



Bus service proposals: Routes 13, 82, 113, 139 and 189

Consultation Report
January 2017

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Executive summary

This document explains the processes, responses and outcomes of the consultation on the following scheme: Bus service proposals: Routes 13, 82, 113, 139 and 189.

Between 29 July and 30 September 2016, we consulted on proposals for possible changes to bus routes 13, 82, 113, 139 and 189, serving the 'Baker Street corridor' in central London. We received 1,754 responses to the consultation. The level of support or partial support for each section of our proposal was as follows:

- Changes to bus route 13: 32 per cent support or partial support
- Changes to bus route 82: 26 per cent support or partial support
- Changes to bus route 113: 48 per cent support or partial support
- Changes to bus route 139: 52 per cent support or partial support
- Changes to bus route 189: 25 per cent support or partial support

We also received a petition with 1,870 signatures, calling on us "to reconsider our plans to rename the 82 bus the '13' and remove the 13 bus route, thereby reducing the frequency of buses along the Finchley Road".

The main themes raised during consultation are highlighted below, with detailed analysis from page 15.

Summary of issues raised during consultation

Positive comments, supporting the principle include

- The extension of route 139 to Golders Green and the return of route 113 to Oxford Circus were welcomed
- A 24-hour service welcomed on routes 13, 139 and 189.
- Re-routing the 189 to start and finish at Marble Arch would lead to quicker journey times on route 189
- Withdrawing route 82 would contribute to a less congested Oxford Street

Comments made that were not in support of the proposals include:

- Opposition to the loss of route 82, both routes should be retained
- Concern that the number of buses on Finchley Road would be reduced, leading to increased overcrowding on remaining services at a time when demand for bus services is set to increase
- The loss of a popular and direct bus route from Finchley Road to Aldwych and the theatre district

- A proposal to remove route 13 was rejected during a previous consultation held in 2015 and the loss of a bus service in the area remains unpopular

Next steps

We have reviewed comments made during the consultation and have set out our response to the main issues raised.

After considering all responses, we plan to proceed with bus service changes to routes 13, 82, 113, 139 and 189 as originally proposed.

1. About the proposals

1.1 Introduction

We have carried out a review of bus routes 13, 82 and 113 that link Finchley Road, and routes 139 and 189 that link Abbey Road to Baker Street, Oxford Street and the wider West End area.

There has been a measurable reduction in peak usage on the Abbey Road and Finchley Road corridors, largely due to the improved service being offered on the Jubilee line.

To reflect this, as part of our ongoing review of the bus network, we identified a proposal that rearranged bus services in the area and better matched customer demand with services. This proposal involved replacing four existing bus routes with three high-frequency routes.

During 2015 we consulted on plans to withdraw route 13 from the Baker Street corridor. Whilst our consultation showed some support for the scheme, there was significant opposition, primarily due to the loss of the 13 route number as well as the reduction in bus frequency on Finchley Road.

We decided not to proceed with the scheme at that time, with the intention of returning with a revised proposal during 2016. After taking into consideration the comments received during the 2015 consultation, we adjusted our proposals. We then held a further consultation on proposed changes to bus routes 13, 82, 113, 139 and 189; that included the suggested withdrawal of bus route 82, and the re-routing of bus routes 13, 113, 139 and 189.

1.2 Purpose

Our proposals are designed to streamline passenger services in reflection of changing needs. The proposals help us ensure our financial resources are being used in the best way possible.

We have taken account of the number of passengers using each bus route, journey times, and where people are traveling to and from.

Looking forward we have also considered how improved services on the Tube and Overground, including the introduction of the Elizabeth line (Crossrail), and the new one-hour 'Hopper' bus fares, will change the way our customers travel.

We have also considered the potential impact of new developments in the area and the aspirations of our stakeholders, for example the impact of bus traffic in the West End and the Mayor of London's pledge to transform Oxford Street.

These proposals enable our organisation to reallocate funding for re-investment elsewhere in the bus network where demand is growing.

1.3 Detailed description

Our proposals for bus routes 13, 83, 113, 139 and 189 included changes to both day and night bus services.

1.3.1 Changes to bus routes

Route by route, the changes we proposed were as follows:

Route 13 - would continue to run between Golders Green and Oxford Street serving Finchley Road. It would be extended to North Finchley and re-routed to Victoria, and would no longer run to Aldwych via Trafalgar Square. We proposed a more frequent service with buses running, every six minutes during the day Monday to Saturdays, with additional journeys at peak times, and every 10 minutes Sundays and each evening.

There would be a 24-hour service on the route, with buses running every 30 minutes on all nights. Route N13 would no longer run.

Route 113 - would be extended to Oxford Circus and offer a more frequent service, with buses every seven to eight minutes during the day Monday to Saturdays and every 12 minutes on Sundays and each evening.

Night route N113 - would continue to run every 30 minutes every night between Edgware and Trafalgar Square

Route 139 - would be extended from West Hampstead to Golders Green and would continue to serve Abbey Road. Buses would continue to run every eight minutes during the day Monday to Saturdays, every 12 minutes on Sundays and each evening. There would be a 24-hour service on the route, with buses running every 30 minutes on all nights.

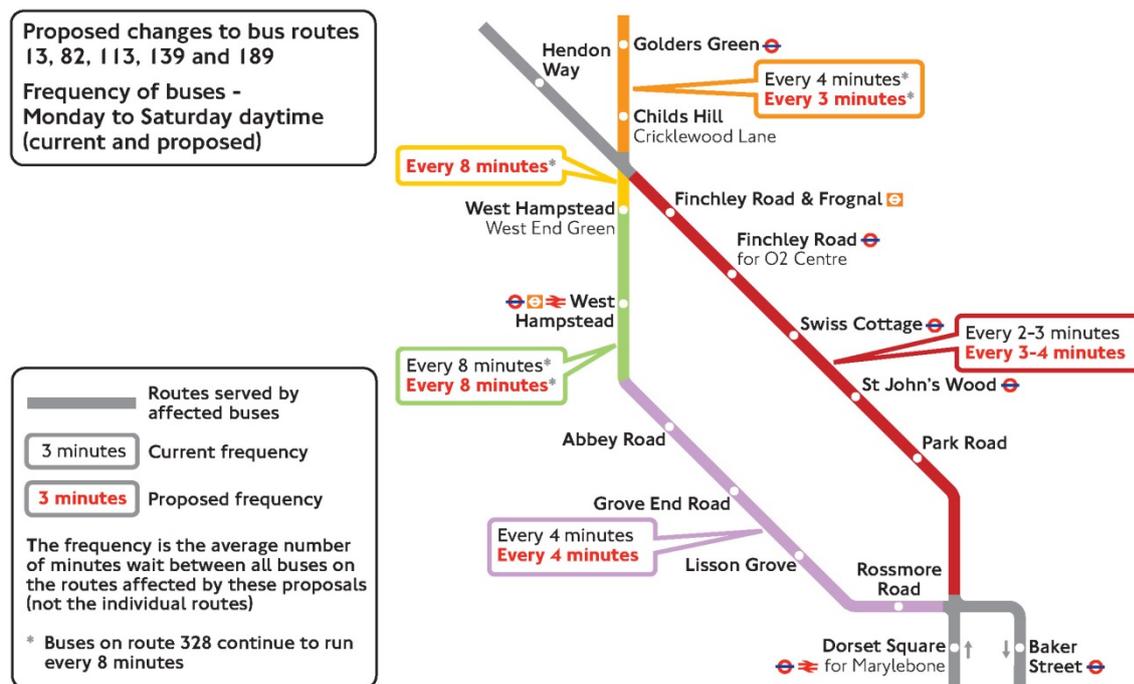
Route 189 - would be re-routed to start and finish at Marble Arch instead of Oxford Circus. Buses would continue to run every eight minutes during the day Monday to Saturdays, every 12 minutes on Sundays and each evening. There would be a 24-hour service on the route, with buses running every 30 minutes on all nights.

Route 82 - would no longer run.

1.3.2 Proposed bus frequencies

We also set out the current and proposed combined weekday daytime frequencies for particular sections of roads. These are detailed below. For completeness, our frequency map included buses on route 328 between Golders Green and West Hampstead (Quex Road). See Figure 1 below.

Figure 1



Golders Green – Childs Hill - Finchley Road (Fortune Green)

Bus frequencies during the day would increase from 23 to 25 buses per hour – a bus every 2-3 minutes.

Finchley Road (Fortune Green) – Swiss Cottage – St John’s Wood – Park Road

To match current demand, peak hour frequencies on the Finchley Road would be reduced from 27 buses per hour to 22 buses per hour, which equates to a bus every 2-3 minutes, instead of just over every two minutes. This would reduce the number of buses in the Oxford Street and Baker Street areas and would enable us to reallocate resources to enhance bus services in other areas of London. During the day Monday to Saturday buses would be reduced from every 2-3 minutes to every 3-4 minutes.

West Hampstead (West End Green) – West Hampstead, Quex Road

Bus frequencies would remain unchanged at 15 buses every hour

Abbey Road – Grove End Road – Lisson Grove – Rossmore Road

Bus frequencies would remain unchanged at 15 buses every hour.

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 proposed changes
- To understand any issues that might affect the proposals, 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 Section 5.

2.3 Consultation history

We originally consulted on changes to buses in the Finchley Road area during March and April 2015. Whilst the consultation showed some support for the scheme, there was significant opposition, primarily due to the loss of the 13 route number as well as the reduction in frequency on the Finchley Road. Concerns were also expressed that the consultation had been partially undertaken during the pre-election period that ran until 7 May 2015.

Therefore on 17 April 2015 we announced our decision not to progress the scheme at that time. We also stated that the comments received from the consultation would be used to inform future bus network planning in the area.

In May 2015 we announced our intention to launch a new public consultation during 2016 that would offer revised proposals for routes 13, 82, 113, 139 and 189.

2.4 Who we consulted

The public consultation intended to seek the views of local residents and current users of bus routes 13, 82, 113, 139 and 189. We also consulted stakeholders including the affected Councils, London TravelWatch, Members of Parliament, London Assembly members and ward councillors.

2.5 Dates and duration

The consultation took place for a period of nine weeks from Friday 29 July to Friday 30 September 2016. This represented an extension of our standard six week consultation period to allow additional time for responses during the summer holiday period.

2.6 What we asked

We asked specific questions about the proposals on a route by route basis. We also asked for comments in general and for the respondents views on the quality of our consultation.

A copy of these questions can be found in Appendix A: Consultation Questions.

2.7 Methods of responding

People were invited to respond to our consultation by completion of an online survey, by email, by telephone or in writing via the use of our Freepost address.

2.8 Consultation materials and publicity

We publicised the consultation online and at bus stops along routes 13, 82, 113, 139 and 189 where space permitted. We also emailed customers and relevant stakeholders. Copies of consultation materials can be found in Appendix B: Consultation Materials.

2.8.1 Website

We created a dedicated web page to host the consultation on our website at ['https://consultations.tfl.gov.uk/buses/routes-13-82-113-139-189'](https://consultations.tfl.gov.uk/buses/routes-13-82-113-139-189).

2.8.2 Emails to public

We sent 46,964 emails to registered Oyster card users whose travel patterns indicated they travel on bus routes 13, 82, 11, 139 and/or 189. We also emailed a further 2,474 contacts that participated in the 2015 consultation on proposed changes to bus routes on Finchley Road.

2.8.3 Emails to stakeholders

We sent 469 emails to stakeholders, including the affected Councils, London TravelWatch, Members of Parliament, London Assembly members, ward councillors and local community groups. A list of the stakeholders we consulted is shown in Appendix E: List of stakeholders consulted.

2.8.4 Press and media activity

There were no press releases or TfL Press Office Tweets during the consultation period. Similarly we were not approached by the media with any requests for information.

2.8.5 On-site advertising

We placed 269 posters at bus stops for routes 13, 82, 113, 139 and 189 where space permitted. We also produced a flyer for distribution at the information desk of Swiss Cottage central library. Copies of the bus stop poster/flyer can be seen in Appendix B: Consultation materials.

2.8.6 Digital advertising

The proposals took prime place as the 'featured consultation' on our home page for the duration of the consultation period, to enable participants easy access to our information and our survey.

2.8.7 Meetings with stakeholders

Local authorities and statutory bodies

- City of Westminster: regular liaison has taken place with regards to this consultation

Government departments, parliamentary bodies and politicians

- Mike Freer MP

Greater London Authority

- Andrew Dismore AM, London Assembly member for Camden and Barnet

2.9 Ensuring the consultation was accessible to all

When planning how to run our consultation we look at a number of different influencing factors.

The period for the consultation is determined around any public holidays or events such as Christmas, Easter or school summer holidays. The consultation was therefore open for nine weeks as set out in section 2.5.

We considered the demographics for the areas the routes serve and how best to provide information about the consultation to them. A range of methods to publicise the consultation were developed. See Appendix B: Consultation materials.

Whilst most of the consultation activity was focused on our web page, we are also able to (and did) provide printed material to those requesting it, speak to people about the proposals on the telephone or by email.

2.10 Analysis of consultation responses

The responses have been examined internally by our Consultation Analysts. Respondents could provide comments on the scheme overall. These have been reviewed and coded into themes. Unstructured responses have been reviewed and coded using the same framework as derived.

3. About the respondents

3.1 Number of respondents

In total we received 1,754 responses. Of these, 1,724 responses (98 per cent) were from members of the public and 30 (two per cent) were from Stakeholders. Table 1 below shows the breakdown with percentages of the respondents.

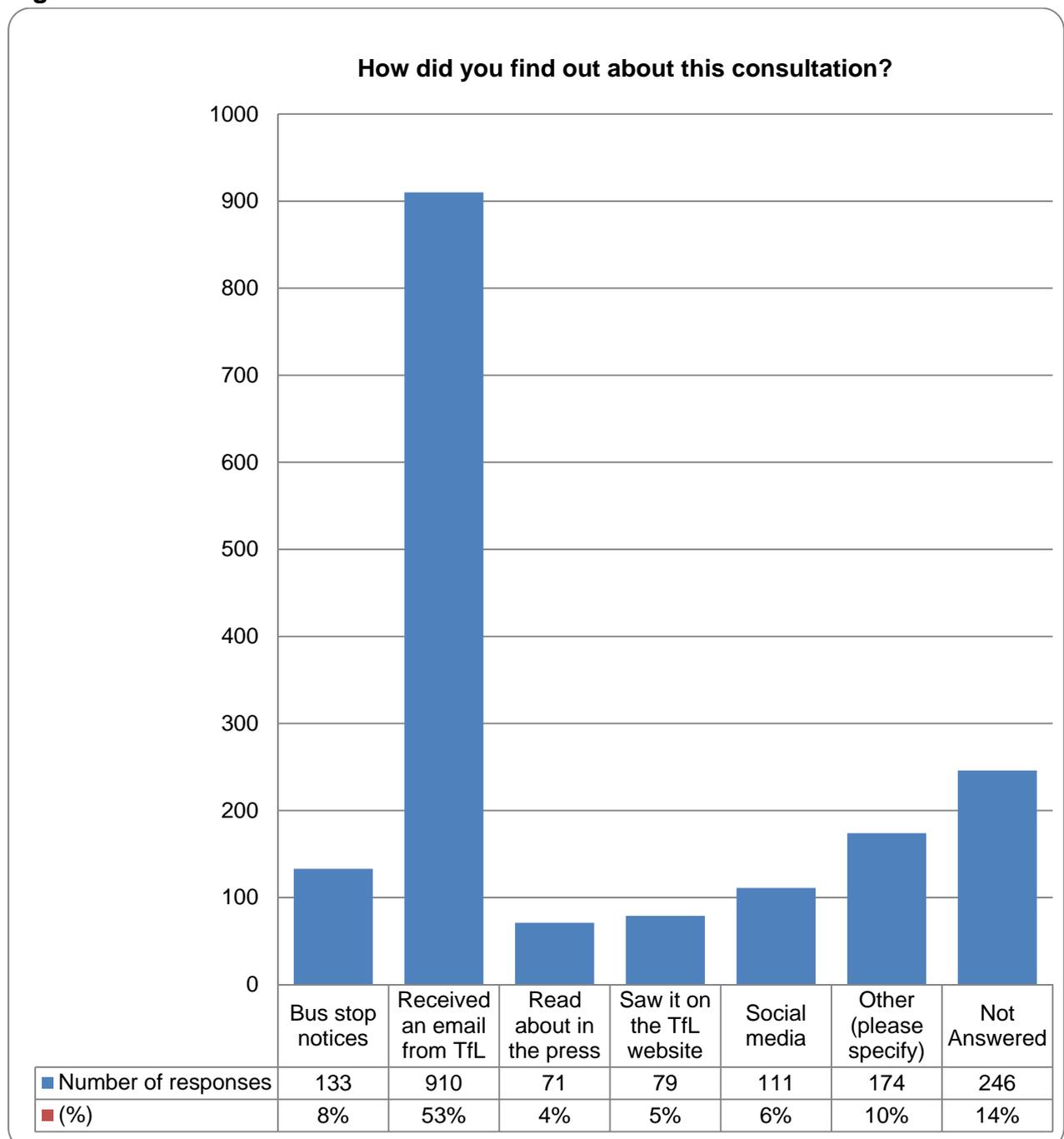
Table 1

Respondents	Total	%
Public responses	1,724	98
Stakeholder responses	30	2
Total	1,754	100

3.2 How respondents heard about the consultation

We asked members of the public how they found out about the consultation. The majority, 910 respondents (53 per cent) stated that they received an email from TfL, 133 (eight per cent) indicated that they saw bus stop notices, 111 (6 per cent) found out through social media, 79 (5 per cent) found out through the TfL website while 71 (4 per cent) found out through the press. There were 174 individuals (10 per cent) who selected “Other” as an option. The most common means specified by respondents in this category was “Word of mouth” with 54 instances, 246 (14 per cent) did not answer this question. Figure 1 below gives a breakdown of the responses.

