

Consultation on proposed changes to bus 15 (Heritage Routemaster)

Response to the main issues raised
October 2015

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TfL response to the main issues raised

Our proposals

Transport for London recently consulted about a possible change to the frequency of the part of the route 15 operated with Heritage Routemaster vehicles.

These journeys currently run between Tower Hill and Trafalgar Square (every fifteen minutes from 09.30 to 18.30 daily), offering our customers a chance to travel 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.

We proposed to change the frequency of the Heritage Routemaster service from every fifteen minutes to every twenty minutes, in order to improve reliability.

The timetable change would not affect the regular route 15, which would continue to operate at its current daytime frequency of every five to ten minutes.

TfL's response to main issues raised

There was opposition to the proposal to reduce the frequency of the Heritage Routemaster 15. This included the following:

- **Opposition to reduced frequency**

The regular fully-accessible service on route 15 provides sufficient capacity. The reduction in frequency of the heritage service will increase its reliability without the need for additional financial support, by allowing buses more time to complete their journeys. When buses keep more closely to the advertised timetable this can reduce waiting times for intending passengers.

- **TfL should be increasing the number of Heritage Routemasters vehicles in order to maintain or increase the frequency**

TfL makes every effort to maximise value for money and public benefit from every pound which it spends providing services. The proposed service is considered sufficient for the purpose of allowing our customers to experience travel by traditional Routemaster. A high frequency service of modern fully accessible buses operates on the parallel route 15.

- **The Heritage Routemaster should be should be retained so that tourists and visitors have an opportunity to experience them. The proposal is the beginning of the end**

The Heritage Routemasters will still be available for customers to experience and see in operation in London. A new contract has been let to secure the continued operation of the service.

- **There should be an enhanced level of publicity/communication/advertising for the Heritage Routemaster service**

The 15 Heritage Routemaster will continue to be publicised through the wide variety of media used to publicise the London Bus Network.