Bus service proposal: 152 Mitcham town centre

Consultation Summary

Introduction
Transport for London (TfL) consulted stakeholders and the public on possible change to the 152 bus service in Mitcham town centre towards New Malden. The consultation ran between 8 June and 22 July 2011 and the summary of responses is below.

Background
Under the proposal, the 152 service towards New Malden would no longer go round the one way system in Mitcham, instead turning right from Holborn Way into Western Road, omitting Upper Green West and Raleigh Gardens. This would mirror the roads used towards Pollards Hill. Through passengers (around 700 passengers per day) would save 2 – 2.5 minutes per day.

Current stops D and H would no longer be served if the service was rerouted. A new stop would be put on Western Road east of Love Lane outside the Netto car park. This is 60 metres from stop D and 100 metres from stop H.

A route test conducted on 16 February 2011 involving TfL, LB Merton and the police was successful. The test also identified the potential location for the new stop.

The consultation
The consultation was designed to ask respondents whether they thought TfL should change the 152 bus service in Mitcham town centre. They were also given the opportunity to make additional comments and suggestions.

The consultation material was published on TfL’s website and a notification email was sent to stakeholders including London Travelwatch, local Members of Parliament, Assembly Members and local interest groups. The consultation was also advertised to the wider community with local bus publicity in affected bus shelters.

Public Responses
TfL received a total of 21 responses. 19 were online responses and 2 were letters sent via Siobhain McDonagh MP.

13 online respondents agreed with the possible change (with one suggestion that the change is only implemented in peak hours when traffic is heavier).

8 online respondents and those who responded via Siobhain McDonagh were opposed.

Reasons for support or opposition
Those in support who provided additional comments said it would help to:

- save time on their journeys
- improve reliability
- reduce traffic congestion and CO\textsubscript{2} emissions in Mitcham town centre

Those who provided additional comments opposing the change thought that:

- the new bus stop was too far away and too dangerous for older and vulnerable people to walk to
- passengers with learning difficulties would need to re-learn their route but funding for travel training had been withdrawn
- interchange with other buses would be more difficult at the new stop
- the traffic calming effect of buses on the one way gyratory would be reduced
- a service taking passengers into the heart of Mitcham would be lost
- time saved with the change would be minimal

**Stakeholder responses**

**Metropolitan Police**
No written response was received from the police but they attended the route test on 16 February 2011. They were generally satisfied with the plan for the new stop.

**Merton Cycling Campaign/Merton Seniors Forum**
The Merton cycling/seniors representative was opposed to the change for the following reasons:
- the extra distance to the new bus stops would affect vulnerable and frail road users
- would undermine the traffic calming effect of buses on the gyratory
- makes the public realm more dominated by dangerous private motor vehicles
- reduces the utility of public transport

**Siobhain McDonagh MP**
No written response was received from Siobhain McDonagh MP but she forwarded 2 letters from constituents to TfL during the consultation period. Both were opposed to the scheme and also suggested the following alternatives for journey time savings and improvements in reliability for bus route 152:
- changing the way the level crossing barrier at Grove Road near Eastfield Station is used to allow it to remain up between trains – this may improve bus journey time and reliability
- providing a left filter at the traffic signals at the junction of Eastfield Road and London Road at Figges Marsh, allowing cars and buses to turn left into Mitcham town centre and rephasing the signals to allow greater time between changes
- reroute the 152 service back to its original route, avoiding Eastfields and London Roads and the level crossing in that area
- ensuring that the operator provides a relief driver for prompt changeover of shifts at Sadlers Close to avoid unnecessary delay

**London TravelWatch and LB Merton**
There was no response from London TravelWatch and LB Merton.
Bus service proposal: route 152 Mitcham Town Centre

Overview
TfL regularly reviews bus services and responds to service suggestions. We are considering a change to route 152 in Mitcham.

Why we are consulting
We’ve had a suggestion about route 152 route in Mitcham Town Centre towards New Malden.

To make it quicker for bus users to go through the town, the 152 would turn right from Holborn Way into Western Road. This would be instead of going around the one way system. It would make the route more like the service towards Pollards Hill. Bus stops on Upper Green West and Raleigh Gardens would no longer be served but a new bus stop would be put on Western Road outside Blockbuster and Netto.

Please see the map below – we would like to know what you think:

Please give us your views by completing the form below.

What is your name?
What is your email address?

What is your organisation?

What is your postcode?

Do you think the 152 should be changed to turn right from Holborn Way into Western Road?
London Buses

Proposed changes to route 152 at Mitcham

Transport for London is considering a change to route 152 in Mitcham town centre to make it quicker for bus users - your service towards Colliers Wood and New Malden would be affected:

- The 152 would no longer go round the one way system or stop on Upper Green West and Raleigh Gardens
- It would turn right direct from Holborn Way into Western Road
- A new bus stop would be put on Western Road outside Blockbuster and Netto
- Buses towards Pollards Hill would not be affected

To let us know what you think visit tfl.gov.uk/busrouteconsultation or telephone 0845 300 7000.

The consultation will be open until 22 July 2011.