Figure 1

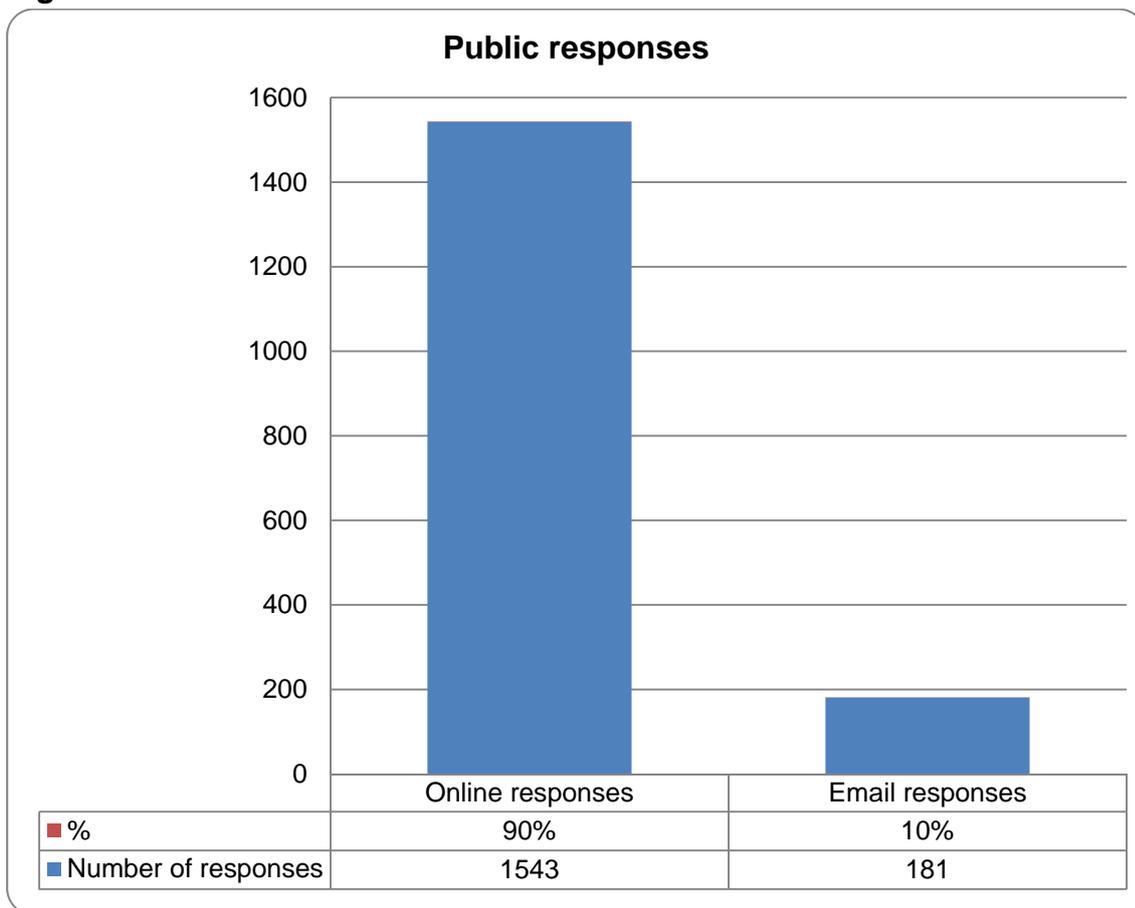


3.3 Methods of responding

In total we received 1,724 responses from members of the public, of these, 1,543 (90 per cent) were received via our online portal while 181 (10 per cent) were received via email.

Figure 2 below shows a breakdown of responses.

Figure 2



4. Summary of all consultation responses

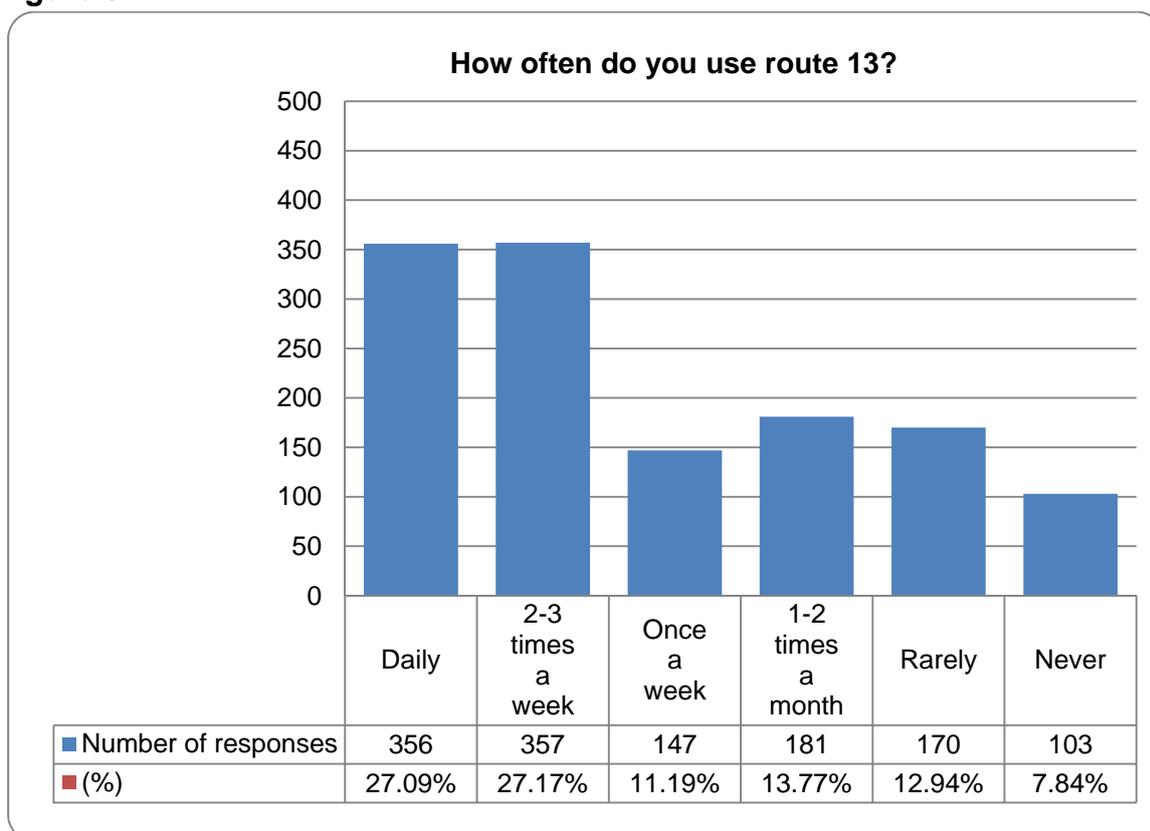
Q1. To help our understanding of those who replied and their thoughts on the routes and proposals, we asked a number of questions.

How often do you use bus route 13?

A total of 1,314 individuals responded to this question. The majority of respondents, 357 (27.17 per cent), stated that they used route 13 two to three times a week; this was followed by 356 respondents (27.09 per cent) who stated that they used it on a daily basis. There were 181 respondents (13.77 per cent) who used it one to two times a month, while 170 respondents (12.94 per cent) said that they rarely used the bus. There were 147 respondents (11.19 per cent) who indicated that they used route 13 once a week with a further 103 respondents (7.84 per cent) stating that they never use it.

Figure 3 below shows the breakdown.

Figure 3

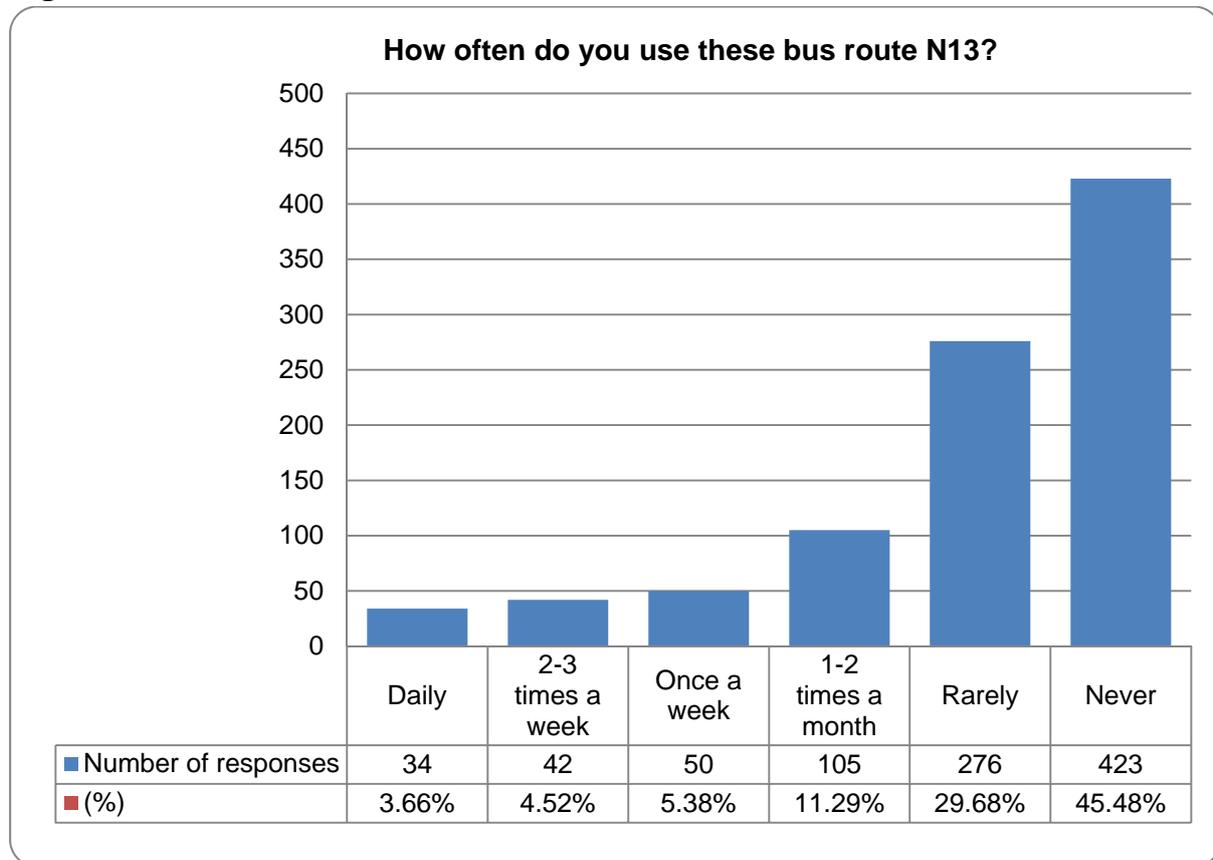


How often do you use bus route N13?

We received 930 responses to this question. There were 34 respondents (3.66 per cent) who stated that they used route N13 daily, with 42 (4.52 per cent) saying that they used it two to three times a week. A total of 50 respondents (5.3 per cent) indicated that they used the route once a week, 105 (11.29 per cent) used it one to two times a month, 276 (29.68 per cent) rarely used the route, with 423 (45.48 per cent) stating that they never use it.

Figure 4 below shows the breakdown of respondents.

Figure 4

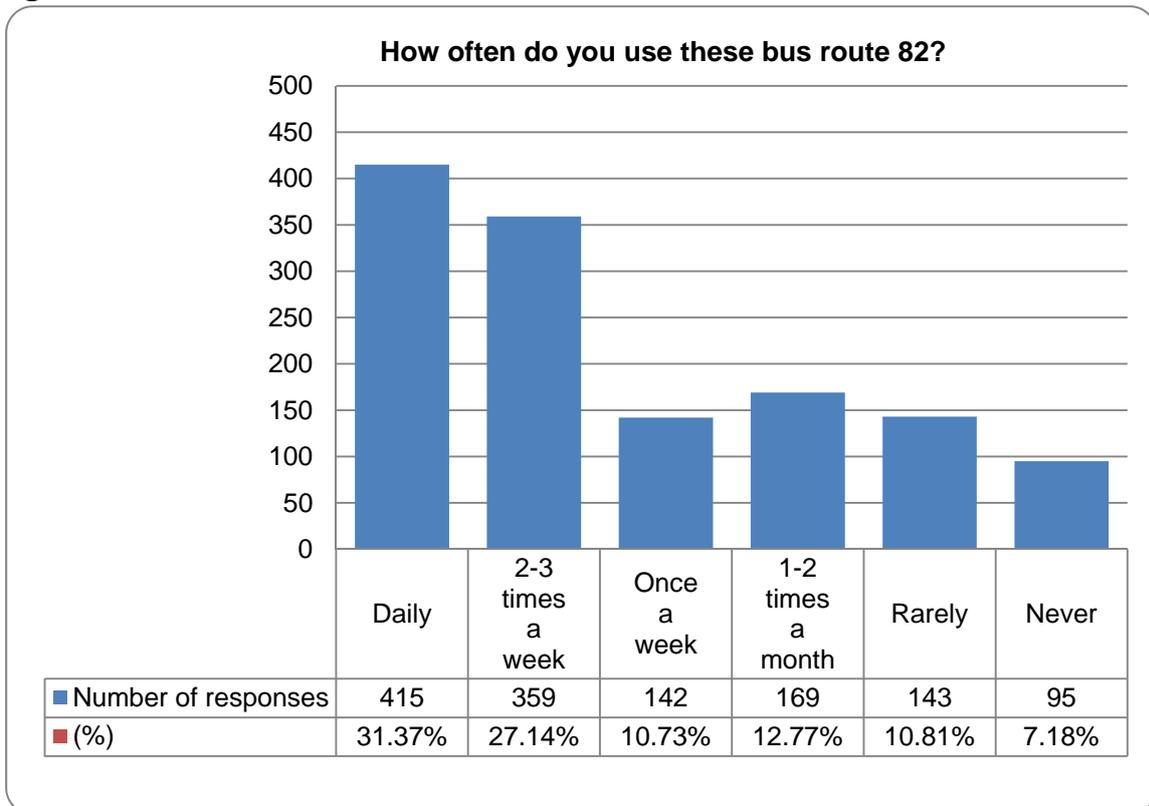


How often do you use bus route 82?

A total of 1,323 individuals responded to the question on how often they used route 82. The majority of respondents, 415 (31.37 per cent), stated that they used route 82 on a daily basis; this was followed by 359 respondents (27.14 per cent) who used the route two to three times a week. There were 169 respondents (12.77 per cent) who used it one to two times a month, 143 respondents (10.83 per cent) who used it once a week with 95 (7.81 per cent) stating that they never use it.

Figure 5 below shows the full breakdown of responses.

Figure 5

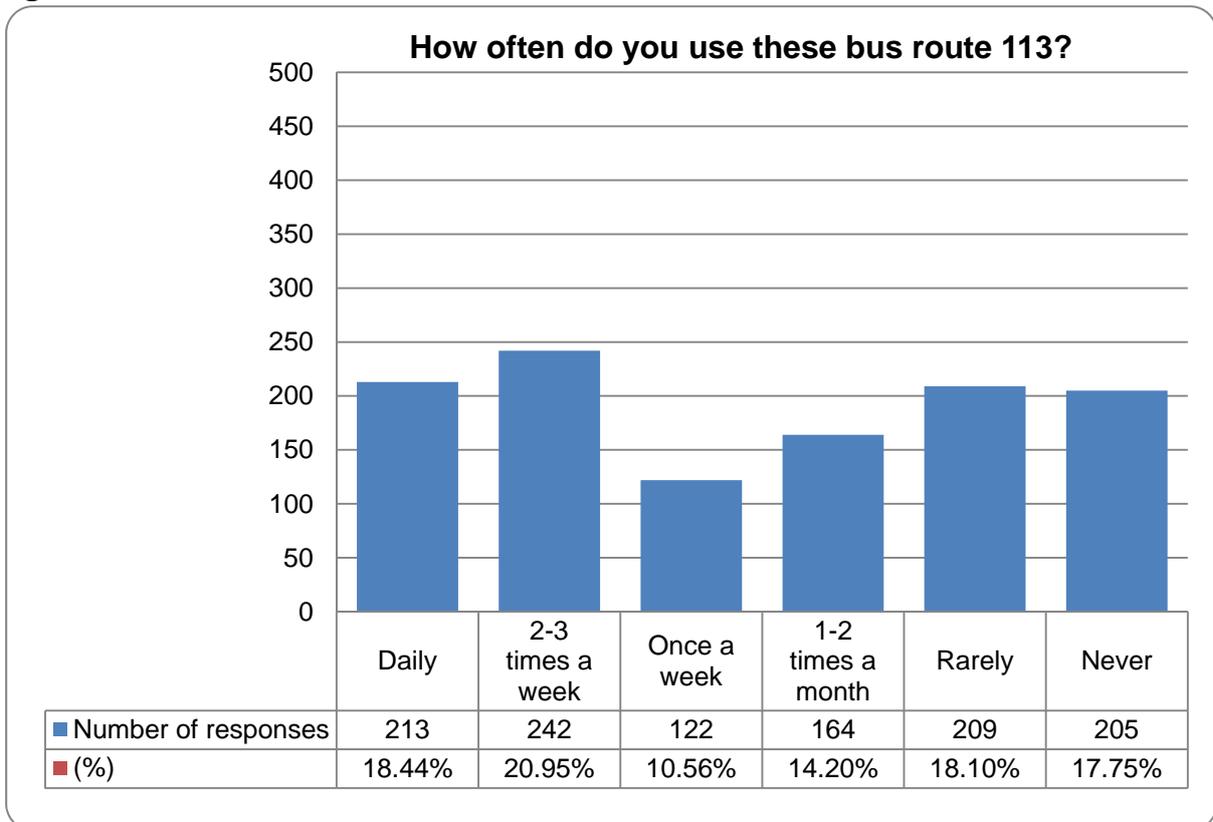


How often do you use bus route 113?

We received 1,115 responses to this question with the majority 242 (20.95 per cent) indicating that they used this route two to three times a week, while 213 (18.44 per cent) indicated that they used it daily. A total of 209 (18.10 per cent) stated that they rarely used this route, 205 (17.75 per cent) never used it, 164 (14.20 per cent) indicated that they used it one to two times a month while the minority 122 (10.56 per cent) said that they used it once a week.

Figure 6 below shows the full breakdown of responses.

