

# Consultation on proposed changes to bus 15 (Heritage Routemaster)

Consultation Report  
October 2015



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# 1 Introduction

Transport for London recently consulted stakeholders and the public about a possible change to the frequency of the part of the route 15 operated with traditional Routemaster vehicles. The consultation took place from 16 July to 28 August 2015.

These journeys currently run between Tower Hill and Trafalgar Square (every 15 minutes from 09.30 to 18.30 daily), offering our customers a chance to ride on what many see as an icon of London. The journeys run in addition to the regular route 15 service, which operates between Blackwall, Tower of London and Trafalgar Square using New Routemaster buses which are fully accessible.

In order to improve the reliability of the traditional Routemaster journeys we proposed to change the frequency of the service from every 15 minutes to every 20 minutes. This timetable change would not affect the regular route 15, which would continue to operate at its current daytime frequency of every 5 to 10 minutes.

## 2 The consultation

The consultation was designed to enable TfL to understand opinion about the proposed timetable changes.

The potential outcomes of the consultation are:

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

### 1.1 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.

### 1.2 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.

### **1.3 Consultation material, distribution and publicity**

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

We also sent an email to key stakeholders.

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/heritage15>. Respondents could also reply by post using Freepost address.

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

The closed questions that we asked about the changes were as follows:

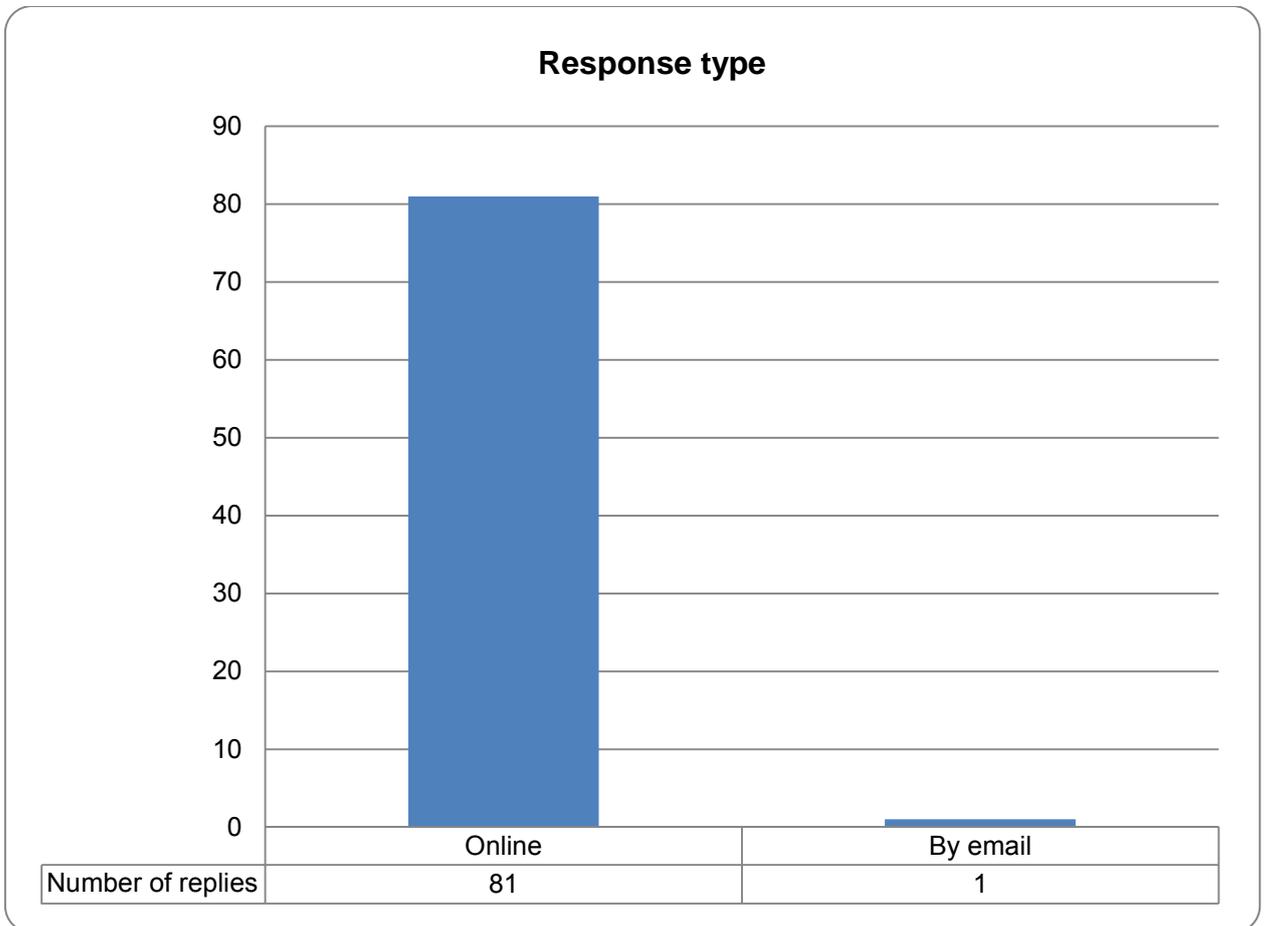
- Question 5: Do you currently use the traditional Routemaster journeys on route 15?
- Question 6: Do you support the proposed changes to the journeys operated with traditional Routemaster vehicles on route 15?

