



# Changes to buses in central London

Response to issues raised  
June 2017

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# 1. Background

We recently reviewed a number of bus routes that run into central London. A set of proposals were identified that change bus services in central London so that they can continue to support London as a world leading cultural and economic centre.

The proposals involve a combination of changing where some routes terminate, rerouting some routes away from Oxford Street and extending routes to maintain connections.

This document explains the processes, responses and outcomes of the consultation. All together we consulted on proposals for 23 bus routes. Many of the route proposals are connected. We have presented the information maintaining this grouped order.

**3, 137, N3**

**6, 15, N15**

**8,172, 242**

**22, C2, N22**

**23, 452**

**46, 332**

**25, 425**

**73, 390**

Our proposals range in scale depending on the route to help us better match future demand with space available on the bus. Many proposals are connected, so we have grouped them to make it easier to understand what is proposed.

The Mayor has committed to improving life in London, by tackling air quality, transforming Oxford Street and introducing the bus hopper ticket and freezing public transport fares. In addition we are encouraging growth in cycling and walking, and establishing measures to help buses get to and through central London quickly and reliably. Having the right level of bus provision is crucial in ensuring central London works well.

The opening of the Elizabeth line from 2018 will further transform how people move about in central London. The line will provide a key east-west link across central London and beyond. Many people will choose to use this faster journey than take a bus.

The Elizabeth line is particularly significant for bus services on Oxford Street, with the two new stations at Tottenham Court Road and Bond Street set to further reduce bus demand on the street. The Mayor is also working with City of Westminster to make Oxford Street more pedestrian friendly. Our proposals for changes to bus services in

central London are therefore designed to start reducing bus traffic on Oxford Street. The proposals in this consultation would reduce the number of buses going along Oxford Street by around 40 per cent.

To reflect this, we identified a set of proposals that rearranged bus services in central London, so that it can continue to support London as a world leading cultural and economic centre.

The proposals involve a combination of changing where some routes terminate, rerouting some routes away from Oxford Street and extending routes to maintain connections.

## 2. Conclusion and next steps

### Conclusion

A total of 3415 responses were received. A further review of the proposals and when they should be introduced, in-light of the comments received, has been undertaken.

We intend to go ahead with the proposals as put forward in the consultation except for the proposal to change route 23 at its western end (diversion to Wembley) and the associated change to route 452, which will be considered further in conjunction with stakeholders.

### Implementation

We intend to start introducing changes from summer 2017. This is generally earlier than originally proposed because the overall level of demand on these routes is now appreciably lower than had been anticipated by this stage.

We are also looking at how the resource saved could be used on other parts of the bus network.

Once introduced we will closely monitor travel patterns, demand and reliability.

**17 June 2017**

<b>73</b>	<b>Oxford Circus - Stoke Newington</b>	<p>Buses will start and finish at Oxford Circus and will no longer serve Oxford Circus – Victoria. Route 390 will be rerouted to provide this connection.</p> <p>To better match how often buses run with demand for them, we have changed the frequency;</p> <ul style="list-style-type: none"> <li>Monday to Friday daytime buses will run every 5 minutes (previously every 3-4 minutes).</li> <li>Sunday and each evening buses will run every 7 -8 minutes (previously every 6 minutes).</li> </ul>
<b>172</b>	<b>Clerkenwell Green - Brockley Rise</b>	<p>Buses will start and finish at Clerkenwell Green, serving Farringdon and will no longer serve Ludgate Circus - St Paul's.</p>
<b>242</b>	<b>St Paul's - Homerton Hospital</b>	<p>Buses will start and finish at St Paul's and will no longer serve St Paul's – Tottenham Court Road.</p>

