Consultation on proposed changes to bus routes 100 and 388
Consultation Report
February 2017
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Executive summary

Between 30 September and 13 November 2016, we consulted on proposals to extend route 388 to Elephant & Castle using the current route 100 routeing from Wormwood Street (via London Wall, St Paul’s, and Blackfriars Bridge). We also proposed to withdraw route 100 between the Museum of London and Elephant & Castle, while making the current diversion of route 100 via London Wall avoiding Liverpool Street bus station permanent.

We received 521 responses to the consultation (including eight responses from stakeholders). Of the 513 public responses, 36 per cent supported or strongly supported the proposed changes, eight per cent neither supported nor opposed them, while 45 per cent opposed or strongly opposed them. One per cent said they were not sure or didn’t know and eight per cent didn’t answer.

Summary of issues raised during consultation

Many of the comments received related to the proposed shortening of route 100 and the inconvenience that would cause to customers (eg. longer journey times, having to change buses, loss of direct connections for the growing population of Wapping). Respondents also commented that the Museum of London would be a poor choice of terminus and suggested St Pauls or Blackfriars as an alternative.

Next steps

After considering all of the responses, we have decided to go ahead with the scheme as proposed.
1. About the proposals

1.1 Introduction
We recently consulted stakeholders and the public about our proposals to make some changes to routes 100 and 388. The consultation took place between 30 September and 13 November 2016.

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

1.2 Purpose
London is growing. By 2021 London’s population is predicted to be over 9 million, with forecasts that there will be around 170,000 new jobs created. Our role is to keep London working and growing and help make life better, so that as our city grows, everyone who lives, works and visits London has the transport they need.

At the same time, like all public authorities we have to make sure that money is being spent in the most efficient and effective way. This has led us to develop these proposals for routes 100 and 388.

1.3 Detailed description
Route 100 runs between Wapping and Elephant and Castle, with demand highest between Wapping and the City. It uses single deck buses because of the nature of the roads it uses in Wapping.

Route 388 runs between Stratford City Bus station and Blackfriars Station and uses double deck buses. The busiest point on the route is at Shoreditch High Street towards Stratford in the evening. The route is used less between Liverpool Street and Blackfriars stations.

Having considered the usage patterns for the two routes, we proposed to extend route 388 to Elephant & Castle using the current route 100 routeing from Wormwood Street (via London Wall, St Paul’s, and Blackfriars Bridge). This would mean that the route no longer served Bishopsgate (south of Wormwood Street), Threadneedle Street and the eastern end of Queen Victoria Street.

At the same time, we would no longer run route 100 between the Museum of London and Elephant & Castle, while making the current diversion of route 100 via London Wall avoiding Liverpool Street bus station permanent. Passengers wishing to travel beyond London Wall who use Pay as You Go or contactless payment would be able to use the Hopper fare to interchange between routes 100 and 388 at no extra cost within one hour of touching in on the first bus.
The main benefits of the proposal include:

- New links created between Shoreditch/Bethnal Green and Southwark/Elephant & Castle
- A reduction in resources by better matching capacity with usage, which can be used elsewhere on the network
- Removal of a bus route from Bank junction. Buses using this junction frequently get delayed due to congestion. The City of London would like to reduce traffic levels at this congestion hotspot which could help to facilitate the improvement of urban realm and the pedestrian environment.

As both routes are less busy west of Liverpool Street, only running one of these routes between the City and Blackfriars/Elephant & Castle would still provide enough capacity.

Route 8 will continue to provide a link from Bethnal Green and Shoreditch to the Bank area.

These changes would require a new bus stand for route 100 in the London Wall/Museum of London area, and options are still being considered in partnership with the City of London.

There would no changes to the frequency of either route as a result of the proposed changes.
2. About the consultation

2.1 Purpose
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 proposals
- 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 Potential outcomes
The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the scheme as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with a revised scheme
- Following careful consideration of the consultation responses, we decide not to proceed with the scheme

Our conclusion and next steps are set out in Chapter 5.