Figure 6

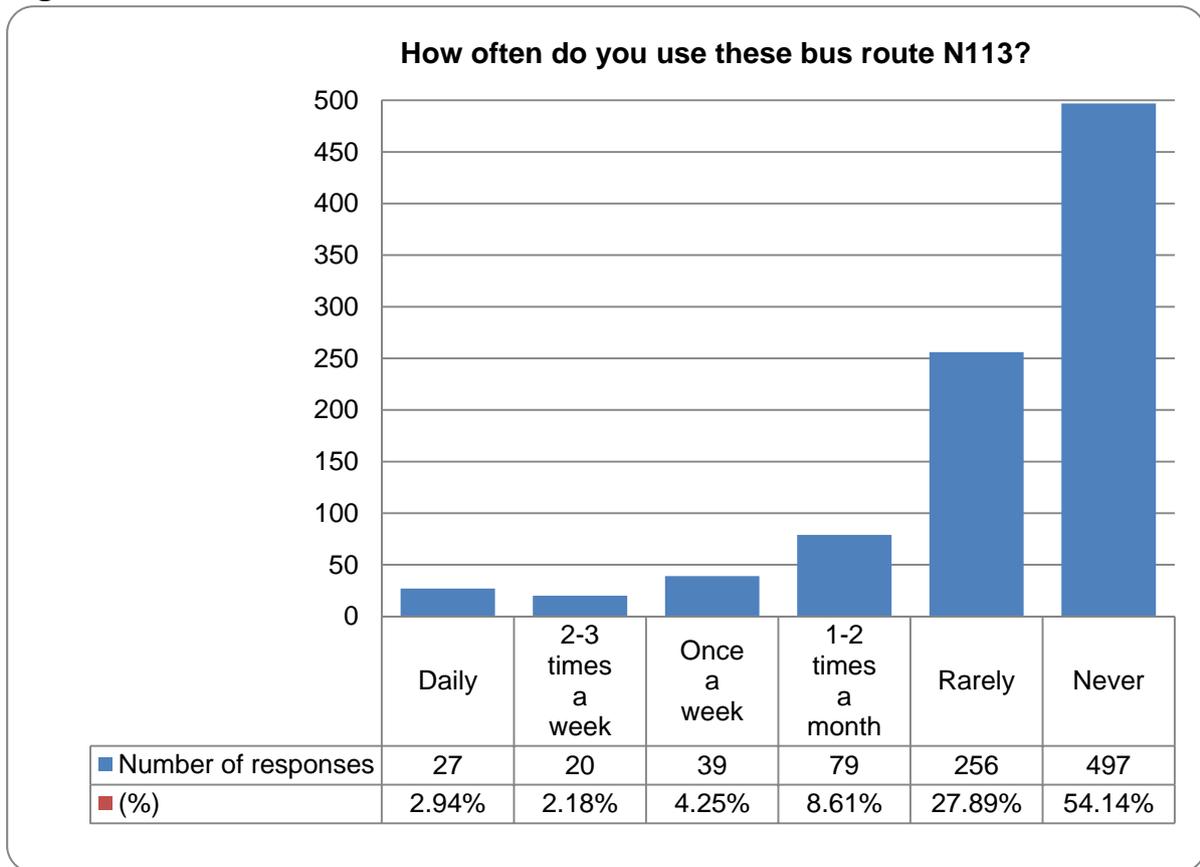


How often do you use these bus route N113?

We received a total of 918 responses to this question. Of these, 27 respondents (2.94 per cent) indicated that they used route N113 daily while 20 respondents (2.18 per cent) said that they used it two to three times a week. Thirty-nine respondents (4.25 per cent) indicated that they used it once a week, 79 (8.61 per cent) used it one to two times a month, 256 respondents (27.89 per cent) rarely used the route and 497 (54.14 per cent) stating that they never use it.

Figure 7 below shows the breakdown of responses to this question.

Figure 7

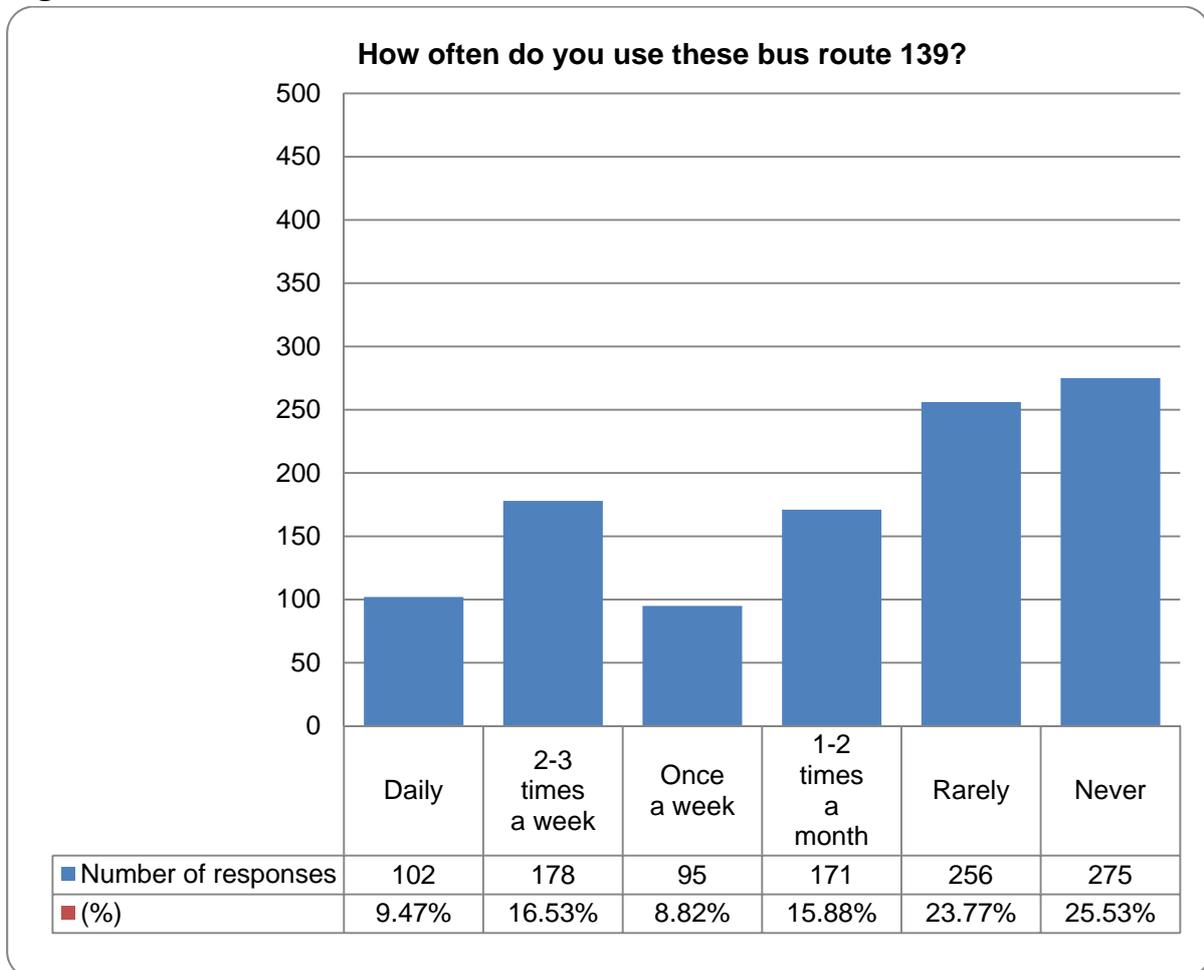


How often do you use bus route 139?

A total of 1,077 individuals responded to the question of how often they used route 139. The majority of respondents, 275 (25.53 per cent), stated that they never used the route. This was followed by 256 respondents (23.77 per cent) stating that they rarely used it. 178 respondents (16.53 per cent) said they used route 139 two to three times a week, 171 respondents (15.88 per cent) used it one to two times a month, 102 respondents (9.47 per cent) used it daily and 95 respondents (8.82 per cent) used it once a week.

Figure 8 below shows the full breakdown of respondents.

Figure 8

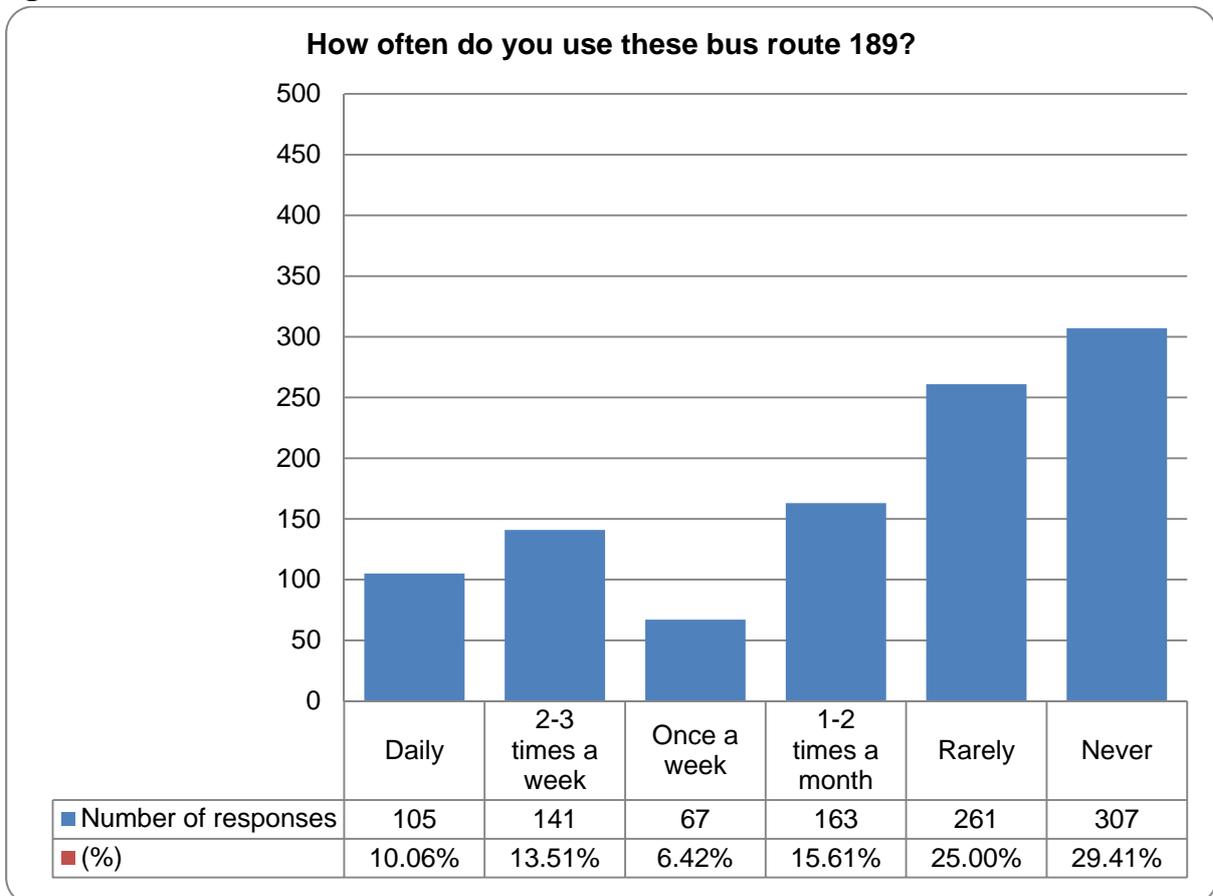


How often do you use route 189?

We received 1,044 responses to this question. The majority of respondents, 307 (29.41 per cent), stated that they never used route 189 and 261 respondents (25 per cent) stated that they rarely used it. There were 163 respondents (15.61 per cent) who used route 189 one to two times a month, and 141 (13.51 per cent) who used it two to three times a week. One-hundred and five respondents (10.06 per cent) indicated they used the route daily, while 67 (6.42 per cent) stated that they used it once a week.

Figure 9 below shows the breakdown of respondents.

Figure 9

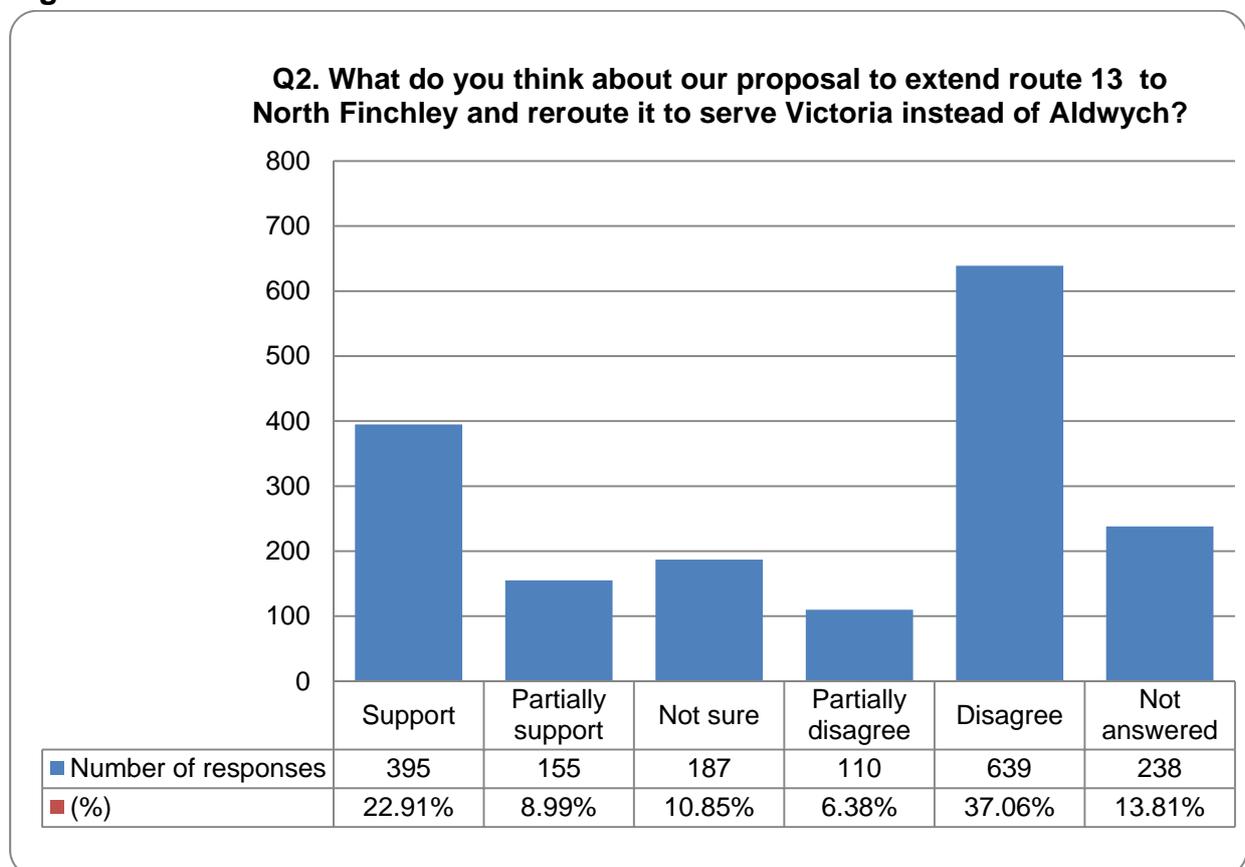


Q2. At the moment route 13 operates between Golders Green station and Aldwych. What do you think about our proposal to extend route 13 to North Finchley and re-route it to serve Victoria instead of Aldwych?

In this question, we gave respondents a list of pre-set answers to pick from. We received a total of 1,486 responses, of these, 395 (22.91 per cent) indicated that they supported the proposal while 155 (8.99 per cent) said that they partially supported it. A total of 187 respondents (10.85 per cent) were not sure, 110 (6.38 per cent) partially disagreed, 639 (37.06 per cent) disagreed while 238 (13.81 per cent) did not answer the question.

Figure 10 below shows the breakdown of responses.

Figure 10



Respondents also had the opportunity to give us comments in their own words. Table 2 below shows the top five comments made in relation to route 13. The most frequently mentioned comment (made by 146 respondents) concerned overcrowding on route 13 due to the loss of route 82.

This was followed by (103) comments made regarding the loss of direct service to Trafalgar Square, the Strand, Charing Cross, Regent Street and Aldwych areas.

Some respondents (83) also stated that they were opposed the proposal while (69) respondents wanted the route maintained as it is.

The full list of comments concerning route 13 can be found in Appendix D: All public comments received.

Table 2

Route 13: Top five comments	Number of comments
Negative: Concerned about overcrowding on route 13 due to loss of 82	146
Negative: Loss of service to Trafalgar Square/Strand/Charing Cross/Regent Street/Aldwych	103
Current concern: 13: Overcrowded	94
Negative: 13: Opposed to the changes	83
Negative: 13: Maintain existing route	69

Q3. At the moment route 82 operates between North Finchley and Victoria station. What do you think about our proposal to replace route 82 with route 13 (which would be extended to North Finchley and rerouted via Victoria, offering a more frequent service with a bus every six minutes)?

A total of 1,471 people responded to this question. The majority, 749 (43.45 per cent) indicated that they disagreed with the proposal, followed by 323 (18.74 per cent) who indicated their support. A total of 182 respondents (10.56 per cent) indicated that they were not sure, 130 (7.54 per cent) partially supported the proposal, 87 (5.05 per cent) partially disagreed, and 253 (14.63 per cent) did not answer the question. Figure 11 below shows the breakdown of answers.

Table 3 shows the top comments relating to route 82. A full list of all comments concerning route 82 can be found in Appendix D: All public comments received.

Figure 11

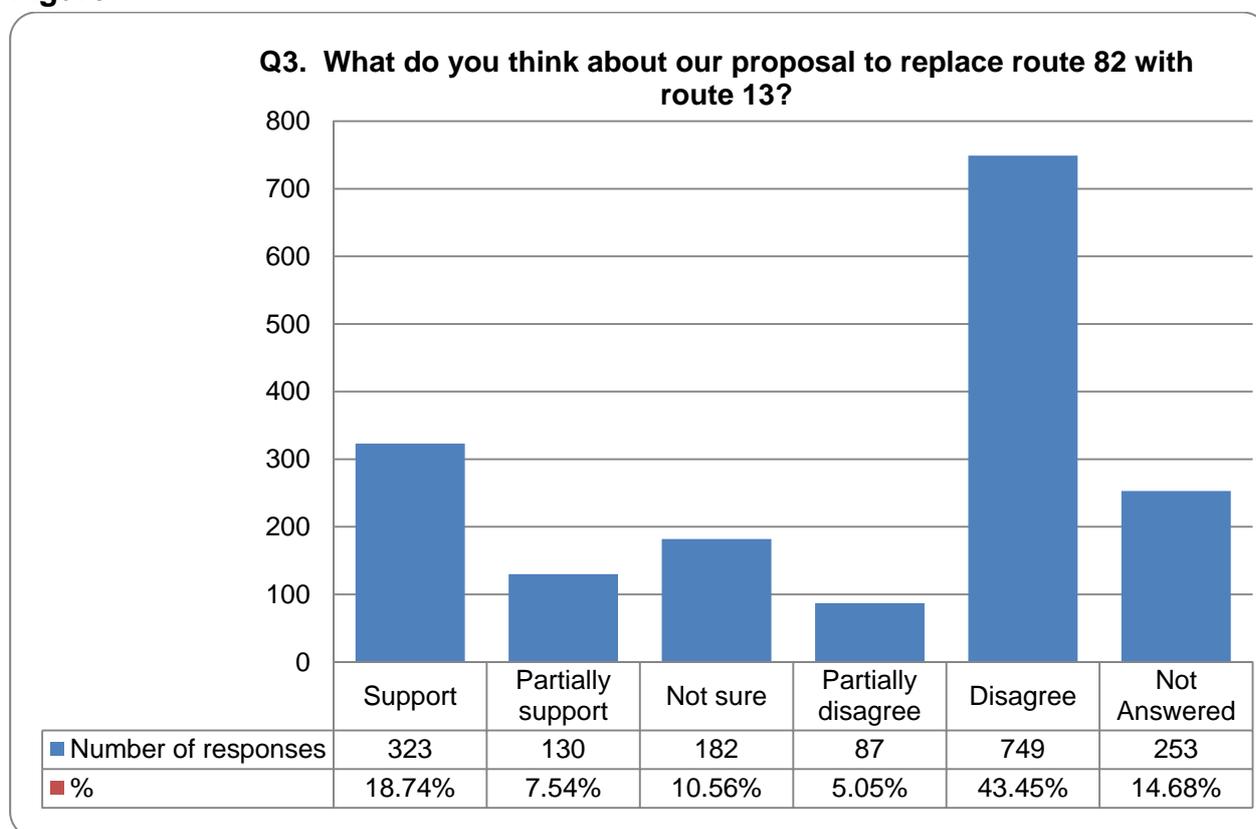


Table 3

Route 82 – Top comments	Number of comments
Negative: Oppose loss of 82/Maintain route	200
Negative: current route: Overcrowded	136
Negative: Replacing 82 with 13 will lead to overcrowding along the route	49
Positive: Replacing 82 with 13 seems reasonable	26
Suggestion: Increase frequency	23
Positive- current route: 82: Excellent route	21

Q4. At the moment route 113 operates between Marble Arch and Edgware. What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?

