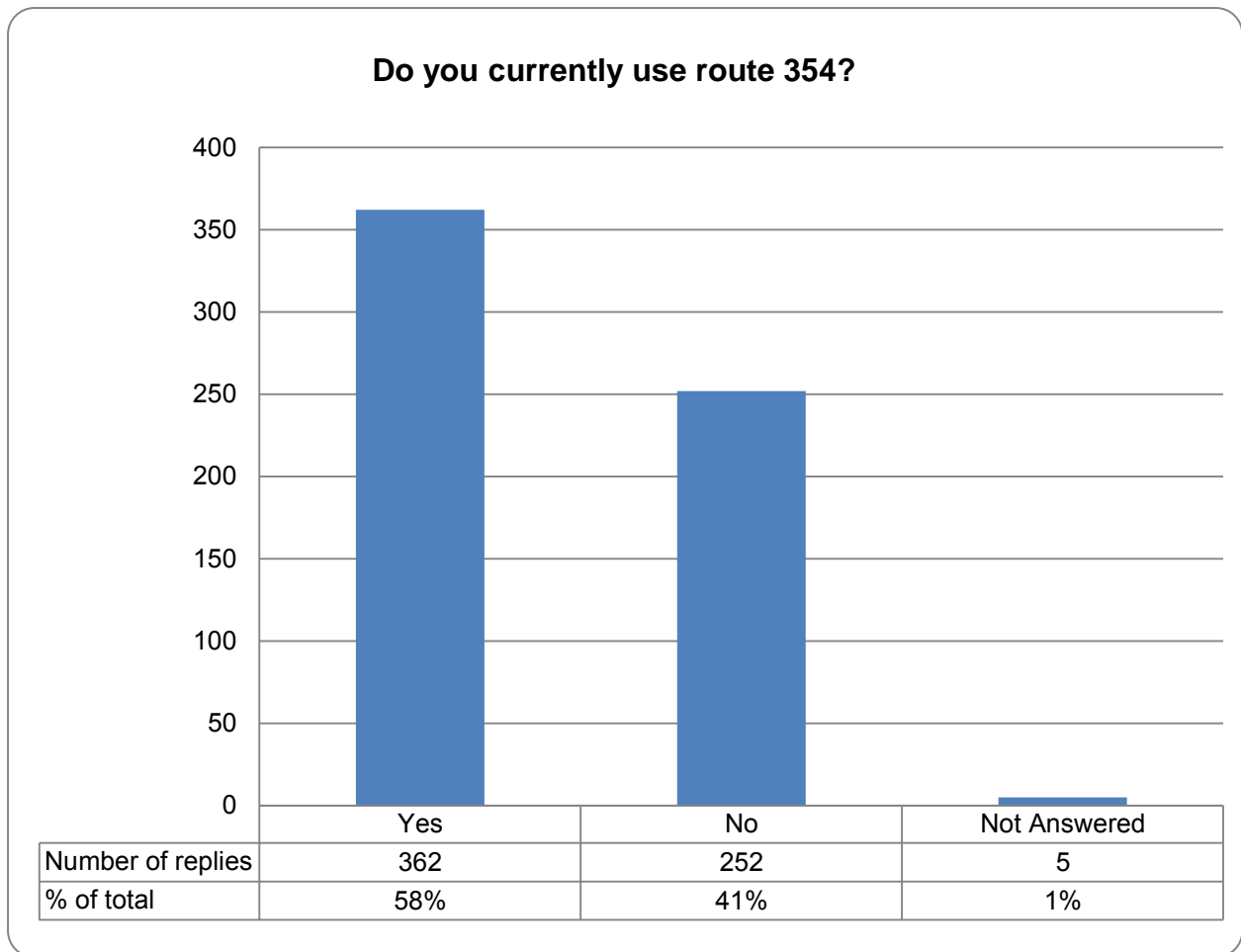
## Do you support the introduction of a Sunday service on route 352?

607 respondents answered this question. The majority of the respondents indicated that they are in favour of a Sunday service on route 352; with 81 per cent (499) of the respondents stating that they support the proposed Sunday service and 3 per cent (21) stating opposition.