2.3 Who we consulted
We sought the views of customers currently using both routes. We also consulted stakeholders including the City of London, the London Borough of Hackney, the London Borough of Southwark, London TravelWatch, local politicians, and local resident and community groups. A full list of the stakeholders consulted can be found in Appendix C

2.4 Dates and duration
This was a six week consultation which ran between 30 September and 13 November 2016.
2.5 What we asked

The questionnaire asked six generic questions relating to name, email address, postcode, organisation name (if responding on behalf of a business/stakeholder/organisation), how they had heard about the consultation, and views on the quality of the consultation (respondents were asked two questions on the quality: to rate in a scale from very good to very poor; and to provide any comments).

There were three questions specific to the consultation:

- How often do you use these bus routes? (Respondents were given a choice of six answers: Daily, 2-3 days a week, once a week, 1-2 times a month, rarely, never)
- What do you think about our proposals for routes 100 and 388? (The choices for respondents were strongly support/support/neither support or oppose/oppose/strongly oppose)
- Do you have any other comments about our overall proposals for routes 100 and 388? (there was a free text box for respondents to provide comments)

2.6 Methods of responding

People were invited to respond to the consultation using a variety of methods. They could respond by accessing the online questionnaire; by using our freepost address at FREEPOST TFL CONSULTATIONS; or by emailing consultations@tfl.gov.uk

2.7 Consultation materials and publicity

We sent out emails to registered customers who use routes 100 and 388. We also consulted stakeholders including the City of London, the London Boroughs of Hackney and Southwark, London TravelWatch, local politicians, and other groups. A press release was issued and we displayed notices at bus stops along the routes concerned.

2.7.1 Website

The consultation was published online via the TfL consultation website at tfl.gov.uk/routes-100-and-388.

2.7.2 Emails to public

We sent an email with a link to the online consultation to registered users of routes 100 and 388. In total, 15,283 emails were sent out. A copy of the email that was sent to customers can be found in Appendix A
2.7.3 Emails to stakeholders

An email about the consultation was sent to stakeholders including the City of London, London Borough of Tower Hamlets, London Borough of Southwark, London TravelWatch, Members of Parliament, Assembly Members, ward councillors, traffic police, 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 4.3.

2.7.4 Press and media activity

A copy of the press release that was issued can be seen in Appendix A.

2.7.5 On-site advertising

Notices about the proposals were placed at bus stops served by routes 100 and 388. A copy of the notice can be found in Appendix A.

2.8 Analysis of consultation responses

Analysis of the consultation responses was carried out in-house.

There were two “open” questions (one seeking comments about the proposals and one on the quality of the consultation). One person conducted the tagging exercise; a draft coding frame was developed for responses to these questions, which was finalised following review by another member of the team.

There were 10 duplicate responses which were deleted.
3. About the respondents

3.1 Number of respondents

<table>
<thead>
<tr>
<th>Respondents</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public responses</td>
<td>513</td>
<td>98%</td>
</tr>
<tr>
<td>Stakeholder responses</td>
<td>8</td>
<td>2%</td>
</tr>
<tr>
<td>Total</td>
<td>521</td>
<td>100%</td>
</tr>
</tbody>
</table>

3.2 How respondents heard about the consultation (public respondents)

<table>
<thead>
<tr>
<th>How respondents heard</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received an email from TfL</td>
<td>237</td>
<td>46%</td>
</tr>
<tr>
<td>Read about in the press</td>
<td>12</td>
<td>2%</td>
</tr>
<tr>
<td>Saw it on the TfL website</td>
<td>48</td>
<td>9%</td>
</tr>
<tr>
<td>Social media</td>
<td>35</td>
<td>7%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>44</td>
<td>9%</td>
</tr>
<tr>
<td>Not Answered</td>
<td>137</td>
<td>27%</td>
</tr>
<tr>
<td>Total</td>
<td>513</td>
<td>100%</td>
</tr>
</tbody>
</table>

3.3 Methods of responding (public respondents)

<table>
<thead>
<tr>
<th>Methods of responding</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online</td>
<td>400</td>
<td>78%</td>
</tr>
<tr>
<td>Email/Letter</td>
<td>113</td>
<td>22%</td>
</tr>
<tr>
<td>Total</td>
<td>513</td>
<td>100%</td>
</tr>
</tbody>
</table>
4. **Summary of all consultation responses**

We received 513 responses from members of the public. Their responses are set out in section 4.1 and 4.2. The eight responses from stakeholders are included in section 4.3.