<b>390</b>	<b>Victoria - Archway</b>	<p>Buses will start and finish at Victoria, serving Oxford Street, Park Lane and Hyde Park Corner and will no longer serve Marble Arch – Notting Hill Gate.</p> <p>Buses will run more often:</p> <ul style="list-style-type: none"> <li>Monday to Saturday daytime buses will run every 6 minutes, with additional morning peak time enhancements. (Previously every 8 minutes).</li> <li>Sunday daytime buses will run every 10 minutes (previously every 12 minutes)</li> </ul>
<b>N73</b>	<b>Oxford Circus - Walthamstow</b>	<p>Buses will start and finish at Oxford Circus and will no longer serve Oxford Circus – Victoria. Route 390 will be rerouted to provide this connection.</p> <p>To better match how often buses run with demand for them, we have changed the frequency;</p> <ul style="list-style-type: none"> <li>Friday and Saturday nights buses will run every 15 minutes (previously every 12 minutes).</li> </ul>

## 15 July

<b>3</b>	<b>Trafalgar Square – Crystal Palace</b>	<p>Buses will start and finish at Trafalgar Square and will no longer serve Regent Street or Oxford Circus.</p> <p>We intend to extend route 3 to Russell Square, as consulted on, when Elizabeth line services start running from Tottenham Court Road.</p>
<b>22</b>	<b>Oxford Circus – Putney Common</b>	Buses will start and finish at Oxford Circus and no longer serve Green Park - Piccadilly and Piccadilly Circus.
<b>137</b>	<b>Marble Arch - Streatham Hill</b>	<p>Buses will start and finish at Marble Arch and will no longer serve Oxford Street or Oxford Circus.</p> <p>No change to route N137</p>
<b>C2</b>	<b>Regent Street - Parliament Hill Fields</b>	Buses will run to and from Regent Street (Conduit Street) and no longer serve Berkley Square – Victoria.

<b>N22</b>	<b>Oxford Circus - Fulwell</b>	Buses will start and finish at Oxford Circus and no longer serve Green Park - Piccadilly and Piccadilly Circus.
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Remaining central London changes are subject to confirmation but expected to be:

- Autumn 2017 – Changes to routes 23, 25 and 425;
- Early Spring 2017 – Further change to route 25;
- Late autumn 2018 – Further change to routes 3/N3, 46 and 332.

### **3. Overall comments and our response to them**

Below are our responses to the key issues raised. Key themes arising throughout the consultation are responded to initially, with specific issues answered route by route.

#### **3.1 Comments relating to longer journeys / walking distance for interchange / waiting times.**

##### **Our response**

Demand for many routes in central London is now appreciably lower than had been anticipated by this stage. Our changes focus on ensuring reliability of journey times and frequencies are improved – so that passengers know on average how long the wait is, and that the time it takes to go from A to B is broadly the same each day.

To achieve this we need to change where some routes start and finish as well as the roads some routes serve.

Shortening routes or adjusting their termini helps us manage services more effectively helping us better mitigate against delays and disruptions common in central London.

Where possible we will ensure that same or nearby stop interchange is available for those that need to change buses as a result of our proposals, though there will be occasions where this isn't possible and passengers would have a further distance to move between stops, such as round a corner or crossing a road.

Most bus routes serving central London run at high frequencies, so those passengers that do need to change should not have long waits.

The hopper fare, allowing two trips within an hour, makes interchanging a more affordable option for many.

#### **3.2 Comments that Elizabeth line will not mean number of passengers drops on central London bus routes and that the changes will exacerbate overcrowding of the Tube.**

##### **Our response**

The opening of the Elizabeth line from 2018 will transform how people move about in central London. The line will provide a key east-west link across central London and beyond. Many people will choose to use this faster journey than take a bus.

The Elizabeth line is particularly significant for bus services on Oxford Street, with the two new stations at Tottenham Court Road and Bond Street set to further reduce bus demand on the street. The Mayor is also working with City of Westminster to make Oxford Street more pedestrian friendly. Our proposals for changes to bus services in central London are therefore also designed to start reducing the number of buses

running along Oxford Street. The proposals in this consultation would reduce the number of buses going along Oxford Street by around 40 per cent.

For example those travelling from the western end of the Elizabeth line will be able to travel through and beyond Paddington without needing to change to other Tube or bus services.

In planning these changes we have also considered 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.