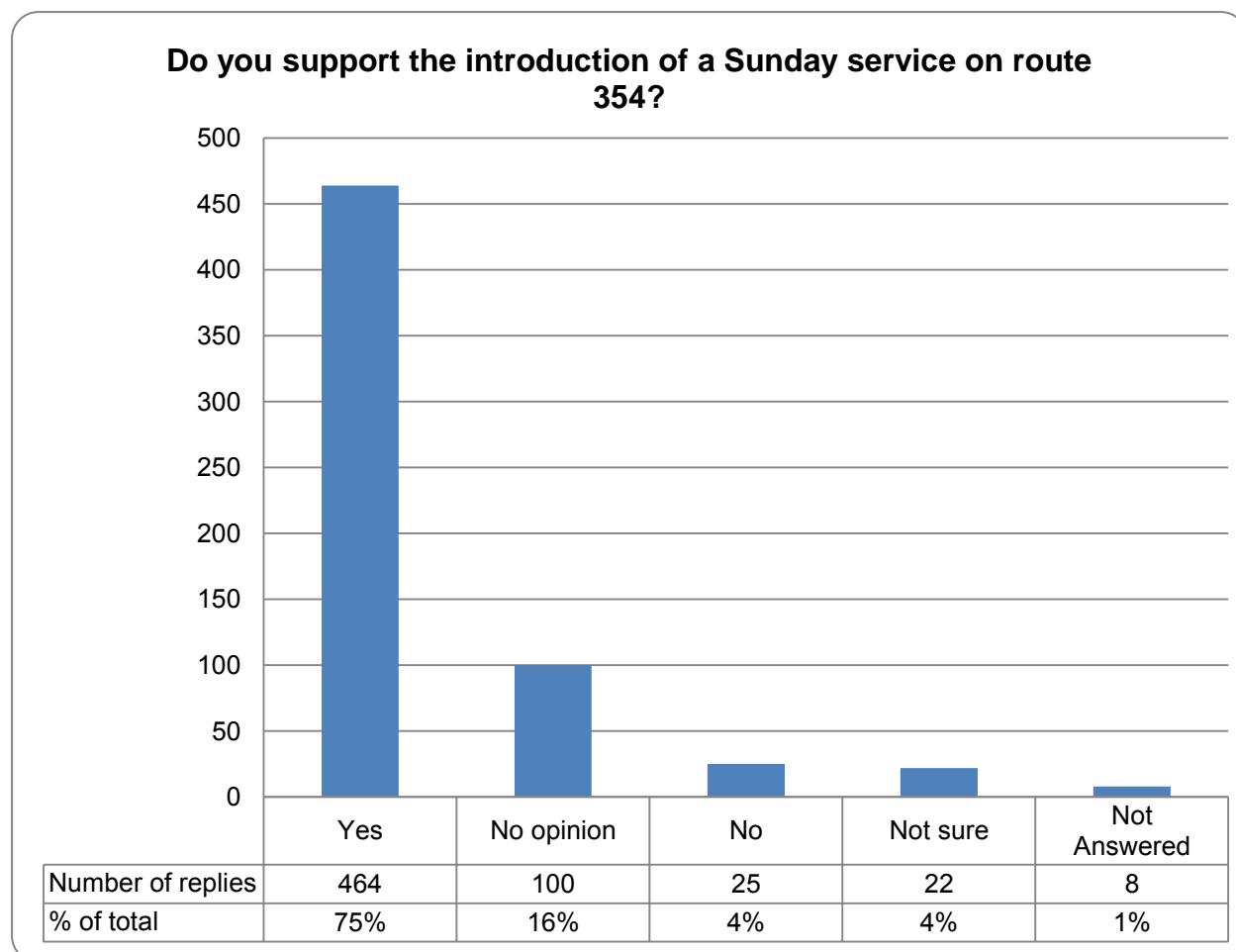
## Do you currently use route 354?

614 respondents answered this question. 58 per cent (362) of the respondents indicated that they currently use route 354, while 41 per cent (252) said they did not.



## Do you support the introduction of a Sunday service on route 354?

611 respondents answered this question. The majority of the respondents indicated that they are in favour of a Sunday service on route 354; with 75 per cent (464) of the respondents stating that they support the proposed Sunday service and 4 per cent (25) stating opposition.



## Do you have any comments relating to our proposal for route 352 and 354?

We also asked for any comments on the proposals. There were 18 overarching themes and a further 36 subthemes, giving a total of 54 issues and themes. A summary of the key issues and themes is provided in Appendix B. The table below indicates the top five issues raised.

Top five issues and themes	Number of comments
352: Support Sunday service	196
354: Support Sunday service	173
354: Positive comment about 354 service in general	37
352: Positive comment about 352 service in general	31
Suggested improvements for route 162	21

The most frequently mentioned comments supported the introduction of a Sunday service on both route 352 (196) and 354 (173).