4.1 **Summary of responses to Question 1**

We asked respondents how often they used these bus routes.

<table>
<thead>
<tr>
<th>Route 100</th>
<th>Daily/Nightly</th>
<th>2-3 times a week</th>
<th>Once a week</th>
<th>1-2 times a month</th>
<th>Rarely</th>
<th>Never</th>
<th>Not answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
<td>%</td>
<td>No.</td>
<td>%</td>
<td>No.</td>
<td>%</td>
<td>No.</td>
<td>%</td>
</tr>
<tr>
<td>45</td>
<td>8%</td>
<td>42</td>
<td>7%</td>
<td>21</td>
<td>4%</td>
<td>56</td>
<td>10%</td>
</tr>
<tr>
<td>Route 388</td>
<td>66</td>
<td>11%</td>
<td>70</td>
<td>12%</td>
<td>24</td>
<td>4%</td>
<td>54</td>
</tr>
</tbody>
</table>

4.2 **Summary of responses to Question 2**

We asked respondents to tell us what they think about our proposals for routes 100 and 388. 492 respondents answered this question.

**What do you think about our proposals for routes 100 and 388?**

<table>
<thead>
<tr>
<th>Strongly support</th>
<th>Support</th>
<th>Neither support or oppose</th>
<th>Oppose</th>
<th>Strongly oppose</th>
<th>Not sure</th>
<th>Don't know</th>
<th>Not Answered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of responses</td>
<td>84</td>
<td>101</td>
<td>43</td>
<td>105</td>
<td>129</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>%</td>
<td>16%</td>
<td>20%</td>
<td>8%</td>
<td>20%</td>
<td>25%</td>
<td>1%</td>
<td>0%</td>
</tr>
</tbody>
</table>
4.2.1 Map of support

365 respondents supplied a postcode. The map below shows the distribution of respondents in the local area and their level of support for the proposed changes.

The map below shows the level of support for the proposals from respondents in the St Katherine’s Dock and Wapping area.
4.2.2 Issues commonly raised

Question 3 asked respondents if they had any further comments or suggestions about our proposals for routes 100 and 388. There were 81 additional issues (positive and negative) and suggestions in response to this question. The table below lists the top 10 issues commonly raised. A summary of the main issues raised comments can be found in Appendix B and a separate document will respond to the main points raised by respondents.

<table>
<thead>
<tr>
<th>Top ten themes</th>
<th>Number of comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 100: Museum of London/London Wall is a poor terminus/remote with poor transport connections</td>
<td>114</td>
</tr>
<tr>
<td>100: Inconvenient for wheelchair users/people with reduced mobility &amp; the elderly</td>
<td>96</td>
</tr>
<tr>
<td>100: Wapping is already poorly connected &amp; this will lead to isolation</td>
<td>93</td>
</tr>
<tr>
<td>100: Maintain existing route/not in favour of shortening route</td>
<td>91</td>
</tr>
<tr>
<td>Route 100: Increased demand from new development/growing population in Wapping</td>
<td>85</td>
</tr>
<tr>
<td>Other: Platforms in Wapping Station only accessible via steep set of stairs</td>
<td>70</td>
</tr>
<tr>
<td>Route 100: Loss of direct connection to Blackfriars Station for connection to Gatwick Airport/other Thameslink routes</td>
<td>60</td>
</tr>
<tr>
<td>Changes to route 100 will mean longer wait at bus stops/longer walk to other bus stops</td>
<td>60</td>
</tr>
<tr>
<td>Route 100: Changing buses will make the journey longer</td>
<td>58</td>
</tr>
<tr>
<td>Terminate 100 at St. Paul’s Station</td>
<td>56</td>
</tr>
</tbody>
</table>

4.3 Summary of stakeholder responses

This section provides summaries of the feedback we received from stakeholders. The full stakeholder responses are always used for analysis purposes.

