

# Consultation on proposed changes to bus routes 100 and 388

Response to issues raised  
February 2017

# Consultation Summary

## Background

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.

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). Under this proposal, the route would no longer serve 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.

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.

## Conclusion and next steps

We received 521 responses to the consultation, 513 from members of the public and eight 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.

After considering all of the responses, we have concluded that there have not been any issues raised that were not considered in the planning of the proposal and we therefore plan to go ahead with the changes to routes 100 and 388 as proposed, with a new bus stand for route 100 located at the Museum of London on the Rotunda.

## Response to issues commonly raised

Below are our responses to the key issues raised:

**Wapping is an expanding area which is already poorly connected by public transport. The proposal to shorten route 100 will make things more difficult for customers, particularly older people and those with mobility problems.**

We keep the bus network under constant review and liaise with local authorities on growth areas in London in our aim to match demand with supply. Journey times have risen for customers using route 100 over the past few years due to the impact on bus speeds of certain highway schemes like the Aldgate Gyratory scheme and Cycle Superhighways. This has resulted in route 100 being less attractive to customers and usage of the route has declined by over 40 per cent since the beginning of 2010.

Bus speeds are unlikely to change significantly and other factors such as improvements to London Overground and Jubilee line services have also impacted on usage of route 100. Consequently we do not expect the customer numbers to recover, and it is therefore less cost-effective than it used to be to retain route 100 in its current form.

The proposal still leaves the residents of Wapping a direct service to key locations in the City like Liverpool Street and Moorgate. Although journey times may increase as a result of having to change bus the service provided by a shorter route 100 is likely to perform better, which will provide a more reliable service between Museum of London and Wapping. Customers that currently use route 100 who wish to travel beyond Museum of London will now have to interchange onto the 388. This inconvenience is mitigated by the quality of the interchange (i.e. there are several stops where route 388 would pick customers up from the same stop they alighted at) and the introduction of the hopper fare.

**The Museum of London is a remote location with poor transport connections and where it would be unpleasant to wait for a bus late at night. Can route 100 terminate at St Paul's instead to keep a direct link to the shopping facilities at No.1 New Change, as well as better access to onward travel connections?**

Consideration has been given to terminating route 100 at St. Paul's in discussion with the City of London. A possible bus stand location had been identified close to the station but this was not acceptable to the City of London due to the impact on coach movements as it would require relocation of a coach bay. No other suitable stand location could be found.

The Museum of London terminus retains significant links to St. Bartholomew's Hospital and Moorgate while offering good interchange options with the extended route 388. A number of bus stops on Wormwood Street and London Wall can be used for same-stop interchange between the two routes.

**Can route 100 terminate at Blackfriars instead of the Museum of London to retain a direct connection to Thameslink and rail services to Gatwick airport?**

Terminating route 100 at Blackfriars would be more expensive and cannot be justified given the number of customers expected to use this section once route 388 is extended. For customers wishing to use Thameslink services, there are a number of bus or London Underground interchange options to access Thameslink at Farringdon, City Thameslink or Blackfriars, including buses from Aldgate and route 388 from London Wall.