37 and 31 respondents gave generally positive comments about the current 354 and 352 services respectively.

21 respondents requested improvements for route 162 specifically.

## 4 Responses from statutory bodies and other stakeholders

11 responses were received from stakeholders, identified by question 3 (If responding on behalf of an organisation, business or campaign group, please provide us with the name). Their responses are below:

### **Angela Wilkins - Ward Councillor, Crystal Palace ward, LB Bromley**

Do you support the introduction of a Sunday service on route 352?: Yes

Do you support the introduction of a Sunday service on route 354?: Yes

### **Caroline Dubarbier – LB Bromley**

Do you support the introduction of a Sunday service on route 352?: Yes

Do you support the introduction of a Sunday service on route 354?: Yes

Bromley Council have been very active in instigating the proposals and fully support the new services.

Please see our full press release below, including a quote from Councillor Colin Smith, Executive Councillor for Environment:

[https://www.bromley.gov.uk/press/article/937/sunday\\_bus\\_timetable\\_for\\_352\\_and\\_354\\_welcomed](https://www.bromley.gov.uk/press/article/937/sunday_bus_timetable_for_352_and_354_welcomed)

### **Cherry Blundell - Amaze Penge**

Do you support the introduction of a Sunday service on route 352?: No

Do you support the introduction of a Sunday service on route 354?: Yes

This is excellent news. The 354 goes past sporting grounds that provide accessible and affordable sporting clubs that run on Sunday mornings. These clubs have up until now only been accessible to children whose families had a car. In Amaze Penge, a support group for families with children with additional needs, we know some children cannot attend these clubs, despite their low cost, because there has been no transport for them. Yes, please do run a Sunday service. Please do email when it begins and I'll let our group know. Well done for organising this and Thank you.

### **Chloe-Jane Ross - Copers Cope Area Residents' Association**

Do you support the introduction of a Sunday service on route 352?: Yes

Do you support the introduction of a Sunday service on route 354?: Yes

### **Jenny Whitehead - Park Langley Residents' Association**

Do you support the introduction of a Sunday service on route 352?: Yes

Do you support the introduction of a Sunday service on route 354?: Yes

Park Langley residents would be very keen to have the 354 running on Sundays and presumably those affected would be keen to have the 354 running on Sundays.

**Katherine Bance - Ward Councillor, Penge and Cator, LB Bromley**

Do you support the introduction of a Sunday service on route 352?: Yes

Do you support the introduction of a Sunday service on route 354?: Yes

Both services are very valuable to our residents and Sunday's they would allow freedom of travel

**Marie Pender – West Beckenham Residents' Association**

Do you support the introduction of a Sunday service on route 352?: Yes

Do you support the introduction of a Sunday service on route 354?: Yes

For both 352 and 354, we would like Sunday operation also to apply to Bank Holidays.

**Michael Abrahams - Forest Hill Society**

Do you support the introduction of a Sunday service on route 352?: Yes

Do you support the introduction of a Sunday service on route 354?: No opinion

Despite the convoluted route, the 352 remains the only direct route between SE23 / SE26 and Bromley town centre. The Forest Hill Society welcome the introduction of Sunday services which benefit shoppers and employees wishing to travel to Bromley.

We would welcome consideration being given, or trials conducted, to extend the the 352 bus route to Forest Hill town centre (Westbourne Drive bus stand). This would increase frequency of bus services between Forest Hill town centre and Lower Sydenham as well as providing improved connections to Beckenham and Bromley.

**Peter Fookes - Ward Councillor, Penge and Cator, LB Bromley**

Do you support the introduction of a Sunday service on route 352?: Yes

Do you support the introduction of a Sunday service on route 354?: Yes

On behalf of Councillors Kathy Bance, Kevin Brooks and myself from Penge and Cator Ward, we fully support these proposals and look forward to their introduction in September.

**Robert Anderson - Brackendale Court Residents Co. Ltd.**

Do you support the introduction of a Sunday service on route 352?: Yes

Do you support the introduction of a Sunday service on route 354?: Not Answered

Regarding Route 352. Many of the residents of the 50 flats in our complex, without cars, use the route 352 bus & find it galling that there is, currently, no service on Sundays. Some of our residents are elderly &, because there is, at present, no rail service on Sundays into either Charing Cross or Cannon Street stations out of New Beckenham (our closest rail station) in order to access Central London, they need to use Beckenham Junction station into Victoria but, as there is no bus service on Sundays, the walk to & from Beckenham Junction is often too far for them & they have to stay at home.