Local authorities & statutory bodies

London Borough of Tower Hamlets

Objected to the proposal to shorten route 100.

Suggested that the 100 is the most important transport route in Wapping, particularly for those with mobility issues who cannot use the Overground due to the steep stairs. Commented that the only other route in the area, route D3, has also been modified recently and no longer serves the south of the Isle of Dogs and retail facilities at Crossharbour.
Felt that the loss of direct interchange with other routes and modes at St Paul’s would discourage use, make journeys to and from Wapping longer, more difficult and impact on service resilience when DLR/Overground services are unavailable.

Also noted that the 100 serves Blackfriars station which links people to Gatwick Airport and up to other Thameslink routes. The 100 runs earlier than the Tube so is useful for early flights to Gatwick.

Suggested that access to health facilities, such as St Bartholemew’s Hospital, will be reduced and nighttime personal security would be potentially worsened as London Wall/Museum of London is an isolated part of the City.

Concerned that TfL is looking to cut route 100 at a time when Wapping’s population is set to expand rapidly, and the working population is also about to grow. Felt this could lead to increased car use for commuting.

**London Borough of Hackney**

Welcomed the proposed extension to route 388, as it would provide new links from Hackney to south of the river.

Suggested that operational hours of the 388 be extended, since the proposed extension would be of particular benefit to those working in the service sector. Also noted the change would benefit the night time economy in Shoreditch, the growing fashion hub in Hackney and visitors to Broadway Market.

Raised concerns about the reliability of the route. Noted that the buses on Blackfriars Road experience delay following the introduction of the North-South Cycle Superhighway, and suggested that reliability measures would need to be introduced along that section of route 388. Also raised concerned about the growing number of driver changes in Hackney, particularly outside Ash Grove garage (routes 26, 388, 106, 254), and suggested measures be introduced to reduce these and the consequent delays to bus services.

Welcomed the introduction of new Euro VI buses on route 388.

**The City of London was also consulted but did not provide a formal response.**

**Political stakeholders**

*Cllr Julia Dockerill, St Katharine’s & Wapping Ward, Tower Hamlets*

Objected to the proposal to shorten route 100.

Has collected residents concerns about the proposals. Felt that route 100 is an important bus link in the ward due to Wapping’ relative geographical isolation, the problems accessing the Overground for those with mobility issues, and the changes to route D3 which mean it no longer serves the Isle of Dogs. Believed that journey times and costs will increase if customers have to change buses to complete their journey.
Also commented that Wapping’s population is about to expand with the addition of new homes at the London Dock, and the working population is set to increase with new businesses at Royal Mint Court, London Dock and Thomas More Square.

Suggested that having to change at London Wall will make it more difficult for those travelling to St Bartholemew’s Hospital. Felt that London Wall is an isolated area, where it is unpleasant to wait at night. Commented that it would no longer be possible for customers to travel from other parts of Central London and transfer to route 100 at St Pauls, which tends to be a safe, busy area.

Noted that route 100 serves Blackfriars station which links people to Gatwick Airport and up to other Thameslink routes.

**St Katharine’s and Wapping Labour Party**

Made the following comments:

- Route 100 provides a lifeline for those with mobility issues or with a buggy as Wapping station has no disabled access
- Easy access to Liverpool Street Station is important to older people and those with mobility difficulties
- Requiring people to break their journey puts additional pressure on an already disadvantaged section of the population
- Breaking at London Wall is a poor option as it’s badly lit, isolated and unsafe at night. Blackfriars or St Pauls would be better
- It is difficult to access route 100 from Tower Hill and it would be impossible to do in a wheelchair
- Traffic volume is a problem across the city, but disruption is often caused by badly coordinated TfL works
- Recently, the intervals between route 100 buses has increased to 20 minutes with frequent early terminations

**Transport and road user groups**

**London TravelWatch**

Understood the logic behind the changes and are generally content with them. Felt that more emphasis should be placed on the Hopper fare and noted that it was unfortunate that the consultation coincided with major road works and disruptions that have affected these routes.