We received a total of 1,459 responses to this question, of these, 648 respondents (37.59 per cent) stated that they were in support of the proposal, 171 respondents (9.92 per cent) partially supported the proposal while 379 (21.98 per cent) indicated that they were not sure. A total of 68 respondents (3.94 per cent) partially disagree, 193 (11.19 per cent) disagreed while 265 (15.37 per cent) did not answer the question.

Figure 12 below shows the breakdown of responses. Table 4 shows the top comments relating to route 113.

Figure 12

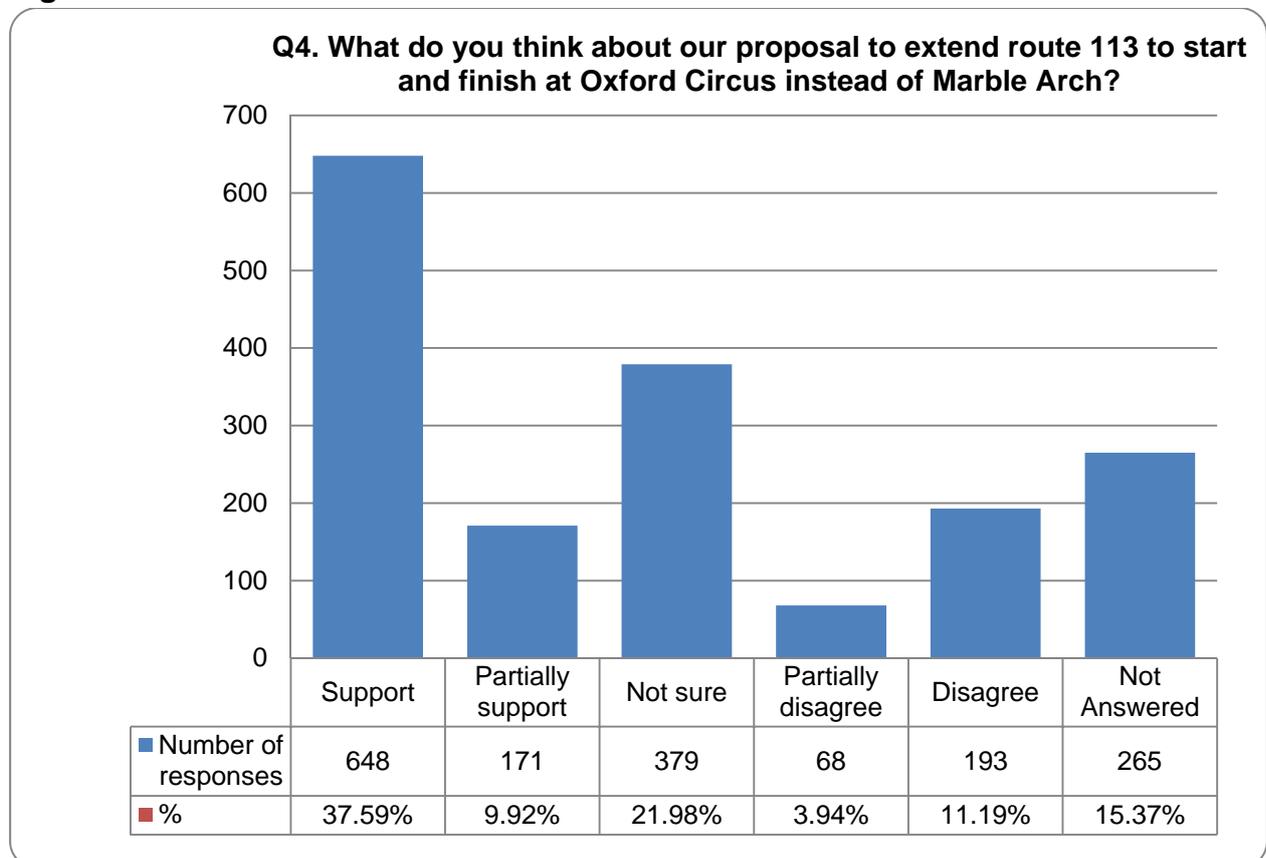


Table 4

Route 113: Top comments	Number of comments
Positive: Terminating at Oxford Street	37
Positive: Increased frequency	25
Suggestion: Increase frequency	25
Negative: Maintain current route/oppose proposal	23
Positive: Support the proposal	21

Q5. At the moment route 139 operates between West Hampstead and Waterloo. What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?

We received 1,451 responses to the question. Of these, 722 respondents (41.88 per cent) said they supported the proposal while 170 (9.86 per cent) indicated partial support. Three-hundred and fifty-four respondents (20.53 per cent) were not sure, 36 (2.09 per cent) partially disagreed while 169 (9.80 per cent) disagreed. Two-hundred and seventy-three respondents (15.84 per cent) did not answer the question.

Figure 13 below show the full breakdown. Table 5 shows the top comments made in relation to route 139.

Figure 13

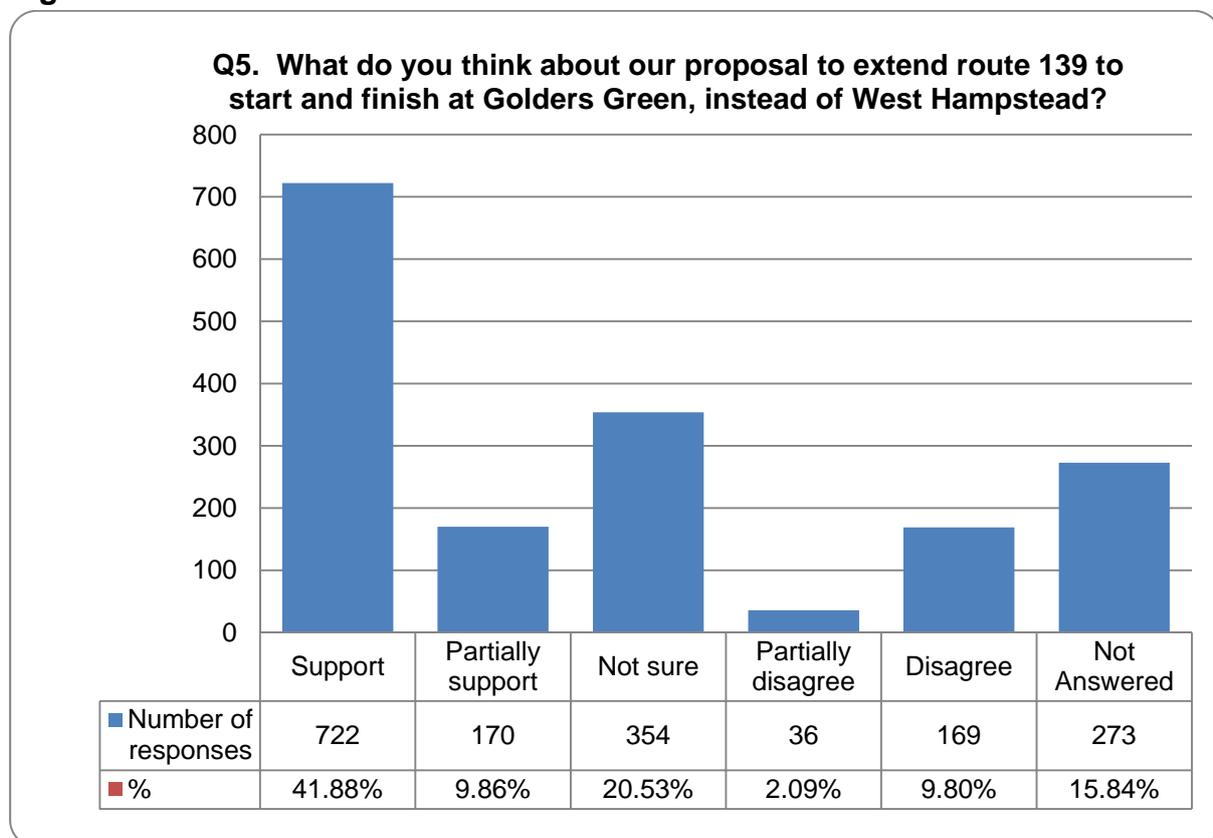


Table 5

Route 139 – Top comments	Number of comments
Positive: Extension to Golders Green	59
Negative: Changes will lead to increased journey times	39
Negative: Extension to Golders Green will lead to overcrowding	14
Negative: Loss of 82 will lead to overcrowding on route 139	13
Negative: Oppose the proposal	13

Q6. At the moment route 189 operates between Brent Cross and Oxford Circus. What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?

There were 1,456 responses to this question. Of these, 308 respondents (17.87 per cent) supported the proposal, 128 (7.42 per cent) partially supported the proposal, 554 (32.13 per cent) were not sure, 91 (5.28 per cent) partially disagreed, 375 (21.75 per cent) disagreed, and 268 respondents (15.55 per cent) did not answer the question.

Figure 14 below shows the breakdown of responses. Table 6 shows the top comments made relating to route 189.

Figure 14

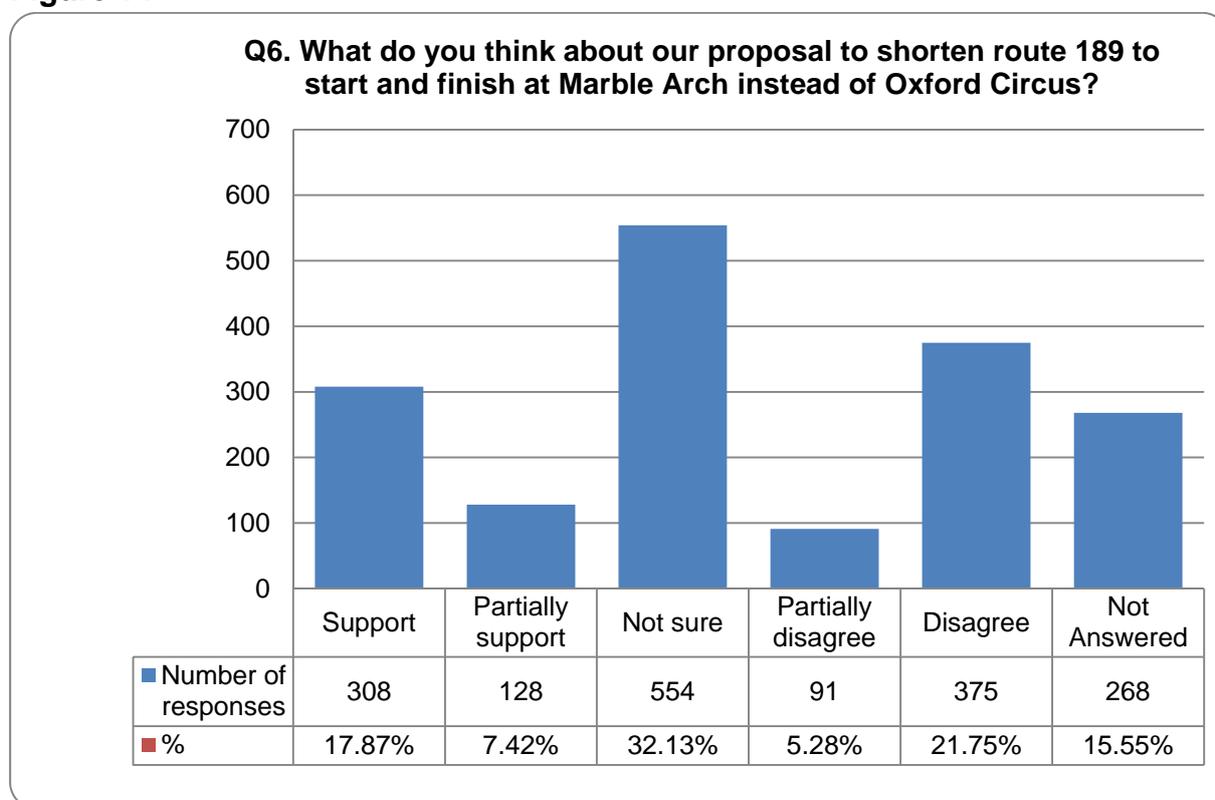


Table 6

Route 189 – Top comments	Number of comments
Negative: Maintain existing route/oppose proposal	80
Negative: Curtailing inconvenient/changing buses an extra expense/longer walk	44
Current route: 189: Very useful route for getting to Oxford Circus	23
Negative: Proposed changes restrict access to Oxford Circus	10
Positive: Curtailing at Marble Arch will make the service quicker	7

Q7. Do you have any comments on our proposals for bus routes 13, 82, 113, 139 and 189? Please state which bus route you are referring to in your reply.

Due to the complexity of the proposed changes and the number of issues that apply to more than one route, a number of frameworks were created to analyse the responses. Although the predominant number of issues could be attributed to an individual route it was necessary to create comments that were shared between bus routes, most notably routes 13, 82, 113, 139 and 189.

Table 7 below shows the top ten issues for the overall question. The individual frameworks can be seen in Appendix D: All public comments received.

Table 7

Q7 – General comments – Top 10 issues	Number of comments
Concern over frequency and capacity reduction: general and along the route	215
Loss of direct bus service from Finchley to Aldwych	169
Changing buses will inconvenience commuters	126
Current route: Buses on Finchley Road are busy/overcrowded at peak times	111
Bus services will not be sufficient to cater for growing population / new housing developments	94
13 and 82: Both routes are needed	91
Impact on people with reduced mobility/wheelchair users/people with buggies	79
TfL is just renaming route 82 and scrapping the current 13 instead	68
Unfair on older people with reduced mobility who might not be able to use step-free access stations	57
TfL should be increasing capacity/encouraging use of public transport	46

Q13. What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?

We asked respondents to tell us their thoughts regarding the quality of the consultation process itself. In addition to a selection of pre-set answers, respondents had the provision to give us comments in their own words. The full list of comments can be found in Appendix D: All public comments received. Table 8 (overleaf) shows the top 10 comments received, and Figure 15 (overleaf) gives a breakdown of pre-set answers received.

There were 1,474 responses to this question. A framework was produced in order to summarise the issues raised. Of these, 433 (25.12 per cent) stated that the quality of the consultation was 'very good', 515 (29.87 per cent) selected 'good' while 356 (20.65 per cent) stated that it was 'acceptable'. A total of 96 (just under six per cent) indicated that the quality was 'poor', 74 (just over four per cent) selected 'very poor' while 250 (14.50 per cent) of respondents did not answer this question.

Figure 15

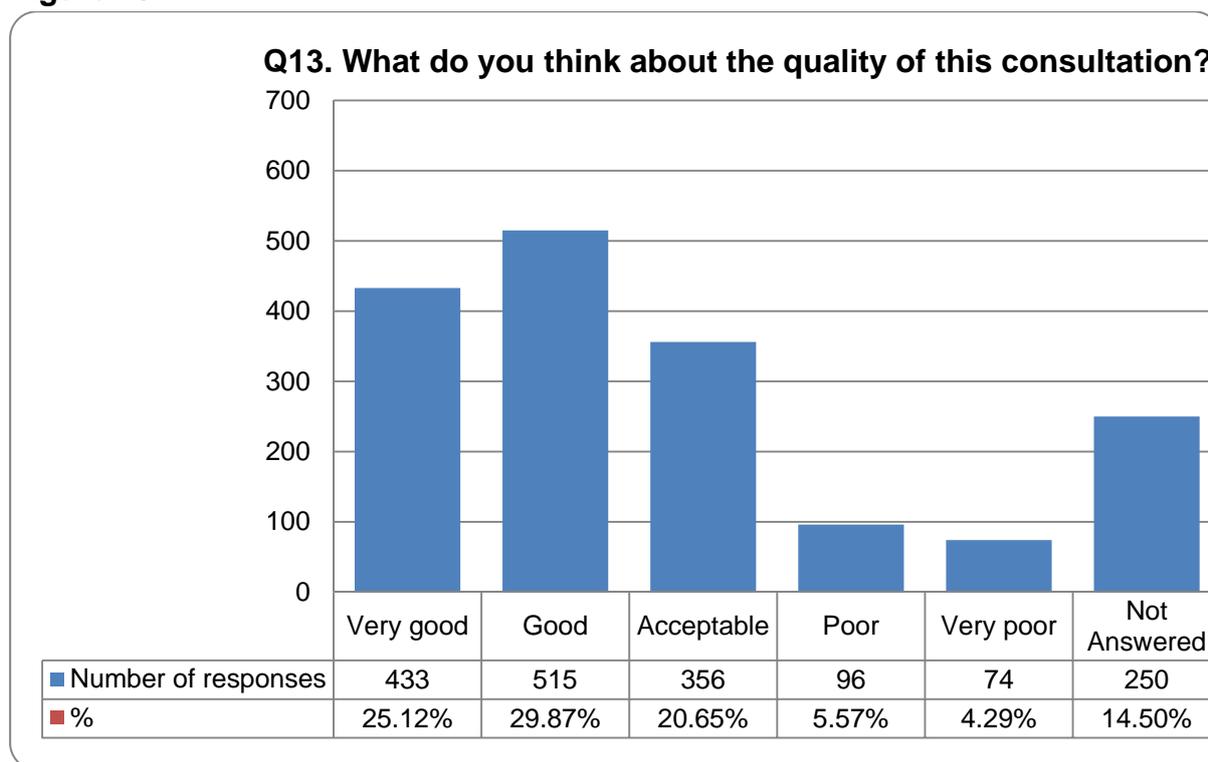


Table 8

Q13 – Quality of the consultation – Top 10 comments	Number of comments
Negative: Proposals not different from what was previously proposed and rejected	114
Negative: Poorly publicised	54
Positive: Pleased to be consulted	26
General comment: Hopefully TfL will take people's views into account	23
Negative: Too many routes in a single colour on one poorly notated map is confusing	21

4.3 Summary of stakeholder responses

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes. Where these were completed, stakeholder answers to our consultation survey questions are shown after a summary of the comments made.