### **3.3 Comments about changing buses being inconvenient or not as safe as before (especially for vulnerable users).**

#### **Our response**

The London bus network provides a fully accessible transport choice for 6.4 million passengers a day. We know that for some, using other modes is not a practical option.

In planning these changes we have sought to minimise the loss of direct connections. Additionally where possible we will ensure that same stop interchange is available for those that need to change buses as a result of our proposals. There will however be occasions where this isn't possible.

Most bus routes serving central London run at high frequencies, so passengers needing to change should not have long waits. However, many Tube stations including the new Elizabeth line stations will all be fully accessible and may offer a viable alternative for some.

### **3.4 Comments relating to the Hopper bus fare.**

- Customers won't necessarily benefit from the Hopper fare when changing bus, as the journey into the centre of London is likely to take one hour or more.
- The Hopper fares should be given a chance to 'bed in' before proposing major changes to routes.

#### **Our response**

The new fare enables passengers to take a £1.50 bus or tram journey and then change onto another bus or tram for free within one hour of touching in at the start of their journey.

It is automatically given to anyone who uses pay as you go with a contactless bank payment or Oyster card. The 'Hopper' is of particular benefit to Londoners on lower incomes that rely on the bus service to get around.

The new fare gives passengers more options on which route or routes to take on their journey. In many cases passengers can change to alternative services before reaching central London.

### **3.5 Concerns about Air Quality and bus congestion.**

- Concerns about the potential rerouting of buses resulting in increased pollution on residential roads.
- All buses in central London will be Euro VI or Hybrid with zero-emission models or retrofitted to emit less NO<sub>2</sub>.

#### **Our response**

We are now proposing to introduce the Ultra Low Emission Zone (ULEZ) in central London on 8 April 2019, to reduce overall exposure to air pollution and bring forward the health benefits to Londoners. This is around 17 months earlier than the currently approved date of 7 September 2020. Our consultation on this proposal is open until 25 June 2017.

<https://consultations.tfl.gov.uk/environment/air-quality-consultation-phase-2/>

We have taken significant steps to reduce air pollution from our bus fleet. All buses in Greater London currently meet Euro IV standards or better for NO<sub>x</sub>.

The ULEZ requirements would also apply to our bus fleet. All buses would meet the ULEZ standards. We also intend to go beyond the ULEZ standards for our own fleet. To support the ULEZ, all double-decker buses operating in the Congestion Charging zone will be hybrid electric vehicles from September 2019 and all single-decker buses in the zone will emit no pollutants from their engine exhaust by September 2020 (e.g. they will be full electric or hydrogen models).

This will bring significant benefits to buses in central London and also to the corridors outside the ULEZ that those buses service. However we are also proposing a raft of additional improvements to reduce emissions from the TfL bus fleet:

- Implementing up to 12 'Low Emission Bus Zones' across London – tackling the worst pollution hotspots by concentrating cleaner buses on the dirtiest routes. The first zones has been delivered in Putney High Street and Brixton/Streatham will follow later in 2017;
- Expanding an innovative Euro VI bus retrofit programme to have a Euro VI standard fleet by 2020; and
- To ensure all new double deck buses delivered from 2018 are hybrid or zero emission.

### **3.6 Concern that the proposals have not taken future planning into consideration.**

- Proposals do not cater for the growing population and higher customer demand from the new housing developments.

#### **Our response**

We are confident that there is sufficient capacity for the demand. Our planning has taken account of known developments along key corridors.

Demand for many routes in central London is now appreciably lower than had been anticipated by this stage. Our changes focus on ensuring reliability of journey times and frequencies are improved – so that passengers know on average how long the wait is, and that the time it takes to go from A to B is broadly the same each day.

### **3.7 Concerns with bus congestion in general, in central London.**

- “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

#### **Our response**

Buses represent 11 per cent of traffic in central London but carry 57 per cent of people. It is therefore vital that a high frequency bus network continues to operate in central London. Our proposals will allow us to run a more efficient network, improving reliability and journey times, while also reducing the number buses serving Oxford Street by 40 per cent.