**Victoria Miller - Shortlands Residents' Association**

Do you support the introduction of a Sunday service on route 352?: Yes

Do you support the introduction of a Sunday service on route 354?: Yes

The Shortlands Residents' Association is very pleased that extra Sunday Services are proposed and would welcome their introduction



# Appendix A – Copy of the consultation materials

## A1 Bus stop poster

London Buses

### Proposed Sunday service for route 352 and 354

HAVE  
**YOUR**  
SAY

We are proposing to introduce a Sunday service on routes 352 and 354. Buses would run every 30 minutes.

This would provide a new service on Sunday, for parts of Park Langley on route 352 and Ravensbourne on route 354, as well as links to the tram network around Beckenham and Birkbeck.

We would propose that the new Sunday services would be introduced during September 2015.

For further details, or to let us know your views on these proposals:

Visit: [tfl.gov.uk/consultations](http://tfl.gov.uk/consultations)

Email: [consultations@tfl.gov.uk](mailto:consultations@tfl.gov.uk)

Telephone: **0343 222 1234**

To have your say, please contact us by **Friday 10 July 2015.**

 [tfl.gov.uk](http://tfl.gov.uk)

 24 hour travel information  
**0343 222 1234\***

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[tfl.gov.uk/emailupdates](http://tfl.gov.uk/emailupdates)

 [@TfLBusAlerts](https://twitter.com/TfLBusAlerts)


TFL30178.06.15

MAYOR OF LONDON




## A2 Copy of CRM email campaign

[Home](#) [Plan journey](#) [Status update](#) [Bus information](#)



# BUSES



Dear Internal TfL recipient,


We would like your views on the proposed change to bus route 352, which runs between Bromley North and Lower Sydenham, and bus route 354, which runs between Penge and Bromley North.

The proposed change is the introduction of Sunday services on both routes.

For full details, and to share your views, please [click here](#)

This consultation will run until Friday 10 July.

Yours sincerely




Peter Bradley  
Head of Consultation

These are our consultation customer service updates. To unsubscribe, please [click here](#)

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**MAYOR OF LONDON**



**TRANSPORT FOR LONDON**  
EVERY JOURNEY MATTERS

## A3 Copy of website text

### Bus service proposal: routes 352 and 354

#### Overview

The London bus network is kept under regular review. As part of this, we develop proposals for changes to services.

#### Why We Are Consulting

We have developed proposals for routes 352 and 354 and would like to hear your views.

##### Route 352 (Bromley North station – Lower Sydenham, Sainsburys)

Route 352 operates every 20 minutes during Monday to Saturday daytimes and every 30 minutes during the evenings. There is currently no service on Sundays.

##### Route 354 (Penge – Bromley North station)

Route 354 operates every 20 minutes during Monday to Saturday daytimes and every 30 minutes during the evenings. There is currently no service on Sundays.

There have been stakeholder and passenger requests for a Sunday service on both routes, including from Bromley Council, and we consider that it would be justified by the estimated increase in number of passengers that would be able to use the routes.

We are therefore proposing to introduce a Sunday service to run every 30 minutes on the full length of both routes 352 and 354. This would provide a new service on that day of the week for parts of Park Langley for route 352, and Ravensbourne for route 354 as well as links to the tram network around Beckenham and Birkbeck.

Stopping arrangements, including existing hail and ride sections would remain unchanged.

We propose that the new Sunday service would be introduced in September 2015.

#### Have your say

This consultation is open to all. Please give us your views by completing the online consultation form by **Friday 10 July 2015**.

This consultation is part of the process which fulfils the requirement for TfL to consult under Section 183 of the Greater London Authority Act 1999.

#### Contact

[consultations@tfl.gov.uk](mailto:consultations@tfl.gov.uk)

#### Key Dates

**Consultation is Closed**

Ran from 4 Jun 2015 to 10 Jul 2015

#### Other Information

##### Areas:

Bromley,  
Lewisham

##### Audience:

Anyone from any background

##### Interests:

Bus route 352,  
Bus route 354

## A4 Copy of press release

Press release



PN-167  
8 June 2015

### **TfL consults on Sunday service for routes 352 and 354**

Transport for London (TfL) has launched a consultation to provide a Sunday service on bus routes 352 and 354 for the first time, running every 30 minutes.

The proposal would provide a new service on Sundays for parts of Park Langley and Ravensbourne as well as links to TfL's tram network around Beckenham and Birkbeck. Stopping arrangements on the new services, including existing hail and ride sections, would remain unchanged.