The following open question specifically asked respondents about the scheme:

- Question7: Do you have any comments relating to our proposal?

### 3 Responses from members of the public

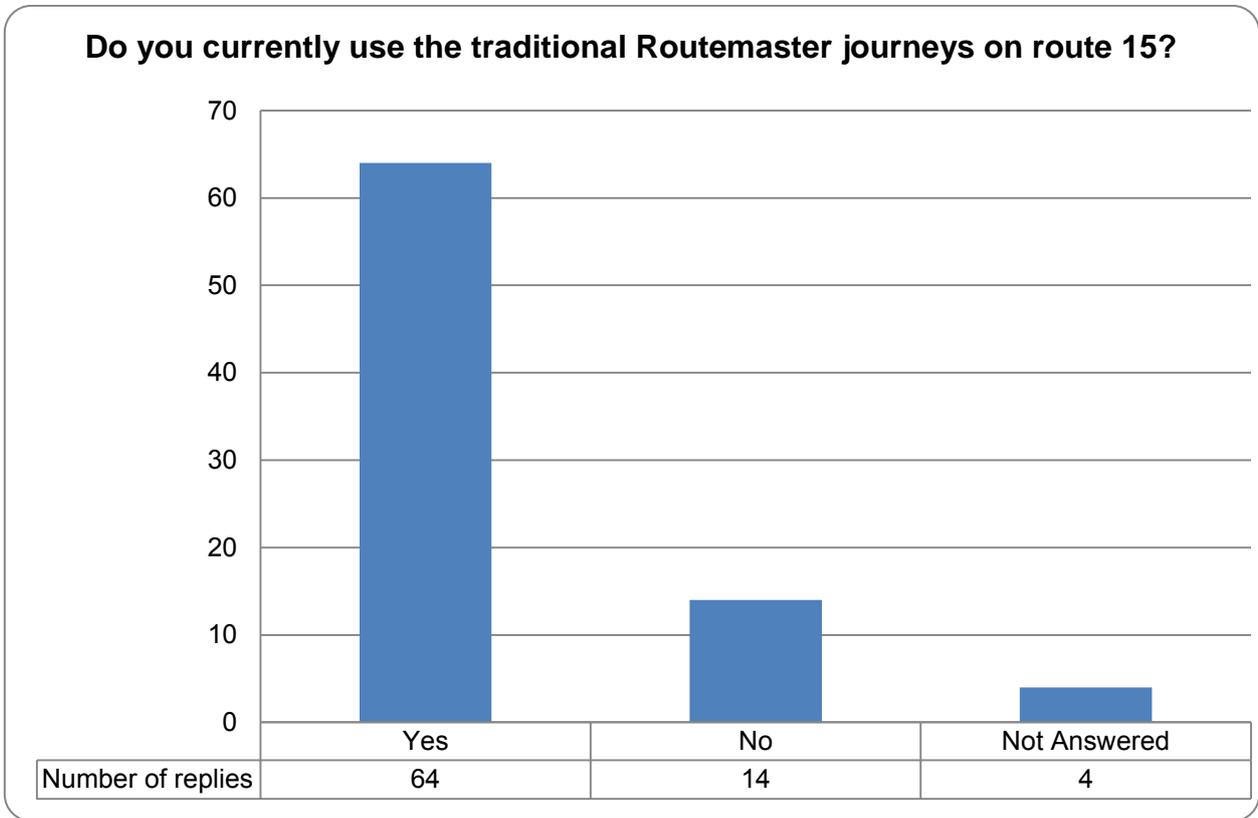
- We received 82 responses from members of the public. Of these 81 were submitted online and 1 was received by email.