Local authorities & statutory bodies

City of Westminster: Broadly supported the proposals – in the context of the forthcoming Baker Street Two Way scheme that commences site works in April 2017.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	Rarely
Route N13	Rarely
Route 82	Rarely
Route 113	Rarely
Route N113	Rarely
Route 139	Rarely
Route 189	Rarely

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Support
What do you think about our proposal to replace route 82 with route 13?
Support
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Support

What do you think about the quality of this consultation?
Very good

Councillor Maureen Braun, Hendon Ward, London Borough of Barnet: Supported the proposals, in particular for route 113.

Councillor Phil Rosenberg, West Hampstead Ward, London Borough of Camden:

Concerned with the proposed loss of route 82 for the following reasons:

- Would result in a much slower journey through to Aldwych. Routes 13 and 82 are faster at peak times than the 139 as it goes through West End Lane
- Depleted commuter confidence. At the moment, routes 113, 13 and 82 through Finchley Road offer assurance that if one route is delayed, another can pick up the slack
- Goes against aims to persuade people to leave the car behind and use public transport. A loss of confidence in these routes will not help

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	Once a week
Route N13	Rarely
Route 82	Once a week
Route 113	Once a week
Route N113	Rarely
Route 139	Once a week
Route 189	Rarely

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Support
What do you think about our proposal to replace route 82 with route 13?
Disagree
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Not sure

What do you think about the quality of this consultation?
Poor – the map was described as confusing

London Borough of Barnet: Strongly objected to any changes that would result in a reduction to frequency or capacity from the current level of service. Whilst the principle of matching bus provision to demand was supported, this was subject to delivering a minimum level of service. It was considered there is a need for service levels to exceed where they are currently. The main points made included:

- Concerns raised during the 2015 consultation still remain. The new proposals offered little difference and still involved the removal of a bus service, and the proposals did not improve provision west of Marble Arch
- Concerned at the loss of the frequent direct link currently provided to the West End. Whilst the extension of route 139 to Golders Green provided an alternative, this would be both less frequent with a significantly increased journey time
- The inconvenience for some of having to change bus to reach the West End, noting that clear publicity would need to be provided offering alternative routes and locations of safe and convenient interchange points
- Hope the increased frequency of proposed route 13 would mitigate overcrowding issues on route 82 into central London by the time it reaches Golders Green
- Noted that frequency should be sufficient to cater for customers that would previously have been shared between routes 13 and 82. In particular between Golders Green and Hendon Way, where the increased capacity of route 113 would not be available, and route 139 is unlikely to be able to serve customer demand
- Sought assurance that northbound journeys would not terminate short or turn around at Golders Green, Finchley Church End except in exceptional circumstances
- Based upon recent poor performance of current route 82, concern there is potential for a revised route 13 to become less reliable and as a result, this would lead to the service being stopped short of it's destination
- Replacement of two routes (the 82 and 13) with a single route over much of its length could also increase the impact on passenger of any incidents in Central London that affecting the single route (since all buses on the combined route would be affected)

London Borough of Brent: Confirmed no objection to the proposals. Aware route 189 suffers from reliability issues due to congestion on Oxford Street. With the potential forthcoming transformation of Oxford Street, changes were considered to be a necessary amendment to improve network reliability.

London Borough of Camden: General objection to the proposals, following discussion at a Full Council meeting on Monday 19 September where a motion was passed stating that the Council did not currently consider the proposals represented the right balance between service provision and current use.

The need to review and revise bus routes was recognised, and efforts to increase bus frequencies and the benefit of the recently introduced bus Hopper ticket were welcomed.

Some support for the extension of route 139 which could help address residents concerns of empty buses along Mill Lane and would offer new links from Golders Green to the Jubilee line at West Hampstead.

Maintaining bus connectivity is a major consideration for the Council and a key aim in the Camden Plan, is to reduce inequality: lower cost travel options, especially bus travel, are crucial for accessing jobs, essential services and other opportunities.

Comments and concerns in opposition to the proposals included:

- A reduction in the number of buses for customers north of Hendon Way, with less buses serving Finchley Road between Platt's Lane and Swiss Cottage tube station
- Proposals would exacerbate current issue of customers having to wait for two or three buses to pass until there is space for them to board the bus, in particular during the evening peak, and when frequency levels are lower
- The overall reduction in bus frequency which would see services decrease from one bus every 2-3 minutes to one every 3-4 minutes
- Customers north of Finchley Road would experience an overall loss of seven buses an hour, equating to an increased wait of nearly two minutes, and effectively a reliance on one bus to get to Finchley Road station and destinations beyond
- Proposals do not account for future bus demand which is likely to increase with several new developments on Finchley Road, and further expansion plans in this part of the borough
- Proposals do not support Mayoral and Camden objectives of reducing car use, or consider the negative impacts of carbon emissions, deteriorating air quality and congestion. This could lead to loss of confidence in the bus as an alternative travel option
- Concerned with the loss of a direct journey to Aldwych. Customers will have to make a more indirect journey using route 139 via West Hampstead
- Customers don't necessarily want to board the Tube to travel into Fare Zone 1 and prefer to stay on the bus. Similarly customers prefer to leave the Tube at Finchley Road and board the bus to minimise their total journey costs

Government departments, parliamentary bodies and politicians

Andrew Dismore AM, Labour London Assembly Member for Barnet and Camden:
Concerned in particular with proposals for routes 13 and 82, asking for plans to be reconsidered and routes 13 and 82 should be retained in their current form.
However, more regular services on other routes, such as the 139 were welcomed.

A petition against changes to routes 13 and 82 was also organised in conjunction with Hampstead and Kilburn Labour Party and Camden Labour Party.

The following comments were also made:

- Did not believe the consultation was entirely straightforward in what was being consulting on
- Campaigned during 2015 to prevent scrapping of the 13 bus route; and disappointed TfL seemed to take that to mean that renaming another route the 13 would be equivalent to retaining it
- Reiterated that retaining the 13 bus route was about keeping a service from Golders Green to Aldwych, via Finchley Road, Baker Street, Oxford Street, Regent Street, Piccadilly Circus and Trafalgar Square. It is an important route for residents in the south of Barnet to get to Central London by bus within one or two buses
- Did not consider that that the aim of TfL, to reduce services along Oxford Street in preparation of pedestrianisation would be mitigated by the Hopper bus fare. Many customer of route 13 bus would have used their one hour to have taken a bus to get to Golders Green, then the 13 itself. There was not likely to be time to have exited the bus at Selfridges, walked along Oxford Street and waited for another bus at Oxford Circus
- Believed there would be confusion in retaining the 13 bus name for half its route; with customers on route 82 bus thinking their route had been scrapped, when it had not, and customers on route 13 finding they are not going to their usual destinations
- Believed TfL consider there to be an overprovision of service on the Finchley Road, and that preparation work is needed to reduce traffic in anticipation of the proposed Cycle superhighway 11 from Swiss Cottage. However the bus changes would not be acceptable to residents or customers on these bus services
- Accommodating cycle lanes should enhance the public transport network, not lead to reductions in it, especially when the details are yet to be agreed

Transport and road user groups

Friends of Capital Transport Campaign: Noted that apart from renumbering route 82 to route 13, the proposals were no different from the previous ones.

When under time pressure it is preferable to be able to travel without changing buses. The fare penalty of changing may have gone, but not the inconvenience of changing in inclement weather. Moreover, other passengers who are inseparable from their portable telephones are less of a nuisance sitting on a bus than blocking the queue at a bus stop.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	1-2 times a week
Route N13	Rarely
Route 82	Rarely
Route 113	1-2 times a week
Route N113	Rarely
Route 139	1-2 times a week
Route 189	Rarely

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Partially disagree
What do you think about our proposal to replace route 82 with route 13?
Support
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Not sure

What do you think about the quality of this consultation?
Good

London TravelWatch: Supported the proposals. Recognised there was a need to reduce capacity on Finchley Road due to the migration of passengers onto the Jubilee line. Particularly welcomed reversion of route 113 back to Oxford Circus as some passenger's journeys had been disrupted.

Whilst the introduction of the bus Hopper ticket was welcomed as a way to reduce the cost of travel, nevertheless customers do not like interchanging. The effect of which is additional journey time and uncertainty about journey time.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	Never
Route N13	Never
Route 82	Never
Route 113	Never
Route N113	Never
Route 139	Never
Route 189	Never

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Support
What do you think about our proposal to replace route 82 with route 13?
Support
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Support

What do you think about the quality of this consultation?
Very good

North Marylebone Traffic Group: Commented that the proposals had not taken account of the recent consultation to make Baker Street Two-Way (BSTW). Despite clean air being a mayoral priority, the proposals also omitted to state how the changes would affect air quality along the routes.

Noted TfL's diesel buses emit significant amounts of harmful nitrogen dioxide (NO₂). Referenced a Citizen Science survey of NO₂ levels across the area in July 2015 showed levels on Baker Street to be well above the EU limit.

Concerned that as all the bus routes in the proposal would run along Baker Street, should BSTW proposals go ahead, the amount of buses both north and southbound through Baker Street would significantly increase. Residents deserved greater openness about how many of the buses which operate on these routes comply with Euro IV, V or VI standards with respect to their NO₂ emissions under "real world" driving conditions. It was not clear whether the Air Quality Impact Assessment provided by Westminster City Council for the BSTW factored in all the relevant bus route changes and the real emissions of the existing fleet.

Requested TfL assess the impact of ALL these changes on air quality in the context of the BSTW, and commit to take appropriate steps in mitigation BEFORE any changes are made.

It was suggested mitigation could include:

- Taking the opportunity of the Mayor's newly announced Hopper Fare to further reduce the number of buses. There is unnecessary duplication of services along the full length of Baker Street. Despite the 82 being discontinued, routes 74, 2, and 13 will all overlap from Marylebone as far as Hyde Park Corner with the latter two going on to Victoria
- Setting the junction of Park Road and Rossmore Road as one of the northern "geofence" points so ALL hybrid buses automatically switch to operating on battery when they enter this congested and polluted area north of the Marylebone Road
- Cleaning up buses deployed on Baker Street by replacing those which are not Euro VI or Hybrid with zero-emission models or retrofitting them to emit less NO₂ as TfL has committed to do on "green bus zones" in south London

The group were pleased the Mayor recently awarded Westminster City Council £1m to implement a low emission neighbourhood in Marylebone. Noting that the Council's powers to reduce emissions through its policies are far smaller than TfL's, they commented that it would be "a tragic dereliction of TfL's duty to Londoners if the net result of its efforts and investment to establish the BSTW, reconfigure bus routes, introduce Cycle Routes and Hopper Fares worsens air quality on Baker Street."

Also commented that the previous Air Quality assessment of the BSTW did not take into account additional traffic increases in the area arising from part-closure of Regent's Park to vehicles for Cycle Superhighway 11, and the potential closure of Albany Street for 10 years while HS2 is built. It is feared these schemes will increase southbound traffic on Park Road and northbound turns from Marylebone Road via Balcombe Street, Dorset Square and Gloucester Place for the A41 North. They are counting on Westminster Council's undertaking to put in the right

post-implementation monitoring to demonstrate, street by street, that BOTH traffic volumes and emissions will improve rather than worsen as a result of these infrastructure projects.

Westminster Cycling Campaign: Objected in particular to the proposal to extend route 113 from Marble Arch to Oxford Circus. Saw this as an example of TfL not working in a joined up manner, describing the proposal as “inconsistent, perhaps disingenuous, to offer bus users direct links between Finchley Road to Oxford Street, knowing that colleagues elsewhere in TfL are working on proposals that just three years later would require this extension of route 113 to be revisited.”

The consultation material is missing any reference to proposals for the pedestrianisation of Oxford Street.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	Once a week
Route N13	Rarely
Route 82	Once a week
Route 113	Once a week
Route N113	Rarely
Route 139	Once a week
Route 189	Once a week

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Support
What do you think about our proposal to replace route 82 with route 13?
Support
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Disagree
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Not sure
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Support

What do you think about the quality of this consultation?
Poor

Local interest groups

All Saints Primary School, Childs Hill: Objected to the proposals for routes 13 and 82. Route 13 is used by schools in Childs Hill to access places in central London, including the National Gallery and London Transport Museum.

This would not be possible with the proposed changes without a change of bus in central London, as it would be more dangerous and time consuming for the children, some as young as four. Using buses for educational visits is a vital part of the school's travel plan work to support the reduction of coaches in London. The proposed changes to route 13 and 82 would negatively impact on the work done so far and they urge reconsideration of the proposals.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	1-2 times a month
Route N13	Rarely
Route 82	1-2 times a month
Route 113	Rarely
Route N113	Never
Route 139	Never
Route 189	Never

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Disagree
What do you think about our proposal to replace route 82 with route 13?
Disagree
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Not sure

What do you think about the quality of this consultation?
Acceptable

Finchley Reform Synagogue: Crucial for the synagogue's wider travel plans that the proposals to replace the 82 route with 13 route do not result in a reduced service between North Finchley and Golders Green. Members are encouraged to travel by public transport, and the 82 route passes the end of the Synagogue's road.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	Not answered
Route N13	Not answered
Route 82	Daily
Route 113	Not answered
Route N113	Not answered
Route 139	Not answered
Route 189	Not answered

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Not sure
What do you think about our proposal to replace route 82 with route 13?
Not sure
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Not answered
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Not answered
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Not answered

What do you think about the quality of this consultation?
Acceptable

Fordwych Residents' Association, West Hampstead: Strongly supported proposal to extend the 139 route to Golders Green, as it would mean an end to the empty 'ghost' buses using Mill Lane to go back to their depot.

Objected the withdrawal of route 189 between Marble Arch and Oxford Street which would disadvantage those using Oxford Street, particularly those with shopping and those who have difficulty walking.

Also noted concerns about buses on the A5 (Kilburn High Road) route going north/south/west – but not east – this makes travelling difficult for many people.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	1-2 times a month
Route N13	Rarely
Route 82	Rarely
Route 113	1-2 times a month
Route N113	Rarely
Route 139	Once a week
Route 189	1-2 time a week

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Support
What do you think about our proposal to replace route 82 with route 13?
Support
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Disagree

What do you think about the quality of this consultation?
Good

Fortune Green and West Hampstead Neighbourhood Forum: Supported proposals in particular to extend route 139 to Golders Green. This would remove a local issue with empty buses to using Mill Lane to get back to their depot.

Supportive of measures to provide a more regular and reliable bus service for Finchley Road; however there concerns about a reduction in bus frequency north of Finchley Road tube station. As there are few other public transport options, requested that frequency of service on this part of the route is maintained, or is increased.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	2-3 times a week
Route N13	Once a week
Route 82	2-3 times a week
Route 113	2-3 times a week
Route N113	Once a week
Route 139	2-3 times a week
Route 189	2-3 times a week

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Not sure
What do you think about our proposal to replace route 82 with route 13?
Support
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Disagree

What do you think about the quality of this consultation?
Good

Frogna Estate Residents' Association, Finchley Road: Opposed to the changes, describing them as “a plan is to eliminate route 13, an objective since privatisation”. The proposals are considered to be a reduction to bus services in the name of reducing road congestion in northwest London. Buses reduce road congestion by taking passengers from other less road efficient systems such as cars, taxis and motorcycles.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	Once a week
Route N13	Not answered

How often do you use these bus routes?	
Route 82	Once a week
Route 113	Not answered
Route N113	Not answered
Route 139	Not answered
Route 189	Not answered

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Not sure
What do you think about our proposal to replace route 82 with route 13?
Disagree
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Partially support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Partially support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Partially disagree

What do you think about the quality of this consultation?
Acceptable

Gondar and Agamemnon Residents' Association, West Hampstead: Supported proposals provided that the frequency of buses serving Fortune Green increases from its current level (c.8 mins for 328) to around 3-4 mins (139 + 328) as this would benefit residents and businesses close to Fortune Green.

Residents and businesses close to Mill Lane would benefit substantially if the 139 were extended along Mill Lane and then Shoot Up Hill to finish at Willesden Bus Garage (or similar), rather than being extended to Golders Green. This would provide a bus along the length of Mill Lane for the first time and act to connect the communities of West Hampstead and Kilburn.

Hasmonean High School, Hendon: Completed the survey as follows:

How often do you use these bus routes?	
Route 13	Daily
Route N13	Never
Route 82	Rarely
Route 113	Rarely
Route N113	Never
Route 139	Never
Route 189	Never

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Support
What do you think about our proposal to replace route 82 with route 13?
Partially disagree
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Partially disagree
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Not sure
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Not sure

What do you think about the quality of this consultation?
Good

Heathway Court Residents, Finchley Road: Opposed to what is considered as an attempt to disturb the areas public transport options into the West End despite an overwhelming reaction against such plans just a few months ago.

Reiterated their position not to support a plan that makes journeys to and from their homes more difficult (including for some residents with accessibility issues) and that could lead to a negative effect on the value their property, pledging to “fight all the way to avoid this unwanted financial consequence.”

With many thousands of new residents currently being drawn to this area as a result of substantial new builds along the Finchley Road we find it totally disingenuous of your organisation to ‘play’ with essential transport facilities and reduce important travel choices.

Questioned the value in a developing a further proposal and the use of public funds with the following comment: “we wonder how you, as public servants, have the time and money to continue to pursue these over- zealous and unwanted plans which as stated above have already been recently rejected? Perhaps a review of the value of your department would represent better use of public funds?”

JW3 – Jewish Community Centre, Finchley and Frognal: Objected to the proposals due to concerns with the reduction in frequency of buses between the community centre, which is close to Finchley Road and Frognal Station, and Golders Green.

The centre has 4,000 to 4,500 visitors every week, the majority of which travel by public transport. Given that a significant amount of visitors come in from around the Finchley, Golders Green and Hampstead Garden Suburb areas, buses are a critical part of their journey. Concerned that the planned changes will have a significant and negative impact on the quality of life for these people, which is a crying shame.