**Save Our Buses**

Route 100: suggested extending route 153 from Liverpool Street to Shadwell via Wapping and withdrawing route 100.
Route 388: supported the proposal to extend the route via the current route 100 routing to Elephant & Castle via London Wall and St Pauls station.

Other stakeholders

Archdeacon Emeritus of London

Strongly objected to the proposal to cut back route 100 to the Museum of London.

Noted that there are limited bus services from Wapping and the 100 is the only route to provide a direct link into the City of London and south of the river. Also commented that route 100 enables those with mobility problems to comfortably access Central London, while mobility is limited by the Overground station access.

Felt that the Museum of London does not provide a hub for connections, and suggested that proposal for the new LSO concert hall in the area would need transport links all the more.

Felt that the proposals for route 100 should be prevented from progressing further,

Loughborough University, London

Suggested that the frequency of route 388 should increase, as this would benefit the new University site at Here East in Stratford with a total population of nearly 700.

Commented that the Here East bus stop does not appear on bus apps.

4.4 Petitions and campaigns

4.4.1 Campaign organised by Wapping Conservatives

Wapping Conservatives ran an online campaign opposing the proposed changes to route 100 at http://wappingconservatives.com/uncategorized/keep-our-100-bus-route/. Fifty four respondents replied to the consultation using the template response from the Wapping Conservatives website. A copy of this response can be found in Appendix D.

4.5 Comments on the consultation

374 respondents provided a comment on the quality of the consultation and associated materials. 282 respondents (55 per cent) felt the consultation was good or very good, 73 (14 per cent) thought it was acceptable, and 19 (4 per cent) felt it was poor or very poor. Of the further comments, the main topics were:

- Would have liked more details regarding the frequency of the routes
- Appreciate being consulted
- Felt the consultation was poorly publicised
- Printed leaflets/notices should be placed along the route
- Don’t believe that TfL uses feedback provided in decision making process
5. Next steps

After considering all responses, we have concluded that there have not been any issues raised that were not considered in the planning of the proposal.

We appreciate that some customers do not support these changes, in particular the withdrawal of route 100 between the Museum of London and Elephant & Castle. However we need to ensure we balance minimising disruption to customers with the need to operate the bus service in a cost effective way. By making these changes we will better align capacity with demand, and reduce resources that can be used elsewhere on the network.

We therefore plan to proceed with our proposals. The service changes will be implemented in April 2017.
Appendix A: Consultation materials

Stakeholder email

Dear Stakeholder,

We are proposing to make some changes to bus routes 100 and 388 which would create new links and ensure a better use of bus capacity in the Elephant & Castle area.

Route 388 would be extended to Elephant & Castle using the current route 100 routeing from Wormwood Street (via London Wall, St Paul’s, and Blackfriars Bridge). At the same time, route 100 would no longer run beyond the Museum of London to and from Elephant & Castle.

Details of the proposal can be found online at [www.tfl.gov.uk/routes-100-and-388](http://www.tfl.gov.uk/routes-100-and-388).

We would like to know what you think about our plans. Please let us know your views by 13 November 2016.

Yours faithfully,

Gavin Clark
Consultation Team
Transport for London
Dear Internal TfL recipient,

We would like your views on proposed changes to bus route 100, which runs between Wapping and Elephant and Castle, and bus route 388, which runs between Stratford and Blackfriars.

The changes include extending route 388 and withdrawing part of route 100.

For full details and to share your views, please click here

This consultation will run until 13 November.

Yours sincerely

Sam Monck
Head of Borough Projects and Programmes

These are our consultation customer service updates. To unsubscribe, please click here
Press release

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Have your say on changes proposed for bus routes 388 and 100

Proposed changes will create new links and match capacity with demand in Elephant and Castle area.

Transport for London (TfL) has launched a consultation on proposals to make some changes to bus routes 100 and 388 which would create new links and ensure a better use of bus capacity in the Elephant & Castle area.