### 3.1 Public consultation results

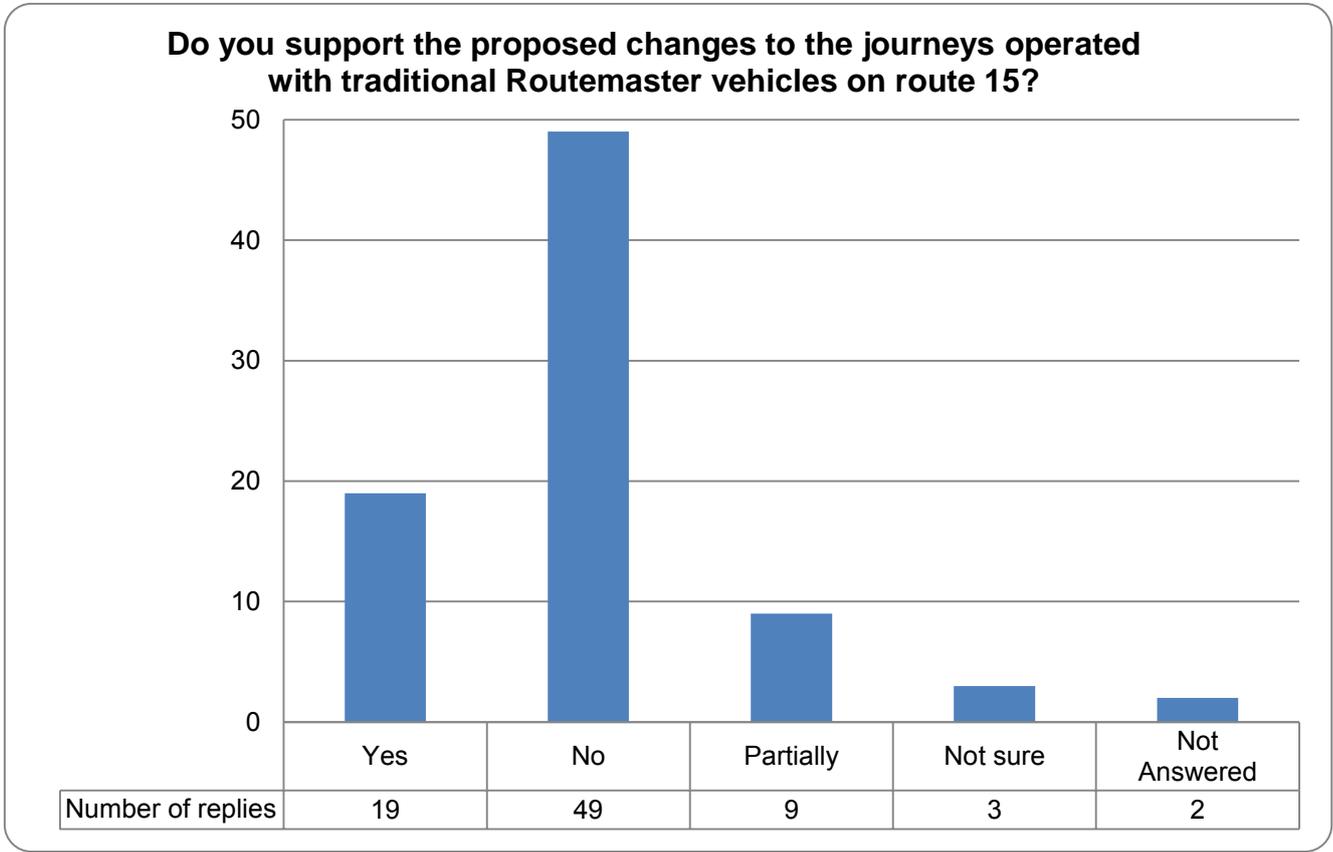
#### Q1. Do you currently use the traditional Routemaster journeys on route 15?