Added that, often passengers have to let two-four 4 buses go by in peak hours before there is space to board. Reducing the number of buses during peak hours would make this journey even more unbearable than it already is.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	Daily
Route N13	Not answered
Route 82	1-2 times a month
Route 113	Not answered
Route N113	Not answered
Route 139	Not answered
Route 189	Not answered

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Not sure
What do you think about our proposal to replace route 82 with route 13?
Disagree
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Partially support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Not answered

What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?

Not answered

What do you think about the quality of this consultation?

Acceptable

Mill Hill Neighbourhood Forum: Supported the proposals, outlining the following benefits to the neighbourhood:

- Welcome the return of route 113 to Oxford Circus and an increase in frequency for this service
- Support the proposal to amalgamate routes 13 and 82 provided that the frequency of the retained 13 bus route is at least equivalent to the two services now, and would not result in any deficit for customers using this route
- Extension of route 139 to Golders Green would be of interest to residents of Mill Hill as it would provide a potential alternative from central London for those living to the east of NW7
- Additional night service options welcomed. Operating 24 hours, route 139 would conveniently link with the 24 hour Thameslink trains at West Hampstead, which would be important for Mill Hill residents and those further along the Thameslink line. Likewise route 189 would provide a link to Thameslink at Cricklewood on a 24 hour basis

RedFrog Hampstead: Generally supportive of the attempt to avoid duplication of services in relation to all the routes referred to in the proposal, commenting that customers would appreciate efforts made to run services efficiently.

Apart from peak hour considerations, bearing in mind the fact that passengers can be very adaptable to changes imposed on them (if they truly appreciate the underlying reasons for these) – it was considered there should be adequate support for all the proposed changes.

Commenting on the consultation process, it was recommended that more time could have been spent explaining to customers in greater detail, what lies behind the changes proposed via our researches. This would have resulted in opposition to the proposals.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	Once a week
Route N13	Never
Route 82	Once a week

How often do you use these bus routes?	
Route 113	1-2 times a month
Route N113	Never
Route 139	Never
Route 189	Never

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Disagree
What do you think about our proposal to replace route 82 with route 13?
Support
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Not sure

What do you think about the quality of this consultation?
Good

St John's Wood Society: Opposed to the loss of any direct daytime bus service down Finchley Road to Trafalgar Square and Aldwych. At a minimum, if route 13 is to be re-routed to Victoria Station, then route 113 should be extended down Regent Street to Trafalgar Square or, ideally, Aldwych.

Concerned as older members of the St. John's Wood community are not able to use the Tube due to mobility issues. Current route 13 allows direct access to the Trafalgar Square area and its cultural amenities. Whilst it would still be possible in future to do this, it would be preferable if there were a direct route on the Finchley Road-Wellington Road corridor, which is the major transport route through the neighbourhood.

Whilst the desire to have higher average passenger loads on buses and to reduce overlap on bus routes was understood, they would like to see how the Hopper fares bed in before proposing major changes to routes.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	1-2 times a month
Route N13	Rarely
Route 82	1-2 times a month
Route 113	1-2 times a month
Route N113	Rarely
Route 139	1-2 times a month
Route 189	1-2 times a month

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Partially disagree
What do you think about our proposal to replace route 82 with route 13?
Partially disagree
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Partially support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Partially support

What do you think about the quality of this consultation?
Good

St Jude's Church, Hampstead Garden Suburb: Objected to the proposals, with partial support for the extension of route 113 from Marble Arch to Oxford Circus.

Considered the consultation as misleading in character stating that the proposals seemed little different from those rejected during 2015. These still included the withdrawal of route 13, which was described as being "disguised behind a renumbering of the 82".

Concerned the reduction of the number of buses between Childs Hill and Baker Street will seriously inconvenience wheelchair and buggy users and lead to overcrowding. Also noted that the proposals do not include the extra journey times between Golders Green and the West End via Abbey Road.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	2-3 times a week
Route N13	Not answered
Route 82	2-3 times a week
Route 113	Not answered
Route N113	Not answered
Route 139	Not answered
Route 189	Not answered

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Disagree
What do you think about our proposal to replace route 82 with route 13?
Disagree
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Partially support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Partially disagree
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Not sure

What do you think about the quality of this consultation?
Very poor

St Marylebone Society: Partially supported the proposals. Noted that residents in the Dorset Square area would see a reduction in frequency of services from Swiss Cottage to Oxford Circus, perhaps because of the need to reduce the numbers of buses clogging up Oxford Street. Also noted that the Aldwych would become less accessible.

Requested a study of the proposals in relation to the other major projects in the area, so that the impact of all the changes can be evaluated. Of particular importance to the Marylebone area are the Baker Street Two Way project, possibly major changes to Oxford Street, and the various initiatives to improve cycling provision.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	Once a week
Route N13	Never
Route 82	Once a week
Route 113	Once a week
Route N113	Never
Route 139	1-2 times a month
Route 189	Once a week

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Partially support
What do you think about our proposal to replace route 82 with route 13?
Partially support
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Support

What do you think about the quality of this consultation?
Acceptable

Save Swiss Cottage Action Group: Objected to the proposals on the grounds that thought has not been given to disabled, older or vulnerable people. Finchley Road's bus routes were changed in the past at high cost, further money should not be spent until more thought is given to the proposals.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	Daily
Route N13	Not answered
Route 82	Daily
Route 113	Daily

How often do you use these bus routes?	
Route N113	Not answered
Route 139	Not answered
Route 189	Not answered

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Disagree
What do you think about our proposal to replace route 82 with route 13?
Disagree
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Support
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Not sure

What do you think about the quality of this consultation?
Very poor

The Marylebone Association: Objected to the proposals based on concern that they do not go far enough in reducing duplication of routes. The concentration of buses on Baker Street is a further problem and they believe that a better split could be achieved between Baker Street and Gloucester Place as part of the Baker Street Two Way project.

Another critical element was the reduction of emissions in the most polluted part of the city and they consider it vital that a more comprehensive scheme be drawn up to include the use of low or zero emission buses, coupled with a wide-ranging review of routes and services across the West End.

Support the aim of the proposals in reducing the amount of bus traffic in the West End by consolidating services and increasing the number of customers on each bus. Commented that they have long advocated a form of free transfer – now called the Hopper ticket.

The Westminster Society: Did not expect the proposals to result in a significant difference, commenting that “there are plenty of alternative services between Regent Street and Aldwych to replace route 13.”

Raised a general point of concern, with the extent of which “over-bussing” has contributed to overall traffic congestion in central London. Haymarket, Regent Street, St James’s, Strand and Whitehall at its northern end were cited as examples of this. The Society would like TfL to give further thought to this on a longer-term basis.

Westfield Management Company Ltd, Westfield Apartments, Finchley Road:

Objected to the proposals, which were considered to be “entirely contrary to the needs of bus users”, for the following reasons:

- Bus routes 82 and 13 are in high demand during peak periods
- Demand is set to increase. Finchley Road is targeted for population growth; new blocks of flats along the road would conform to Camden’s car-free policy
- Bus change-overs can be difficult for disabled and older people, those with children and pushchairs, and those with heavy luggage and shopping. Many are dependent on these buses because of the lack of a lift at Finchley Road station
- The proposed changes should be abandoned since there are more people living along the route and reduced bus frequency cannot be a sensible policy the job of TfL is to provide transport, not discontinue it

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	2-3 times a week
Route N13	Not answered
Route 82	2-3 times a week
Route 113	Once a week
Route N113	Not answered
Route 139	Once a week
Route 189	Not answered

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Disagree
What do you think about our proposal to replace route 82 with route 13?
Disagree
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Disagree

What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?

Disagree

What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?

Partially disagree

What do you think about the quality of this consultation?

Acceptable

West Hampstead Amenity and Transport:. Opposed the withdrawal of route 13 south of Oxford Circus. The provision of a direct service from Strand/Trafalgar Square/Piccadilly Circus to the Finchley Road area would make it harder for customers who cannot use the Tube to get back from the West End, especially in the evening.

No objection in principle to the withdrawal of a specific numbered bus route, commenting that it is the frequency of service and points served that matters.

Concerned with overcrowding of buses north of Finchley Road tube station. Usage data to make the case for the proposed changes. Therefore the statistical basis for the proposals is now requested.

The following concerns were made:

- Proposals did not reflect key concerns of the objections submitted to the first consultation
- Peak hour buses on Finchley Road north of Swiss Cottage/Finchley Road stations (13,82,113) are already seriously overcrowded, as residents depend on these services to connect with the Tube
- The proposals treat the whole Childs Hill – Baker Street section as a single entity, whereas the requirements for each section of route are very different
- As the buses are already overcrowded in the peaks, with customers frequently left behind, the peak service north of Finchley Road should be increased, not decreased

To address this it was suggested that a shuttle relief service should operate between Golders Green and Swiss Cottage or Finchley Road in the peak hours Monday to Friday.

The reduction in the number of buses using Oxford Street was welcomed, to prevent bus congestion and to make the remaining routes usable.

Strongly supported the extension of route 139 to Golders Green. This would relieve overloading of route 328. This would also stop empty buses travelling down Mill Lane to Cricklewood Garage. Many local residents have been complaining for some time about the noise and vibration caused by these empty buses.

Completed the survey as follows:

How often do you use these bus routes?	
Route 13	2-3 times a week
Route N13	Never
Route 82	2-3 times a week
Route 113	2-3 times a week
Route N113	Never
Route 139	2-3 times a week
Route 189	Never

What do you think about our proposal to extend route 13 to North Finchley and reroute it to serve Victoria instead of Aldwych?
Partially disagree
What do you think about our proposal to replace route 82 with route 13?
Partially support
What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Not answered
What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support
What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Support

What do you think about the quality of this consultation?
Good

4.4 Petitions and campaigns

One petition was received, as per paragraph 4.4.1 below. A sample petition sheet and our acknowledgement letter can be found in Appendix C.

4.4.1 Petition submitted by Andrew Dismore, Greater London Authority Labour Assembly Member for Barnet and Camden

We received a petition of 1,870 names and covering letter from Andrew Dismore, Greater London Authority Labour Assembly Member for Barnet and Camden, in conjunction with Hampstead and Kilburn Labour Party and Camden Labour Party.

The petition called on us to reconsider our plans “to rename the 82 bus the ‘13’ and remove the 13 bus route, thereby reducing the frequency of buses along the Finchley Road”.

The number of signatures on the petition has not been included in our total of responses received. We only include the number of formal consultation responses received in our final analysed figures. The petition has been included in the analysis of the consultation and the issues raised in it have been answered in the accompanying ‘Response to issues raised’ document.

We don’t count petition signatures in the same way as full consultation responses because petition signatures have been submitted in response to information and arguments put forward by a petition organiser. That can mean the signatures are in response to a version of the consultation, not the actual consultation. But, this does not mean that we ignore or place little weight on the opinions expressed through a petition.

5. Next steps

We have now reviewed the comments made during the consultation and have decided to proceed with bus service changes to routes 13, 82, 113, 139 and 189 as originally proposed.

We plan to start implementing these changes during late spring 2017. We will review these services about six months after implementation to ensure the changes match our predictions, bus reliability and actual demand.

We understand that many people raised concerns and objections to the proposals. We have categorised these and responded to the most commonly raised points in our ‘Response to issues raised’ document.

Appendix A: Consultation questions

Questions about our proposals

All the questions were optional:

- What do you think about our proposal to extend route 13 to North Finchley and re-route it to serve Victoria instead of Aldwych?
Support, Partially support, Not sure, Partially disagree, Disagree, Not answered
- What do you think about our proposal to replace route 82 with route 13 (which would be extended to North Finchley and rerouted via Victoria, offering a more frequent service with a bus every six minutes)?
Support, Partially support, Not sure, Partially disagree, Disagree, Not answered
- What do you think about our proposal to extend route 113 to start and finish at Oxford Circus instead of Marble Arch?
Support, Partially support, Not sure, Partially disagree, Disagree, Not answered
- What do you think about our proposal to extend route 139 to start and finish at Golders Green, instead of West Hampstead?
Support, Partially support, Not sure, Partially disagree, Disagree, Not answered
- What do you think about our proposal to shorten route 189 to start and finish at Marble Arch instead of Oxford Circus?
Support, Partially support, Not sure, Partially disagree, Disagree, Not answered
- Do you have any comments on our proposals for bus routes 13, 82, 113, 139 and 189? Please state which bus route you are referring to in your reply.
Free text area for comments.

Questions about the respondent

All questions were optional:

- What is your name?
- What is your email address?
- Please provide us with your postcode
- If responding on behalf of an organisation, business or campaign group, please provide us with the name
- How did you find out about this consultation?
Bus stop notices, Received an email from TfL, Read about in the press, Saw it on the TfL website, Social media, Other (please specify), Not Answered
- What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?

Appendix B: Consultation materials

A copy of our email to registered Oyster card customers:

Are our emails displaying well on your device? If not, allow images or [view online](#)

Home Plan journey Status update Bus information



BUSES



Dear Internal TfL recipient,

We would like your views on proposed changes to buses in central and northwest London.

The changes include routeing changes and other alterations to bus services in the area.

For full details, and to share your views, please [click here](#)

This consultation will run until Friday 30 September.

Yours sincerely



Peter Bradley
Head of Consultation

These are our consultation customer service updates. To unsubscribe, please [click here](#)

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A copy of our bus stop poster and leaflet:

Have your say

We're proposing changes to bus routes serving the 'Baker Street' corridor and would like to hear your views

13 <small>24hr Daily</small>	<ul style="list-style-type: none"> • Extended to North Finchley • Re-route to Victoria at Oxford St • Buses would run every 6 mins* 	<ul style="list-style-type: none"> • Night service introduced • Buses would continue to serve Finchley Road
82	<ul style="list-style-type: none"> • Replaced by route 13 and would no longer run 	
113	<ul style="list-style-type: none"> • Extended to Oxford Circus • Buses would run every 7 to 8 minutes* 	
139 <small>24hr Daily</small>	<ul style="list-style-type: none"> • Extended to Golders Green • Buses would continue to run every 8 minutes* 	
189 <small>24hr Daily</small>	<ul style="list-style-type: none"> • Re-route to start and finish at Marble Arch 	

* Monday to Saturday daytime frequencies, extra buses at peak times on routes 13 and 113

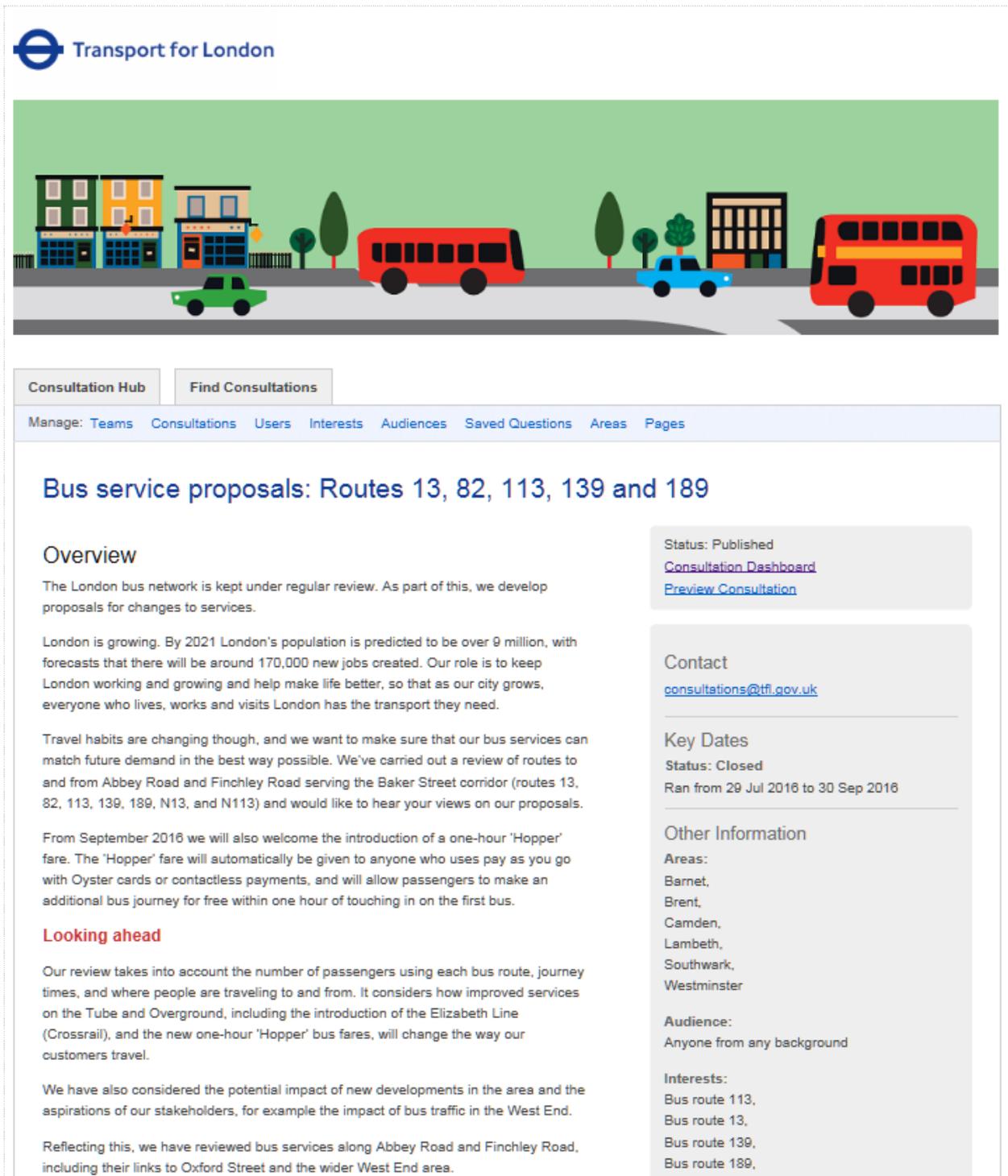
For further details, or to let us know your views visit: tfl.gov.uk/consultations, alternatively email us at consultations@tfl.gov.uk, write to us at **FREEPOST TFL CONSULTATIONS** or phone us on **0343 222 1234**

To have your say, please contact us by **30 September 2016**

MAYOR OF LONDON



A screen grab of our dedicated webpage



The screenshot shows the Transport for London website interface. At the top left is the Transport for London logo. Below it is a colorful illustration of a city street scene with buildings, trees, a green car, a red bus, a blue car, and a red double-decker bus. The main navigation bar includes 'Consultation Hub' and 'Find Consultations'. A secondary navigation bar lists 'Manage: Teams, Consultations, Users, Interests, Audiences, Saved Questions, Areas, Pages'. The main heading is 'Bus service proposals: Routes 13, 82, 113, 139 and 189'. The 'Overview' section contains three paragraphs of text. To the right, there are three summary boxes: 'Status: Published' with links to 'Consultation Dashboard' and 'Preview Consultation'; 'Contact' with the email 'consultations@tfl.gov.uk'; and 'Key Dates' with 'Status: Closed' and 'Ran from 29 Jul 2016 to 30 Sep 2016'. Below these is an 'Other Information' section with 'Areas' (Barnet, Brent, Camden, Lambeth, Southwark, Westminster), 'Audience' (Anyone from any background), and 'Interests' (Bus route 113, Bus route 13, Bus route 139, Bus route 189).