Route 352 runs from Bromley North to Lower Sydenham via Hayesford Park and Beckenham, while route 354 runs from Bromley North to Penge via Ravensbourne and Birkbeck. Both routes currently run on Mondays to Saturdays only.

This consultation can be accessed online here: <https://consultations.tfl.gov.uk/buses/bus-service-proposal-route-352-and-354>. The consultation will close on Friday 10 July 2015.

Subject to the outcome of the consultation TfL is looking to introduce the Sunday services in September.

This service change is part of TfL's management and development of a network that comprises of around 700 routes across Greater London, operated by 7,600 buses at peak times, carrying 2.4 billion passengers every year. TfL keeps the network under regular review, working with the London boroughs and other partners to help ensure that services can respond to London's changing travel needs.

Since TfL was formed in 2000 it has invested strongly in London's bus network – resulting in a 69 per cent increase in passenger numbers. London Buses now carry 2.4 billion passengers a year, which equates to half of all bus journeys made in England.

In recognition of the continued need to invest in bus services – with an increase in demand from the city's rapidly growing population – TfL's latest Business Plan has dedicated around £500m to improve the network over the period from 2015/16 to 2020/21.

This will include funding for over 500 extra buses, which will create capacity for an extra 2.9 million customer journeys each week; as well as an additional £200m, which will be invested in supporting the reliability of the bus network at a local level. A further £25m will be used to fund customer-focused bus driver training to improve customer service.

**TfL Press Office**  
**0845 604 4141**

## Appendix B – All issues raised for Question 9

<b>Route 352</b>	
352: Support Sunday service	196
352: Positive comment on 352 service in general	31
352: Negative comment about current service	6
352: Support Bank holiday service	5
352: Questions/Clarification requested	1
<b>352: Suggestions (timings, bus stop locations etc)</b>	
• Suggestions for Sunday timetable	9
• Coordinate timetables with other local bus services/train services	5
• New bus stop location	2
• Reroute/extend the route	5
• iBus installation	1
• Suggestions for Mon-Sat timetable	9
• Suggestion for type of bus	1
• Monitor route delays	1
• Suggestions for type of bus	1
<b>352: Sunday service is not required</b>	
• Not needed/Low priority	10
• Concern for profit/usage	2
• Noise from buses	1

<b>Route 354</b>	
354: Support Sunday service	173
354: Positive comment on 354 service in general	37
354: Support Bank holiday service	4
354: Negative comment about current service	3
354: Questions/Clarification requested	1
<b>354: Suggestions (timings, bus stop locations etc)</b>	
• Suggestions for Sunday timetable	6
• New bus stop location	1
• Suggestions for Mon-Sat timetable	6
• iBus installation	1
• Reroute/extend the route	4
• Suggestion for type of bus	3
• Coordinate timetables with other local bus services/train services	1
• Suggestions for type of bus	4
<b>354: Sunday service is not required</b>	
• Not needed/Low priority	12
• Concern due to route passing Churchfields Road recycling centre (Safety, Delays)	5
• Noise from buses	1

<b>Suggestions for other bus services</b>	
• Improvements to 162	21
• Improvements to 246	3
• Improvements to 273	2
• Better organised schedule for 352 and 246	1
• Improvements to 54	1
• More Sunday services in general	1
• Improvements to 432	1
• Improvements to 138	1
• Improvements to 160	1
• Improvements to 314	1
• More night bus services in general	1
• Improvements to 119	1

<b>General comments</b>	
Generic comment for support of more bus services/improved public transport	17
No significant comment	1