The bus is a hugely important and easily accessible means of transport, and the buses that use Oxford Street provide links to a wide range of destinations beyond. Once these proposals are implemented, there would be eight routes that continue to serve Oxford Street.

Possible further changes to the bus network are being considered as part of the consultation on the transformation of Oxford Street.

## **4. Comments on the consultation**

### **4.1 Concerns that the maps had errors in them / would not download correctly.**

#### **Our response:**

Once notified of the downloading issue, a remedy was put in place within 24 hours. Two maps were updated to correct factual errors.

### **4.2 Concerns that the questionnaire should have included a skip function.**

#### **Our response**

The skip function would have allowed respondents who asserted which route or routes they use to pass straight to the route specific questions.

Being able to identify which routes people use and their answers is important to us.

While we recognise that some respondents only wanted to answer about their specific route, many wanted to answer about multiple routes or only in general terms.

As such a skip function would have precluded some from answering some questions.

## 5. Route specific comments and our responses

Route	Issue and our response
3, N3	<p><b>Issue:</b> Direct links broken</p>
	<p><b>Our response:</b> Diverting route 3 to Russell Square away from Regent Street means that 850 unique trips that would be broken.</p> <p>Although we recognise that there will be new opportunities for direct connections, at the moment we want to ensure the route runs reliably. To do this we are proposing that for the time being buses start and finish at Trafalgar Square and stand on Charles II Street. We hope to be able to extend the route to Russell Square during 2018.</p>
	<p><b>Issue:</b> Russell Square already overcrowded / removes connection to Oxford Circus</p>
	<p><b>Our response:</b> We recognise that in the longer term rerouteing buses to Russell Square would mean some passengers have to change buses to complete their journey. There would be sufficient space at the stand in Russell Square to accommodate buses on route 3.</p>
	<p><b>Issue:</b> Route unreliable now – extension will worsen this</p>
	<p><b>Our response:</b> We are planning to delay the rerouteing of the 3 to Russell Square so that we can ensure the route runs reliably in the shorter term between Trafalgar Square and Crystal Palace.</p>

6, 15, N15	<p><b>Issue:</b> Direct links broken</p> <hr/> <p><b>Our response:</b></p> <p>Rerouting buses on the 6 to serve Park Lane and Piccadilly means that 1,700 unique trips would be broken.</p> <p>Many though will gain new opportunities for direct connections, not previously available, for example to and from Piccadilly and Green Park. The new Hopper fare means there is no longer a financial penalty for changing buses.</p> <p>We measure these passenger journeys by looking at trip patterns from Oyster card information alongside other data. Our review shows more people will benefit from the rerouting than would have a broken journey.</p>
	<p><b>Issue:</b> Maintain the current routing (for route 6 along Oxford Street) at night</p> <hr/> <p><b>Our response:</b></p> <p>The London bus network offers simple to use, frequent, reliable and affordable connections. We intend to keep route 6 running as a 24-hour a day service, which means the roads served at night are the same as during the day. This ensures the network remains simple to use and easy to understand. Route N98 will continue link the Edgware Road corridor with Oxford Street at night</p>
	<p><b>Issue:</b> Changes will lead to overcrowding.</p> <hr/> <p><b>Our response:</b></p> <p>Route 98 will continue to provide connections between Edgware Road and Oxford Circus and has sufficient capacity.</p>
	<p><b>Issue:</b> Extend route 15 to Marble Arch / Paddington</p> <hr/> <p><b>Our response:</b></p> <p>As part of the ongoing work to transform Oxford Street, we are looking at alternative routes and other mitigating measures. By the end of 2017 we will have reduced the number of buses using Oxford Street by 40 per cent.</p> <p>We have no plans to extend route 15 beyond its current terminus.</p>