Transport for London

Consultation Hub Find Consultations

Manage: Teams Consultations Users Interests Audiences Saved Questions Areas Pages

Bus service proposals: Routes 13, 82, 113, 139 and 189

Overview

The London bus network is kept under regular review. As part of this, we develop proposals for changes to services.

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.

Travel habits are changing though, and we want to make sure that our bus services can match future demand in the best way possible. We've carried out a review of routes to and from Abbey Road and Finchley Road serving the Baker Street corridor (routes 13, 82, 113, 139, 189, N13, and N113) and would like to hear your views on our proposals.

From September 2016 we will also welcome the introduction of a one-hour 'Hopper' fare. The 'Hopper' fare will automatically be given to anyone who uses pay as you go with Oyster cards or contactless payments, and will allow passengers to make an additional bus journey for free within one hour of touching in on the first bus.

Looking ahead

Our review takes into account the number of passengers using each bus route, journey times, and where people are traveling to and from. It considers how improved services on the Tube and Overground, including the introduction of the Elizabeth Line (Crossrail), and the new one-hour 'Hopper' bus fares, will change the way our customers travel.

We have also considered the potential impact of new developments in the area and the aspirations of our stakeholders, for example the impact of bus traffic in the West End.

Reflecting this, we have reviewed bus services along Abbey Road and Finchley Road, including their links to Oxford Street and the wider West End area.

Status: Published
[Consultation Dashboard](#)
[Preview Consultation](#)

Contact

consultations@tfl.gov.uk

Key Dates

Status: Closed
Ran from 29 Jul 2016 to 30 Sep 2016

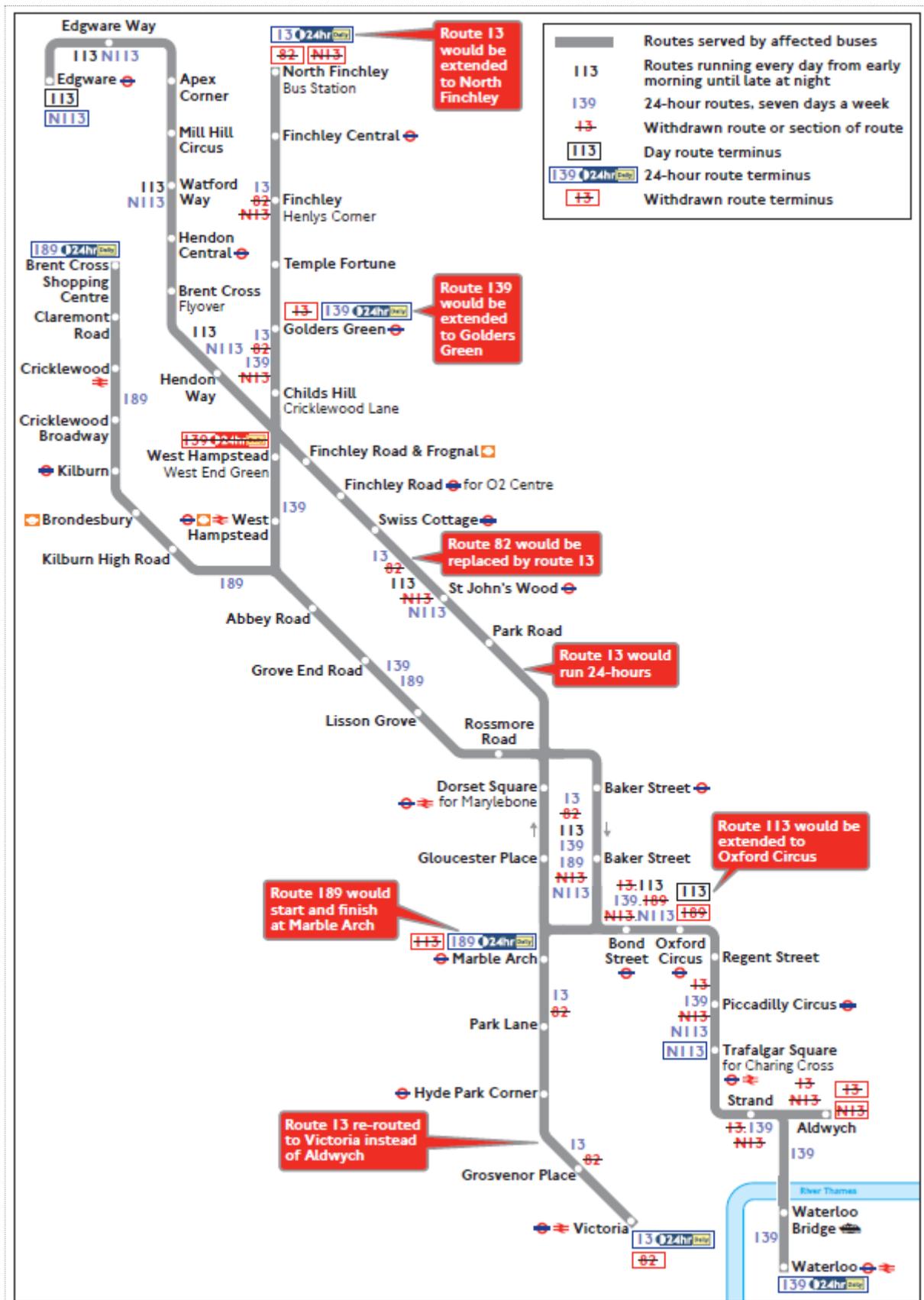
Other Information

Areas:
Barnet,
Brent,
Camden,
Lambeth,
Southwark,
Westminster

Audience:
Anyone from any background

Interests:
Bus route 113,
Bus route 13,
Bus route 139,
Bus route 189,

Proposals in map format



Appendix C: Petition

A sample copy of the petition



We the undersigned call on TFL to reconsider its plans to rename the 82 Bus the '13' and remove the 13 Bus route thereby reducing the frequency of buses along the Hinchley Road:

Name	Signature	Address	Email Address

The Labour Party will contact you using the details you have supplied. If you would prefer us not to contact you using particular personal details, please email Hamptstead@burnt.labour@gmail.com or write to Camden Labour, 110 Gloucester Ave, London NW1 8HX

Acknowledgement letter

Transport for London



Andrew Dismore AM
Labour London Assembly Member for Barnet and Camden
City Hall
Queen's Walk
London SE1 2AA

Transport for London
Consultation Team

10th Floor, Zone G4, Palestra
197 Blackfriars Road
London
SE1 8NJ

By email to: andrew.dismore@london.gov.uk

Consultations@tfl.gov.uk

3 November 2016

Dear Mr Dismore

Petition against proposed changes to the 13 bus route

I am writing to confirm receipt of the petition passed from you to Valerie Shawcross, Deputy Mayor for Transport on 30 September 2016.

We note the petition contains 1,870 signatures in opposition to our proposal "to rename the 82 bus the '13' and remove the 13 bus route thereby reducing the frequency of buses along the Finchley Road".

We confirm the petition will be considered as part of our decision making process for the consultation on changes to bus routes 13, 82, 113, 139 and 189.

Yours sincerely

Michelle Wildish
Consultation Team
Transport for London

MAYOR OF LONDON



VAT number 756 2769 90

Appendix D: All public comments received

Route 13/ N13	No. of comments
Current route 13: Concerns	
Overcrowded	94
Buses holding at stations to regulate services / intentionally slowing services	1
Current route 13: Positive comments	
Provides a useful service from Covent Garden (The Strand) and Charing Cross Station to Golders Green	36
This is one of London's iconic bus routes	9
Key route for university students	5
Useful for getting to Southbank without getting on trains	3
Useful for educational trips	1
Comments against the proposal for route 13	
Concerned about overcrowding on route 13 due to loss of 82	146
Loss of service to Trafalgar Square/Strand/Charing Cross/Regent Street/Aldwych	103
General opposition to the proposals	83
Maintain existing route	69
Terminate in Aldwych	51
Extending to Victoria/not needed	50
Restricting visits to shops, theatre and museums in Piccadilly/Aldwych/Strand	44
Concerned that TfL 13 is being withdrawn and 82 renumbered as 13	32
Changes will make the journey much slower	28
N13: Loss of N13	19
Replacing 82 with 13 will confuse commuters	9
82 often times terminates before reaching Victoria due to traffic and 13 will have same problem	7
Extending to North Finchley	6
Increased congestion between Golders Green & Finchley Road	6
N13: Safety concern for lone women waiting longer at bus stops	3
Previously ran from 13 bus ran from North Finchley to Aldwych which was a much better route	1
Proposed frequency is not necessary, a 10 minute frequency would be ideal	1
Comments in support of the proposal for route 13	
Extending to North Finchley/24-hour service	28
Extension to North Finchley/reroute to Victoria	21
General support for the proposal	4

Suggestions: Route 13	
Increase frequency/higher frequency needed	43
Suggestion to extend the route to other routes/destination not on the proposal	20
Suggestions to extend the route to various other destinations not on the proposal	8
Terminate it at Trafalgar Square and then make it a 24-hour service	4
Some of the 13s should start and/or end at N. Finchley but mostly use Golders Green as their terminus	2
It should be a 24-hour service from North Finchley to Monument	1
Reroute away from Oxford Street	1
Run the route in two directions; Victoria or Strand (like the Northern line)	1
Introduce an express route 13 only stopping at Tube stations along the route	1
Redirect funding to routes in other parts of London which are more lacking	1
Route 13 should stop at bus Stop K at Tally Ho Corner rather than turn right into the bus garage, for better connections	1

Route 82	No of comments
Current route 82: Concerns	
Overcrowded	136
Encounters delays at both ends of the route due to traffic	2
Current route 82: Positive comments	
Excellent route	21
Comments against the proposal for route 82	
Loss of 82/Maintain route	200
Replacing 82 with 13 will lead to overcrowding along the route	49
Removing it will add to delays and extended journey times.	17
Inconvenient for commuters travelling to Victoria	13
Keep 82 and get rid of 13 instead	13
Should keep serving Victoria	8
Changes will limit access to Lord's Cricket Ground	7
No clear or rational justification given for eliminating this route	7
Parents will be 'forced' to drive their kids to school due to service reduction	6
Withdrawal of this route would have a negative impact on people's social life	3
Commuters will have to cross several busy roads to get to Golders Green Tube station	1
Loss of service between Oxford Street and Aldwych	1
Negative impact to area/s east of Baker Street	1
Terminating this route will have a detrimental effect on businesses	1
Withdrawal of this route will undermine property prices	1

Comments in support of the proposal for route 82	
Replacing 82 with 13 seems reasonable	26
Withdrawal of 82 will decongest Oxford Street	2
General support for withdrawal of route 82	1
Suggestions: Route 82	
Increase frequency	23
Extend to other routes/destinations not on the proposal	6
Consider running a shorter route from Golder Green – Marble Arch	4
Route should be kept with a 24-hour service	3
Rename as route 2 or route 26 and run between Barnet and Victoria	2
Reduce frequency on 13, 82 and 113 instead of withdrawing 82	2
Re-route from Golders Green through Hampstead and Belsize Park for easy access to The Royal Free Hospital	2
Introduce a new N82 to serve Victoria	1
Route 82 should be run as a night bus route N82 and the N13 discontinued	1
Route 113/ N113	No. of comments
Current route 113: Concerns	
Currently overcrowded in peak hours and busy throughout the day	18
Poor frequency	15
Overcrowded	3
Current route 113: Positive comments	
None	
Comments against the proposal for route 113	
Maintain current route/oppose proposal	23
Extending route will make it unreliable	12
Extension to Oxford Circus just reinstating what already existed in the past	7
Extending the route will only lead to congestion along Oxford Street	3
Extension will lead to overcrowding	3
Stops dangerous / inaccessible for elderly and people of limited mobility	1
Comments in support of the proposal for route 113	
Terminating at Oxford Street	37
Increased frequency	25
General support for the proposal	21

Suggestions: Route 113/ N113	
Increase frequency	25
Suggestion to extend to other destinations not on proposal	18
N113: Extend to Aldwych from Trafalgar Square	7
Make it a 24 hour service	5
Replace 113 with 13	3
Terminate at Marble Arch	3
N113: Increase frequency	2
N113: Reroute to Mill Hill rather than Watford Way	2
N113: Route via Oxford Circus (at least) if not also Piccadilly Circus	2
Use hybrid buses/clean buses more regularly	2
The changeover from 113 to N113 needs to start earlier (00:00hrs) than at present	1
Reduce number of stops	1

Route 139	No. of comments
Current route 139: Concerns	
Makes empty stock moves along Mill Lane (NW6) to Cricklewood bus garage	9
139 buses speeding (as they often do) pose a threat to children trying to cross the road	1
Current route 139: Positive comments	
Current route works well as it is	4
Comments against the proposal for route 139	
Changes will lead to increased journey times	39
Extension to Golders Green will lead to overcrowding	14
Loss of 82 will lead to overcrowding	13
Oppose the proposal	13
Concerned about the extension to Golders Green since roads in the area are narrow	9
Poor policy to add to the congestion by filtering the 139 down Finchley Road and Fortune Green Road	7
Withdrawal of 13 from serving Aldwych will lead to overcrowding/congestion on 139	6
Route should continue serving West Hampstead	4
Changes will lead to longer waits	2
Increased noise/pollution/traffic on residential roads	2
Loss of 139 from West End Green will badly affect the small business owners in the area	2
Proposed route is well covered by 328	2
Frequency will be reduced	1
Heavily used by tourists going to Abbey Road studios and Lord's Cricket ground	1

Comments in support of the proposal for route 139	
Extension to Golders Green	59
24 hour service	7
Suggestions: Route 139	
Extend to destinations not on proposal: Cricklewood/Victoria/Elephant and Castle/Oxford Street	12
Increase frequency	10
Re-route to various destinations not on proposal: Aldwych/West End Lane/Hendon Central	7
Withdraw 139 as duplicated by 189	6
Decrease frequency as buses often run empty	2
Should carry passengers along Mill Lane between West Hampstead and Shoot Up Hill	1
Terminate at Marble Arch	1

Route 189	No. of comments
Current route 189: Concerns	
None	
Current route 189: Positive comments	
Very useful route for getting to Oxford Circus	23
Comments against the proposal for route 189	
Maintain existing route/oppose proposal	80
Curtailling inconvenient/changing buses an extra expense/longer walk	44
Proposed changes restrict access to Oxford Circus	10
Restricts access to university for students	1
Not clear which route 189 will take after Baker Street	1
Comments in support of the proposal for route 189	
Stopping at Marble Arch will make the service quicker	7
24-hour service	4
Increased frequency	1
Suggestions: route 189	
Extend to an alternative destination: Trafalgar Square/Aldwych/Tottenham Court Road/Victoria/Waterloo	7
Add a stop between Selfridges and Oxford Circus	1
Decrease frequency as buses often run empty	1
Dispose of the 189 bus route and extend the 16 to Brent Cross Shopping Centre from Cricklewood	1
Increase frequency	1
Reroute through Regent Street and terminate in Piccadilly Circus	1
Reroute to Kensington High Street for better connections	1
Reroute via Portland Place	1
Terminate at Hyde Park Corner	1

Q7. General comments – all routes	Number of comments
Current routes: Concerns	
Buses on Finchley Road are busy/overcrowded at peak times	111
Bus timetables are not suitable (services not staggered)	16
Buses stopping short of advertised journey	10
Roadworks on Finchley Road are slowing bus services	3
Current routes: positive comments	
Service on these routes is excellent	8
Comments against the proposals	
Concern over frequency and capacity reduction: general and along the route	215
Loss of direct bus service from Finchley to Aldwych	169
Changing buses will inconvenience commuters	126
Bus services will not be sufficient to cater for growing population / new housing developments	94
13 and 82: Both routes are needed	91
Impact on people with reduced mobility/wheelchair users/people with buggies	79
TfL is just renumbering route 82 to route 13 and scrapping the current 13	68
Unfair on older people with reduced mobility who might not be able to use step-free access stations	57
TfL should be increasing capacity/encouraging use of public transport	46
Changes will lead to overcrowding	40
General opposition to the proposals	40
Longer journey times	39
Service reduction - Finchley Road (Fortune Green) – Swiss Cottage – St John's Wood – Park Road	38
Multiple connections could lead to journey costing more	26
Longer waiting times	24
This will lead to more people driving/taking cabs	23
Congestion on West End Lane	22
These changes are unnecessary	22
No justification provided for the proposed changes	21
Negatively impacts journeys from central London to Golders Green/Finchley Road	20
Negatively impacts journey to school	16
No bus service from Cricklewood and Brent Cross to Oxford Street	14
TfL favouring cyclists (CS11) over bus users	14
Increased congestion	12
Extension of routes will lead to timetable issues (buses not staggered)	11
Limited bus service to the O2 Centre on Finchley Road	11
Waste of money	10
Increased air and noise pollution	8
Proposed changes will restrict access to Jewish Cultural Centre	7

TfL failing to address objections service reduction in Swiss Cottage Finchley Road area	7
Safety concern: Changes proposed will lead to injury due to overcrowding	5
Changing buses at night is unsafe	4
Loss of direct link to Piccadilly Circus and Charing Cross	4
Changes negatively impact journey between Hendon Way and Golders Green	3
Congestion on Abbey Road	3
CS11 works will exacerbate the congestion that these changes will cause	3
Driver behaviour	3
Proposed changes would cause considerable inconvenience	3
The “two to three” minutes frequency mentioned is incorrect	3
Unfair on low paid workers (who are likely to be the shift/unsociable hour workers)	3
West End Lane/Fortune Green Road are not suitable for a higher and prolonged throughput of bus traffic	3
Do not make change until you can ensure direct access for the disabled from street level to the platforms at all stations	2
Safety concern – lone women walking/waiting longer especially at night	2
TfL prioritising Oxford Street’s stakeholders	2
24-hour bus will disrupt sleeping residents	1
All changes designed only to serve people in outer London reach the centre	1
Cutting back on buses will severely impact the quality of life of local residents who use these services	1
Making Oxford Street a traffic free zone (unless you only allow buses/taxis)	1
New routes should be considered to serve the areas that the existing buses are being extended to	1
One hour Hopper is too short of time for a bus trip to the West End from Golders Green	1
Comments in favour of the proposals	
Generally supportive	39
One hour Hopper ticket will makes changing buses feasible	27
Conditional support	19
Proposed changes will make journeys more convenient	8
24-hour service/ increased frequency	7
Good proposal	7
Reducing number of buses on Oxford Street good for the environment	5
Agree with rationalising services	3
Pleased that frequency on Abbey Road – Grove End Road – Lisson Grove – Rossmore Road is being maintained	1
Reduction is needed in order for resources to be used elsewhere	1
Support extending routes but not diverting/changing routes that buses follow	1