78 respondents answered this question. 64 stated that they currently use the traditional Routemaster journeys on route 15, while 14 stated that they do not.



**Q2. Do you support the proposed changes to the journeys operated with traditional Routemaster vehicles on route 15?**

80 respondents answered this question. The majority of respondents indicated that they are not in favour of the proposed changes. 49 respondents stated that they oppose the proposed changes, 19 expressed support while 9 cent stated partial support.



### Q3. Do you have any comments relating to our proposal?

We also asked for comments on the proposals. 63 respondents answered this question, raising 31 comments/issues. A summary of the key issues and themes is provided in Appendix A. The table below indicates the top eight issues raised.

Top five issues and themes	Number of comments
General opposition/Oppose reduced frequency	22
Increase the number of Heritage Routemaster vehicles	14
Increase the frequency of the Heritage Routemaster service	7
Keep Heritage Routemaster services so that tourists/visitors can use/see them	6
Concern that this is the beginning of the end for the Heritage Routemaster bus	5
Oppose due to increased waiting times	5
Oppose because it removes opportunity for people to experience the iconic Routemaster	5
Increase publicity/communication/advertising for the Heritage Routemaster service	5

The most frequently mentioned comment was general opposition towards the proposal to reduce the frequency of the Routemaster vehicles operating on the route (22).

14 respondents requested an increase in the number of Heritage Routemaster vehicles used, while seven respondents suggested an increase in frequency.

Six respondents stated that Heritage Routemaster services should be retained so that tourists/visitors can use and see them, while five respondents expressed concern that this proposal is the beginning of the end for the Heritage Routemaster service.

Five respondents opposed the proposal due to the resultant increased waiting times, while five respondents opposed the proposal because it removes the opportunity for people to experience the iconic Heritage Routemaster.

Five respondents suggested that there should be an enhanced level of publicity/communication/advertising for the Heritage Routemaster service.

## 4 Responses from statutory bodies and other stakeholders

Four 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:

### **Graeme Hay - BMF**

Do you currently use the traditional Routemaster journeys on route 15?: No

Do you support the proposed changes to the journeys operated with traditional Routemaster vehicles on route 15?: No opinion

Thank you for this consultation but as a representative of the motorcyclists I am not really best placed to offer an observation of any value or experience. Thank you for asking, though.

### **Paul Spelzini - Potters bar and St.Albans transport user group**

Do you currently use the traditional Routemaster journeys on route 15?: No

Do you support the proposed changes to the journeys operated with traditional Routemaster vehicles on route 15?: Yes

Yes sensible move as older vehicles can be less reliable.

### **Andrew Morgan - Routemaster association**

Do you currently use the traditional Routemaster journeys on route 15?: Yes

Do you support the proposed changes to the journeys operated with traditional Routemaster vehicles on route 15?: No

Routemaster vehicles are available and the service should be maintained at the original frequency for the benefit of Londoners and visitors to London alike. We should not allow the sole remaining Heritage service to be reduced so that it becomes acceptable to provide a worse service to potential travellers; it should be a flagship bus service to show not only bus travellers in London but also across the world how a bus route should operate, and reducing it to provide a reduced service will not do this.

Additionally, maintaining the frequency, the Routemaster operation provides a useful addition over this section of the network and vehicles are regularly full when other parallel services are at capacity. If the service is reduced, this additional capacity will be lost.

### **Jim Blake – North London Transport History Group**

Do you support the proposed changes to the journeys operated with traditional Routemaster vehicles on route 15? No.

In my view, reducing the frequency will lessen the chance of people being able to travel on a traditional Routemaster bus, and clearly is a first step in withdrawing this service altogether, just as the Heritage service on route 9 was withdrawn last year.