It is proposed to reroute and extend the 388 (which runs between Stratford City Bus Station and Blackfriars Station) at Liverpool Street, via route 100 along London Wall, then via St Paul's, Queen Victoria Street, Blackfriars Station and Southwark Station to Elephant & Castle. As a result route 100 which operates between Wapping and Elephant and Castle would no longer run beyond the Museum of London to and from Elephant & Castle.

As both routes are less busy west of Liverpool Street, only running one of these routes between the City and Blackfriars/Elephant & Castle would still provide enough capacity to meet demand.

Route 8 will continue to provide a link from Bethnal Green and Shoreditch to the Bank area.

The main benefits of these proposals include:

• New links created between Shoreditch/Bethnal Green and Southwark/Elephant & Castle
• A better matching of capacity with usage and predicted demand resulting from the large scale recent development in Elephant & Castle
• The City of London would like to reduce traffic levels at Bank junction as this would help improve the environment in this area

London is growing. By 2021 London’s population is predicted to be over 9 million, with forecasts that there will be around 170,000 new jobs created. TfL’s role is to keep London working and growing and help make life better, so that as it grows, everyone who lives, works and visits London has the transport they need.

At the same time, like all public authorities TfL has to make sure that money is being spent in the most efficient and effective way. It regularly reviews how bus services are used, as part of this develops proposals for changes to services.

For full details of the proposal and how to have their say, customers and residents can:

• Email us at tfl.gov.uk/routes-100-and-388
• Write to us at FREEPOST TFL CONSULTATIONS

The consultation closes on Sunday 13 November 2016.

Ends
Have your say
Proposed changes to routes 100 and 388

We are proposing to extend route 388 south of Liverpool Street to Elephant & Castle using the current route 100 routeing from Wormwood Street via London Wall, St. Paul's and Blackfriars Bridge.

Route 100 would no longer run between Museum of London and Elephant & Castle.

For further details, or to let us know your views, visit tfl.gov.uk/routes-100-and-388. Alternatively email us at consultations@tfl.gov.uk or write to us at FREEPOST TFL CONSULTATIONS.

We are also consulting separately on proposed changes to other bus routes serving the Liverpool Street area. For further information, visit tfl.gov.uk/liverpool-street-buses

To have your say, please contact us by Tuesday 25 October 2016.
Appendix B: Main issues raised

<table>
<thead>
<tr>
<th>Question 3: What do you think about our overall proposals for routes 100 and 388?</th>
<th>Number of responses</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Positive comments</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Route 100</strong></td>
<td></td>
</tr>
<tr>
<td>Current route: Great route with useful links</td>
<td>31</td>
</tr>
<tr>
<td>Shortening of route</td>
<td>10</td>
</tr>
<tr>
<td>Conditional support: As long as frequency is not affected</td>
<td>8</td>
</tr>
<tr>
<td><strong>Route 388</strong></td>
<td></td>
</tr>
<tr>
<td>Extension of route/extra capacity</td>
<td>24</td>
</tr>
<tr>
<td>Conditional support: As long as extension doesn't affect reliability, frequency or lead to overcrowding</td>
<td>14</td>
</tr>
<tr>
<td>Great direct link between south and east London</td>
<td>5</td>
</tr>
<tr>
<td>Conditional support: As long as the same route between Elephant &amp; Castle and St. Paul's Station</td>
<td>3</td>
</tr>
<tr>
<td>Better links from Bow, Bethnal Green and Shoreditch to Moorgate &amp; Barbican</td>
<td>3</td>
</tr>
<tr>
<td><strong>General or both routes</strong></td>
<td></td>
</tr>
<tr>
<td>Generally supportive</td>
<td>18</td>
</tr>
<tr>
<td>Support rationalising services within London</td>
<td>10</td>
</tr>
<tr>
<td>Support reducing the bus gridlock around Bank</td>
<td>8</td>
</tr>
<tr>
<td>Support having two buses running from Museum of London to Moorgate</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Concerns/Negative comments</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Route 100</strong></td>
<td></td>
</tr>
<tr>
<td>Museum of London/London Wall: poor terminus /remote with poor transport connections</td>
<td>114</td>
</tr>
<tr>
<td>Inconvenient for wheelchair users/people with reduced mobility &amp; the elderly</td>
<td>96</td>
</tr>
<tr>
<td>Maintain existing route/not in favour of shortening route</td>
<td>91</td>
</tr>
<tr>
<td>Increased demand from new development/growing population in Wapping</td>
<td>85</td>
</tr>
<tr>
<td>Longer wait at bus stops/longer walk to other bus stops</td>
<td>60</td>
</tr>
<tr>
<td>Loss of direct connection to Blackfriars Station for connection to Gatwick Airport/other Thameslink routes</td>
<td>60</td>
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<tr>
<td>Changing buses will make the journey longer</td>
<td>58</td>
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<tr>
<td>Changing buses is inconvenient</td>
<td>49</td>
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<tr>
<td>Difficulty getting to St Bart’s Hospital</td>
<td>47</td>
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<tr>
<td>Difficulty getting to St Katherine's Dock Waitrose and other supermarkets</td>
<td>46</td>
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<tr>
<td>Major disruption/no benefit to Wapping area residents</td>
<td>31</td>
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<tr>
<td>Loss of direct to direct access to shopping facilities of No1 New Change &amp; other amenities in Cheapside</td>
<td>22</td>
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<tr>
<td>Broken journey from Wapping to Elephant &amp; Castle</td>
<td>5</td>
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<tr>
<td>Journey to local Schools will be more difficult</td>
<td>3</td>
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<tr>
<td>No benefit to bus route 100 passengers</td>
<td>3</td>
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</tbody>
</table>