Further information requested	
Information on what will happen to buses if Oxford Street is pedestrianised	16
More information on bus frequency	15
Assessments for Air Quality, usage and impact analysis	12
Commencement date for the changes of they go ahead	1
General comments and suggestions about London's bus services	
Out of scope suggestions	28
Misunderstood part of the consultation	16
Keep the bus lanes free of all traffic except buses	2
Use more environmentally friendly buses	2
Inform customers when buses are out of service or delayed to avoid long waits at bus stops	1
London traffic needs a more radical re-think, not just tinkering around the edges	1
TfL buses are reliable/frequent and well maintained	1
When Crossrail opens it will affect these bus routes	1
Suggestions	
Provide more buses/increase frequency	27
Improve bus scheduling/timetables (more staggered arrivals)	6
Frequency of buses should be constant for the one hour hopper to work/avoid paying twice	5
All buses should stop at Marble Arch or be re-routed	4
Divert some routes towards Kingsbury/Queenbury area	4
West Hampstead needs a bus route which starts in West Hampstead to ensure that there are enough seats on the bus	3
Bus drivers should let people dependant on wheeled walkers use the wheelchair ramp on buses	2
Congestion in the Baker Street area should be reduced	2
Hopper time shoulder be extended/bring back cash payment on buses	2
Install "queue forms here" signs/Add a Matrix to the North Finchley Bus Station	2
Introduce a bus route that serves Edgware without entering central London	2
Maintain end-stops for central London from Golders Green	2
Provide a direct bus link between Hyde Park Corner – Marble Arch - Baker Street to Hampstead	2
All parking along West End Lane / Abbey Road should be prohibited	1
Buses should run from Golders Green and North Finchley to Euston and Kings Cross mainline stations	1
Extend 113 or 189 from West Hampstead to Mill Hill Broadway	1
Install TfL Bike docks in Child's Hill /Temple Fortune and Golders Green to lessen congestion	1
Make all routes (except 521) southbound on Waterloo Bridge stop at stop B on Waterloo Bridge southbound (north bank)	1
Provide a bus route from Kilburn to Tottenham Court road	1
Wait until the Finchley Road works are finished before implementing any changes	1

Q13. Quality of the consultation	Number of comments
General comments	
Hopefully TfL will take people's views into account	23
Negative comments	
Proposals not different from what was previously proposed and rejected	114
Poorly publicised	54
Too many routes in a single colour on one poorly notated map is confusing	21
Information not detailed enough	19
TfL deliberately launched consultation during the summer when no one is around	16
Information provided difficult to decipher	15
Decision already made	10
Not clear from the map the exact changes being proposed	9
Posters at bus stops are too small	7
Poorly thought out plans	6
Reduction in capacity not communicated clearly enough	6
The survey is very subjective	5
Content provided is appalling	4
Routes should be shown in different colours on the map	4
Difficult to locate the comments section of online survey	2
Some of the data is inconsistent and contradictory	2
No information on changes to bus stops	1
One hour Hopper has not been well publicised	1
Poor quality leaflets	1
Questions regarding withdrawal of N13 should have been asked	1
Results of the 2015 consultation should have been provided as background	1
TfL should have taken into account the effect of dismantling the Baker St/Gloucester Place Gyratory traffic system	1
Positive comments	
Pleased to be consulted	26
Information provided is concise and to the point	12
Information is clear	6
Good maps	3
Information on the website is clear enough	1
Suggestions	
There should be posters at bus stops	8
A far-reaching, more robust publicity required	6
A comparison map would be good	4
HS2 and the proposed cycle lane should have been taken into account	4
Provide responses to issues raised	4
Questions should be set out in a skip logic manner	4
A review of how to change these routes after Crossrail has started would be more effective	3
Replace 'not sure' pre-set answer with 'no view'	3
Consultation should be deferred until the new Hopper Ticket and Night Tubes have bedded in and usage has been reviewed	2

Extend consultation period to allow people who were on holiday time to respond	2
Make survey mobile friendly/ inform via TfL App	2
Publish consultation results transparently	2
Re-launch consultation with an extended consultation period at the beginning of September	2
Face to face consultation would be useful	1
Provide the opportunity for respondents to comment on each route change not just one response per bus	1

Appendix E: List of stakeholders consulted

Local Authorities and Statutory Bodies:

London TravelWatch	
Councillor Peter Freeman	Abbey Road ward, City of Westminster
Councillor Lindsey Hall	Abbey Road ward, City of Westminster
Councillor Judith Warner	Abbey Road ward, City of Westminster
Councillor Julia Alexander	Bryanston and Dorset Square ward, City of Westminster
Councillor Richard Beddoe	Bryanston and Dorset Square ward, City of Westminster
Councillor Adnan Mohammed	Bryanston and Dorset Square ward, City of Westminster
Councillor Barbara Grahame	Church Street ward, City of Westminster
Councillor Aicha Less	Church Street ward, City of Westminster
Councillor Aziz Toki	Church Street ward, City of Westminster
Councillor Iain Bott	Marylebone High Street ward, City of Westminster
Councillor Ian Rowley	Marylebone High Street ward, City of Westminster
Councillor Karen Scarborough	Marylebone High Street ward, City of Westminster
Councillor Daniel Astaire	Regent's Park ward, City of Westminster
Councillor Gotz Mohindra	Regent's Park ward, City of Westminster
Councillor Robert Rigby	Regent's Park ward, City of Westminster
Councillor Louise Hyams	St James's ward, City of Westminster
Councillor Tim Mitchell	St James's ward, City of Westminster
Councillor Cameron Thomson	St James's ward, City of Westminster
Councillor Nickie Aiken	Warwick ward, City of Westminster
Councillor Christabel Flight	Warwick ward, City of Westminster
Councillor Jacqui Wilkinson	Warwick ward, City of Westminster
Councillor Paul Church	West End ward, City of Westminster
Councillor Jonathan Glanz	West End ward, City of Westminster
Councillor Glenys Roberts	West End ward, City of Westminster
Councillor Jack Cohen	Childs Hill ward, London Borough of Barnet
Councillor Shimon Ryde	Childs Hill ward, London Borough of Barnet
Councillor Peter Zinkin	Childs Hill ward, London Borough of Barnet
Councillor Brian Gordon	Edgware ward, London Borough of Barnet
Councillor Helena Hart	Edgware ward, London Borough of Barnet
Councillor Joan Scannell	Edgware ward, London Borough of Barnet
Councillor Eva Greenspan	Finchley Church End ward, London Borough of Barnet
Councillor Graham Old	Finchley Church End ward, London Borough of Barnet
Councillor Daniel Thomas	Finchley Church End ward, London Borough of Barnet
Councillor Rohit Grover	Garden Suburb ward, London Borough of Barnet

Councillor John Marshall	Garden Suburb ward, London Borough of Barnet
Councillor Gabriel Rozenberg	Garden Suburb ward, London Borough of Barnet
Councillor Dean Cohen	Golders Green ward, London Borough of Barnet
Councillor Melvin Cohen	Golders Green ward, London Borough of Barnet
Councillor Reuben Thompstone	Golders Green ward, London Borough of Barnet
Councillor Tom Davey	Hale ward, London Borough of Barnet
Councillor Kitty Lyons	Hale ward, London Borough of Barnet
Councillor Hugh Rayner	Hale ward, London Borough of Barnet
Councillor Maureen Braun	Hendon ward, London Borough of Barnet
Councillor Anthony Finn	Hendon ward, London Borough of Barnet
Councillor Mark Shooter	Hendon ward, London Borough of Barnet
Councillor Val Duschinsky	Mill Hill ward, London Borough of Barnet
Councillor John Hart	Mill Hill ward, London Borough of Barnet
Councillor Sury Khatri	Mill Hill ward, London Borough of Barnet
Councillor Ross Houston	West Finchley ward, London Borough of Barnet
Councillor Kathy McGuirk	West Finchley ward, London Borough of Barnet
Councillor Jim Tierney	West Finchley ward, London Borough of Barnet
Councillor Devra Kay	West Hendon ward, London Borough of Barnet
Councillor Adam Langleben	West Hendon ward, London Borough of Barnet
Councillor Agnes Slocombe	West Hendon ward, London Borough of Barnet
Councillor Geof Cooke	Woodhouse ward, London Borough of Barnet
Councillor Anne Hutton	Woodhouse ward, London Borough of Barnet
Councillor Alan Schneiderman	Woodhouse ward, London Borough of Barnet
Councillor Richard Olszewski	Fortune Green ward, London Borough of Camden
Councillor Flick Rea	Fortune Green ward, London Borough of Camden
Councillor Lorna Russell	Fortune Green ward, London Borough of Camden
Councillor Siobhan Baillie	Frognal and Fitzjohns ward, London Borough of Camden
Councillor Andrew Mennear	Frognal and Fitzjohns ward, London Borough of Camden
Councillor Gio Spinella	Frognal and Fitzjohns ward, London Borough of Camden
Councillor Douglas Beattie	Kilburn ward, London Borough of Camden
Councillor Maryam Eslamdoust	Kilburn ward, London Borough of Camden
Councillor Thomas Gardiner	Kilburn ward, London Borough of Camden
Councillor Roger Freeman	Swiss Cottage ward, London Borough of Camden
Councillor Andrew Marshall	Swiss Cottage ward, London Borough of Camden
Councillor Don Williams	Swiss Cottage ward, London Borough of Camden
Councillor Angela Pober	West Hampstead ward, London Borough of Camden
Councillor Phil Rosenberg	West Hampstead ward, London Borough of Camden
Councillor Kevin Craig	Bishop's ward, London Borough of Lambeth
Councillor Ben Kind	Bishop's ward, London Borough of Lambeth
Councillor Jennie Moseley	Bishop's ward, London Borough of Lambeth

City of Westminster
Hertfordshire County Council
London Borough of Barnet
London Borough of Brent
London Borough of Camden
London Borough of Hillingdon
London Borough of Lambeth
London Councils
Reigate and Banstead Council
Surrey County Council
Tandridge District Council
West London Alliance

Government departments, parliamentary bodies and politicians

Rt Hon Patrick McLoughlin MP	Secretary of State for Transport
Karen Buck MP	Member for Westminster North
Dawn Butler MP	Member for Brent Central
Neil Coyle MP	Member for Bermondsey and Old Southwark
Rt Hon Mark Field MP	Member for Cities of London and Westminster
Mike Freer MP	Member for Finchley and Golders Green
Barry Gardiner MP	Member for Brent North
Helen Hayes MP	Member for Dulwich and West Norwood
Kate Hoey MP	Member for Vauxhall
Dr Matthew Offord MP	Member for Hendon
Tulip Siddiq MP	Member for Hampstead and Kilburn
Keir Starmer MP	Member Holborn and St Pancras
Chuka Umunna MP	Member for Streatham
Rt Hon Theresa Villiers MP	Member for Chipping Barnet
Department for Transport	

Greater London Authority

Kemi Badenoch AM	London Assembly Member, London wide
Shaun Bailey AM	London Assembly Member, London wide
Andrew Boff AM	London Assembly Member, London wide
Sian Berry AM	London Assembly Member, London wide
Tony Devenish AM	London Assembly Member, Hammersmith and Fulham, Kensington and Chelsea and City of Westminster
Andrew Dismore AM	London Assembly Member, Barnet and Camden
Nicky Gavron AM	London Assembly Member, London wide

Navin Shah AM	London Assembly Member, Brent and Harrow
Tom Copley AM	London Assembly Member, London wide
Joanne McCartney AM	London Assembly Member, Enfield and Haringey
Fiona Twycross AM	London Assembly Member and Chair of the London Fire and Emergency Planning Authority
Florence Eshalomi AM	London Assembly Member, Lambeth and Southwark
Caroline Russell AM	London Assembly Member, London wide
Caroline Pidgeon AM	London Assembly Member and Chair of Transport Committee
David Kurten AM	London Assembly Member, London wide
Peter Whittle AM	London Assembly Member, London wide
GLA Strategic Access Panel	
GLA Transport Team	

Emergency Services and Healthcare

Barnet NHS Care Commissioning Group
Barnet Safer Transport Team
Brent NHS Care Commissioning Group
Brent Safer Transport Team
Camden NHS Care Commissioning Group
Camden Police Safer Neighbourhoods Team: Swiss Cottage Ward
Camden Safer Transport Team
Care Commissioning Group Central London (Westminster)
Care Commissioning Group NHS Central London
Central London NHS Trust
Cricklewood GP Health Centre
King's College Hospital NHS Foundation Trust
Lambeth Safer Transport Team
London Ambulance Service
London Fire and Emergency Planning Authority
Metropolitan Police Heathrow Airport
Metropolitan Police Service
Metropolitan Police Traffic Partnership
Port of London Authority
Westminster Safer Transport Team

Accessibility Groups

Action on Hearing Loss (formerly RNID)
Age UK
Alzheimer's Society

Asian Peoples Disabilities Alliance
Better Transport
Campaign for Better Transport
Campaign for Better Transport
Disability Alliance
Disability Rights UK
Disabled Persons Transport Advisory Committee
Greater London Forum for Older People
Guide Dogs for the Blind Association
Joint Committee on Mobility of Blind and Partially Sighted People
Joint Mobility Unit
Living Streets
London Older People's Strategy Group
MIND
National Children's Bureau
RNIB
Sense
Sixty Plus
Stroke Association
Sutton Centre for Voluntary Sector
The British Dyslexia Association

Transport and road user groups

AA Motoring Trust
Association of British Drivers
Association of Car Fleet Operators
British Motorcyclists Federation
Camden Cycling Campaign
Canal & River Trust London
Clapham Transport Users Group
Confederation of Passenger Transport
CTC, The National Cycling Charity
East Finchley Bus Watch
Enfield Cycling Campaign
Freight Transport Association
Green Flag Group
Lambeth Traffic and Transport Working Group
Licensed Taxi Drivers Association
Living Streets

London Cab Drivers Club
London Cycling Campaign (Brent)
London Cycling Campaign (Camden)
London Cycling Campaign (Camden)
London Cycling Campaign (Lambeth)
London Cycling Campaign (Lewisham)
London Cycling Campaign (Westminster)
London Omnibus Traction Society
London Suburban Taxi-drivers' Coalition
Motorcycle Action Group
Motorcycle Industry Association
Paddington Residents Active Concern On Transport (PRACT)
Road Haulage Association
Royal Mail Parcel Force
Sustrans
Taxi and Private hire
TPH for Heathrow Airport
Wandsworth Community Transport
West Hampstead Amenity And Transport

Business groups

Confederation of British Industry (CBI)
Eurostar Group
Finchley Road Business Group
Hampstead NW3 Business Association
Heart of London Business Alliance
In Holborn
London City Airport
London Underground
New West End Company
North West London Chamber of Commerce
Northbank BID
Victoria Business Improvement District

Businesses, employers and venues

BBC
Camden Arts Centre
Edgware Library
Gatwick Airport

Hampstead Theatre
Hendon Library
In & Around Covent Garden
JW3
O2 Centre - Finchley Road (Land Securities)
Swiss Cottage Central Library
Swiss Cottage Community Centre
Swiss Cottage Open Space
The Winch Space

Local interest groups

Bankside Residents' Forum
Bayswater Residents Association
Belgravia Residents Association
Belsize Park Residents' Association
Broadfield Broadhurst Close and Fairhurst Tenants and Residents Association
Central and Cecil Residential Care Home (Compton Lodge)
Citizens UK
Combined Residents Associations of South Hampstead
Cresta House Residents Association
Elsworthy Court Members Company Limited
Elsworthy Residents Association
Fairfax Place Residents Association
Fairfax Road (12-36) Residents Association
Finchley Road Business Group
Finchley Road Community Forum
Fitzjohns Avenue Residents Association
Fitzrovia Neighbourhood Association
Fordwych Residents Association
Gondar and Agamemnon Residents' Association
Harrowby and District Residents Association
Hilgrove Estate Residents Association
Marylebone Association
Mill Hill United Synagogue
Neighbourcare St John's Wood and Maida Vale
Pimlico FREDA
Residents Society of Mayfair and St James's
Roman Catholic Church of Our Lady
Royal Central School of Speech & Drama

Soho Society
South East Bayswater Residents Association
St John's Wood Society
St Mary with All Souls Church
St Marys Centre
St Mary's Church, Primrose Hill
Streatham Vale Property Occupiers Association
Swiss Cottage Central Library
Swiss Cottage Community Centre
Swiss Cottage Library user group
Swiss Cottage Open Space
The Clapham Society
The Islamic Cultural Centre and London Central Mosque
The St Marylebone Society
Thorney Island Society
Vauxhall Gardens Estate Tenants & Residents Association
Westcroft Estate Tenants and Residents Association
Westminster Society
Winchester Road Residents Association

Others

Abercorn Preparatory School
Abercorn School, early years site
All Saints CofE School (Primary)
American School in London
Arnold House School
BAPS Swaminarayan Sanstha
Barrow Hill Junior School
Broadfields Primary School
Broadhurst School (Primary)
BT
Childs Hill Primary School
Christ Church Church Of England Primary School (Redhill Street)
Deansbrook Infant School
Deansbrook Junior School
EDF Energy
Edgware Primary School
Emmanuel Church Of England Primary School
Francis Holland School (Prep)

GMB
Hampstead School of Art
Holy Trinity (Trinity Walk) Church Of England Primary School
ICE London
King Solomon Academy
Kingsgate Primary School
Mapledown School (Primary)
Maria Fidelis School
National Grid
Netley Primary School
New School of Physiotherapy and counselling
Queen's College Prep school
Quintin Kynaston Secondary Academy
RMT Union
Robinsfield Infant School
Royal Central School of Speech and Drama
Royal Mail
Royal Parks
Saint Christinas School (Primary)
South Hampstead High School
Southbank International School
St Agnes RC Primary School
St Eugene De Mazenod Catholic Primary School
St John's Wood Pre-preparatory School
St Lukes Church Of England School
St Marylebone School
St Pauls Church of England Primary School
Swiss Cottage School Development and Research Centre
Tashbar Primary School
Thames Water
The St Marylebone Bridge School
UCL Academy
Unions Together
Unite Union
University College Foundation
Wessex Gardens Primary School
Whitefield Secondary School
Woodcroft Primary School