## Appendix A – List of stakeholders consulted

Greater London Forum for the Elderly
Disabled Persons Transport Advisory Committee
The British Dyslexia Association
National Grid - electricity
Asian Peoples Disabilities Alliance
Sixty Plus
Sutton Centre for Voluntary Sector
Joint Mobility Unit
Green Flag Group
MIND
EDF Energy
CTC
Living Streets
Disability Alliance
Stroke Association
Action on Hearing Loss
London City Airport
Joint Committee on Mobility of Blind and Partially Sighted People
Guide Dogs for the Blind Association
Confederation of British Industry (CBI)
Royal Parks
London Fire and Emergency Planning Authority
Thames Water
National Grid
Royal Mail
National Children's Bureau
London Older People's Strategy Group
National Grid
Port of London Authority
RNIB
BT
London Underground
Age Concern London
Age UK
Sense
London Councils
Unite
Sustrans

Department for Transport
NHS Care Commissioning Group
RMT
Northbank BID
Alzheimer's Society
Victoria Business Improvement District
Disability Rights UK
Canal & River Trust London
London Cycling Campaign (Camden)
ICE -London
Soho Society
Residents Society of Mayfair and St James's
Thorney Island Society
Belsize Park Residents' Association
London Cycling Campaign (Westminster)
Bayswater Residents Association
BBC
Neighbourcare St John's Wood & Maida Vale
Heart of London Business Alliance
St John's Wood Society
Paddington Residents Active Concern On Transport
In & Around Covent Garden
New West End Company
In Holborn
Belgravia Residents Association
Fitzrovia Neighbourhood Association
South East Bayswater Residents Association
Westminster Society
Pimlico FREDA
Marylebone Association
The St Marylebone Society

<b>Local Authorities</b>
London Borough of Tower Hamlets
City of London
City of Westminster
Greater London Authority
Hertfordshire County Council
Royal Borough of Kingston Upon Thames
London Borough of Hillingdon
London Borough of Sutton
London Borough of Camden

<b>Police &amp; Health Authorities</b>
Metropolitan Police Service
London Fire and Emergency Planning Authority
London Ambulance Service

<b>Transport Groups</b>
Association of British Drivers
Association of Car Fleet Operators
Road Haulage Association
Motorcycle Industry Association
London Cycling Campaign (Lewisham)
London TravelWatch
Freight Transport Association
Motorcycle Action Group
AA Motoring Trust
Campaign for Better Transport
Association of Car Fleet Operators
British Motorcyclists Federation
Licensed Taxi Drivers Association

## Appendix B – Summary of key issues

<b>Negative comment/oppose</b>	
General opposition/Oppose reduced frequency	22
Keep Heritage Routemaster services so that tourists/visitors can use/see them	6
Increased waiting times	5
Removes opportunity for people to experience the iconic Routemaster	5
Reduced capacity	1
<b>Concern</b>	
Beginning of the end for the Heritage Routemaster bus	5
<b>Conditional support</b>	
Improved reliability	2
As long as it is not a smokescreen for route withdrawal	1
Most/All of the journeys operate the full route	1
<b>Positive comment</b>	
General support	3
<b>Positive comment about the Heritage Routemaster buses</b>	
Design	3
General	1
<b>Current conditions</b>	
15H is full at present	4
Negative conductor behaviour/appearance	3
15H offers a reliable service	1
<b>Suggestions</b>	
Increase the number of Heritage Routemaster vehicles operating on the route	14
Increase the frequency of the Heritage Routemaster service (15H)	7
Increase publicity/communication/advertising for the Heritage Routemaster service	5
Improve service efficiency/reduce congestion	4
Extend the route to Piccadilly Circus	3
Increase fare for Heritage Routemaster buses	3
Increase number of Heritage Routemaster buses on our roads	2
Cancel 15H service	1
Extend the route	1
Extend the route from to Oxford Circus	1
Extend the route to Paddington Basin	1
Increase the frequency of the Heritage Routemaster service (15H) at weekends and bank holidays	1
Increase the frequency of the standard 15 service	1
<b>Consultation material/process</b>	
Additional information requested	4
Tfl don't act on response to consultations/Tick in a box procedure/Decision already made	3
Incorrect information supplied	1