## Appendix C – List of stakeholders consulted

London Travelwatch	
<b>Elected Members</b>	
Andrew Boff AM	
Bob Stewart MP	
Caroline Pidgeon AM	
Claire Perry MP	
Darren Johnson AM	
Fiona Twycross AM	
Gareth Bacon AM	
James Cleverly AM	
Jenny Jones AM	
Jim Dowd MP	
Joanne McCartney AM	
Len Duvall AM	
Murad Qureshi AM	
Nicky Gavron AM	
Patrick McLoughlin MP	
Richard Tracey AM	
Robert Neill MP	
Stephen Knight AM	
Tom Copley AM	
Valerie Shawcross AM	
Victoria Borwick AM	
Cllr Alan Hall	Ward member - Bellingham Ward
Cllr Ami Ibitson	Ward member - Bellingham Ward
Cllr Jacq Paschoud	Ward member - Bellingham Ward
Cllr Colin Smith	Ward member - Bickley Ward
Cllr Stephen Carr	Ward member - Bromley Common and Keston Ward
Cllr Michael Rutherford	Ward member - Bromley Town Ward
Cllr Nicky Dykes	Ward member - Bromley Town Ward
Cllr Will Harmer	Ward member - Bromley Town Ward
Cllr Ian Dunn	Ward member - Clock House Ward
Cllr Sarah Phillips	Ward member - Clock House Ward
Cllr Vanessa Allen	Ward member - Clock House Ward
Cllr Michael Tickner	Ward member - Copers Cope Ward
Cllr Russell Mellor	Ward member - Copers Cope Ward
Cllr Stephen Wells	Ward member - Copers Cope Ward
Cllr Angela Wilkins	Ward member - Crystal Palace Ward
Cllr Richard Williams	Ward member - Crystal Palace Ward
Cllr Graham Arthur	Ward member - Hayes & Coney Hall Ward
Cllr Neil Reddin	Ward member - Hayes & Coney Hall Ward
Cllr Peter Fortune	Ward member - Hayes & Coney Hall Ward
Cllr Alan Collins	Ward member - Kelsey & Eden Park Ward

Cllr Diane Smith	Ward member - Kelsey & Eden Park Ward
Cllr Peter Dean	Ward member - Kelsey & Eden Park Ward
Cllr Kathy Bance	Ward member - Penge & Cator Ward
Cllr Kevin Brooks	Ward member - Penge & Cator Ward
Cllr Peter Fookes	Ward member - Penge & Cator Ward
Cllr David Jefferys	Ward member - Shortlands Ward
Cllr Mary Cooke	Ward member - Shortlands Ward
Cllr Hannah Gray	Ward member - West Wickham Ward
Cllr Nicholas Bennett	Ward member - West Wickham Ward
Cllr Tom Philpott	Ward member - West Wickham Ward

<b>Local Authorities</b>	
London Borough of Bromley	London Borough of Lewisham

<b>Police &amp; Health Authorities</b>
London Ambulance Service
London Fire and Emergency Planning Authority
London Fire Brigade
Metropolitan Police
Metropolitan Police - Community Police
NHS Care Commissioning Group - Bromley
NHS Care Commissioning Group - Central London

<b>Transport Groups</b>
AA Motoring Trust
Association of British Drivers
Association of Car Fleet Operators
Better Transport
British Motorcyclists Federation
Bromley Cyclists
Bromley Safer Transport Team
Campaign for Better Transport
CTC
Eltham Public Transport Group
Freight Transport Association
Green Flag Group
Lewisham Safer Transport Team
Licensed Taxi Drivers Association
London City Airport
London Cycling Campaign (Enfield)
London Cycling Campaign (Lewisham)
London Tramlink
Motorcycle Action Group
Motorcycle Industry Association
Port of London Authority
Road Haulage Association
Sustrans



<b>Local Interest Groups</b>
Amaze Penge
Blackheath Joint Working Party
Brackendale Court Residents Co. Ltd
Copers Cope Area Residents' Association
Forest Hill Society
Forest Hill Traders Association
Herne Hill Society
LB of Bromley Residents Association
Northbank BID
Orpington District Public Transport Users' Association
Park Langley Residents' Association
Petts Wood & District Residents Association
Shortlands Residents' Association
St Germans Terrace Association
The Blackheath Society
The Langton Way Residents Association
The Westcombe Society
Victoria Business Improvement District
Virtual Norwood Forum
West Beckenham Residents Association

<b>Other stakeholders</b>
Action on Hearing loss
Age Concern London
Age UK
Alzheimer's Society
Asian Peoples Disabilities Alliance
Bromley Council on Ageing
BT
Canal & River Trust, London
Confederation of British Industry (CBI)
Department for Transport
Disability Alliance
Disability Rights UK
Disability Voice Bromley
Disabled Persons Transport Advisory Committee
EDF Energy
GMB
Greater London Authority
Greater London Forum for the Elderly
Guide Dogs for the Blind Association
Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)
Joint Mobility Unit
Lewisham Clinical Commissioning Group
Liberal Democrats

Living Streets
London Councils
London Older People's Strategy Group
MIND
National Children's Bureau
National Grid
RMT Union
RNIB
Royal Mail
Royal Mail Parcel Force
Royal Parks
Sense
Sixty Plus
Stroke Association
Sutton Centre for the Voluntary Sector
Thames Water
The British Dyslexia Association
Unions Together
Unite Union