**Route 388**

| The proposed route is too long | 12 |
| Bus will get held up in traffic/congestion/overcrowding | 9 |
| Loss of direct link to Bank Station | 7 |
| Current route - underused/Infrequent, with longer delays | 7 |
| Service will be more unreliable | 5 |
| Maintain current route | 4 |
| Loss of direct service between Liverpool St and Mansion House Station | 4 |
| Extra pressure on route 8 due to loss of 388 service at Banks station | 3 |

**General/both routes**

| Wapping is already a poorly connected & this will lead to isolation | 93 |
| Safety concern: Lone women waiting/walking longer | 59 |
| Multiple bus changes will be costly | 21 |
| Generally opposed | 4 |

**Other comments/suggestions**

**Route 100**

| Terminate at St Paul's | 56 |
| Terminate 100 at Blackfriars | 33 |
| Divert 100 back into Liverpool Street bus station | 12 |
| Terminate at St Bartholomew’s Hospital | 5 |
| Use double deck buses | 3 |
| Terminate at Moorgate station | 3 |

**Route 388**

| Increase frequency especially in rush hour | 16 |
| Ensure there is a stop on St Martin's Le Grand | 8 |
| Reroute via London Wall without disrupting route 100 | 4 |

**General suggestions**

| Platforms in Wapping Station only accessible via steep set of stairs | 70 |
| More bus services needed in Wapping, not less | 7 |
| Reroute to destination not on proposal | 7 |
| Do not reduce the frequency of both routes | 4 |
## List of stakeholders consulted

### London TravelWatch

### Local Authorities
- City of London
- London Borough of Hackney
- London Borough of Southwark
- London Borough of Tower Hamlets

### Elected Members

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Caroline Pidgeon</td>
<td>Assembly Member</td>
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<tr>
<td>Nicky Gavron</td>
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<td>Shaun Bailey</td>
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<td>Kemi Badenoch</td>
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<td>Sian Berry</td>
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<td>David Kurten</td>
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<td>Caroline Russell</td>
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<td>Unmesh Desai</td>
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<td>Florence Eshalomi</td>
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<tr>
<td>Mark Field MP</td>
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<td>Neil Coyle MP</td>
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<td>Jim Fitzpatrick MP</td>
<td>Poplar and Limehouse</td>
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<td>Randall Anderson</td>
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<td>Mr Nick Anstee, Alderman</td>
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<td>The Revd Dr Martin Dudley</td>
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<td>Mr Jeremy Mayhew</td>
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<td>Ms Joyce Nash, OBE, Deputy</td>
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<td>Ms Barbara Newman, CBE</td>
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<td>Mr Billy Dove, OBE Deputy</td>
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<td>Mr Simon Duckworth, OBE</td>
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<td>Cllr Maria Linforth-Hall</td>
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<td>Cllr Denise Jones</td>
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<td>Cllr Feryal Demirci</td>
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<td>Cllr Tom Ebbutt</td>
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**Police and Health Authorities**

- NHS Care Commissioning Group City and Hackney
- NHS Care Commissioning Group Central London
- Southwark Safer Transport Team
- London Ambulance Service
- City of London Police
- Metropolitan Police service

**Transport Groups**

- Licenced Taxi Drivers Association
- London Cycling Campaign
- Cycling UK
- ICE -London
- ICE -London
- London Cab Drivers Club
- Campaign for Better Transport
### Accessibility Groups

- RNIB
- Disability Rights UK
- Greater London Forum for the Elderly
- Age Concern
- Age UK

### Local Interest Groups

- Bankside Residents' Forum
- South Bermondsey Partnership
Dear Mr Clark,

I am writing to object to your proposal to terminate the 100 bus route at the Museum of London instead of its current destination of Elephant & Castle.

I live in Wapping, a ward that is currently served by a London Overground station and two single decker buses, the D3 and 100. I urge you to drop plans to shorten the 100's route for the following reasons:

- The Overground station is impossible to use for those with mobility difficulties since the platform is accessible only via two very steep sets of stairs. Furthermore, at weekends the Overground is frequently closed for engineering works. The D3 route has also recently been curtailed such that it no longer serves the Isle of Dogs. Arguably, therefore, the 100 is the most important public transport route to people in Wapping since it serves two thirds of the ward, is accessible to people in wheelchairs and with prams, and takes residents to key work, shopping and leisure destinations on both sides of the river.

- TfL is proposing to cut the 100’s route at a time when Wapping’s population is about to expand rapidly with the addition of new homes at the London Dock, and the working population is set to explode with new businesses at Royal Mint Court, London Dock and Thomas More Square. It makes absolutely no sense to cut this crucial bus route down and reduce the opportunities for these new people to access their Wapping workplace and for new London Dock residents to go to St Paul’s, Blackfriars, Southbank and Elephant & Castle, an area that is growing rapidly too.

- Some Wapping residents have described how they use the 100 to get to outpatient appointments at Barts, and believe changing at London Wall in winter will prove particularly difficult.

- It is proposed that passengers continue journeys to Elephant & Castle by changing to the 388 at London Wall. This is an isolated part of the City, particularly unpleasant to wait in late at night.

- The current set-up allows passengers to take bus routes like the 15 and 11 from popular night time areas such as the Strand, Covent Garden, Aldwych and Trafalgar Square, or the 8 and 25 Tottenham Court Road and Holborn, and change onto the 100 route at St Paul’s which tends to be a safe and busy area late at night. This option will effectively be removed. This would be a shame as women
and older people often choose to take the bus at night times rather than the tube because it drops people closer to their Wapping homes, removing the need to walk too far alone after dark.

- The route serves Blackfriars station which links people to Gatwick Airport and up to other Thameslink routes. The 100 runs earlier than the tube so is useful for early flights to Gatwick.

- Journey times for Wapping residents will be lengthened if they have to change and wait for a different bus at the Museum of London. This is a particular inconvenience for those with impaired mobility or with buggies. It also potentially increases the cost of a journey.

- Wapping residents have already had services diminished this year after the D3 route was cut, making it extremely difficult to get to Asda, one of our major local low-cost supermarkets. Now TfL is threatening to curtail the most crucial bus link we have.

If Wapping had many west and southbound bus options, then we could better understand this proposed change. However our community relies on one bus route disproportionately. It is shortsighted to take it away from us at a time when our population, both residential and working, is about to expand drastically. I ask that you please think again and drop this misguided plan.

With kind regards,

NAME

ADDRESS