<b>8, 172, 242</b>	<p><b>Issue:</b> Leave route 8 as it is</p> <hr/> <p><b>Our response:</b>  Buses on route 8 have been temporarily starting and finishing at Tottenham Court Road instead of Oxford Circus since August 2013 due to roadworks and traffic congestion. The route would now start and finish at Tottenham Court Road permanently.</p> <p>The temporary stand is due to be withdrawn in summer 2017 as part of Camden Council's <a href="#">West End Project</a> and an alternative stand cannot be found in the Tottenham Court Road area within the planned new road layout. Buses on route <b>8</b> would therefore use the existing permeant stand, currently used by buses on route <b>242</b>. In turn this means route <b>242</b> buses would use the stand at St Paul's currently used by buses on route <b>172</b> which would be rerouted to Clerkenwell.</p>
	<p><b>Issue:</b> Why change route 242 (loss of links, poor interchange at St Pauls).</p> <hr/> <p><b>Our response:</b>  Over the past five years usage on route <b>242</b> has decreased by 17 per cent on weekdays, 17 per cent on Saturdays and 14 per cent on Sundays. Usage on the night service has decreased by 20 per cent on weeknights and 60 per cent on weekends. We expect usage to decline further, particularly west of Bishopsgate / Liverpool Street, once the Elizabeth line opens. Some of this decline is down to the service not running as reliably as it should. Our proposals seek to address this. By shortening the route and avoiding certain pinch points we can manage the service more efficiently and restore reliability and confidence in the service. That means the services at the eastern end to and from Homerton will be improved. However around 1,800 customers per weekday would now need to change buses to reach their destination. .</p> <p>The changes proposed for Bank junction will help improve the reliability of routes passing through it. More reliable services make it more attractive for people to use, and so be certain of their journey time. We are looking at other areas and junctions where priority measures could be introduced to help improve reliability and bus speeds to make using route 242 more attractive.</p>
	<p><b>Issue:</b> Extend route 242 to Holborn</p> <hr/> <p><b>Our response:</b>  We looked at the suitability of extending buses to Holborn, however this would create sufficient new demand to make it worthwhile. St Paul's offers good interchange to other bus routes and to the Central Line.</p>

	<p><b>Issue:</b> Where will buses start and finish at Farringdon on route 172?</p> <hr/> <p><b>Our response:</b> Buses will start and finish at Clerkenwell Green. We're working with Islington Council to design improvements to the layout of the Green, which provides benefits for pedestrians, cyclists and residents in addition to providing an improved space for buses to stand.</p>
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<b>22, N22 and C2</b>	<p><b>Issue:</b> Rerouting the 22 to Oxford Circus does not complement the aim of reducing congestion in the area</p>
	<p><b>Our response:</b> Rerouting buses on route 22 would mean that Berkeley Square, Conduit Street and Regent Street would still have bus connections. In part, this would replace connections lost with our proposed changes to route C2. Our proposals would maintain the links between Sloane Square, Sloane Street and Oxford Circus currently provided by route 137. It would also give new journeys opportunities between King's Road and Oxford Circus. It would provide direct links between Putney, Kings Road, Piccadilly, Berkeley Square and Oxford Circus.</p> <p>Route 19 would continue to provide connections between Sloane Square, Piccadilly and Holborn, while route 137 would continue to provide them between Sloane Square, Hyde Park Corner and Marble Arch / Park Lane.</p>
	<p><b>Issue:</b> Extend the 22 to Barnes</p>
	<p><b>Our response:</b> We understand and acknowledge the desire to have a bus route that better serves Barnes. We are looking at the options available to us to achieve this. However, extending high frequency route 22 would not offer a good use of resources and would adversely affect the reliability of the route.</p>
	<p><b>Issue:</b> Loss of the link to and from Victoria (route C2)</p>
	<p><b>Our response:</b> The C2 proposals are part of our large-scale changes in the West End and adjacent areas. Route 22 will be rerouted to serve Berkeley Square and terminate at Oxford Circus. This offers a more attractive service with many new connections created. Restructuring route C2 will allow us to ensure the route runs reliably.</p> <p>The change is designed to reduce bus capacity to better match current usage which has fallen in part because of improved capacity on Tube services, for example between Victoria and Oxford Street due to the enhanced capacity of the Victoria Line.</p> <p>Victoria will retain a wide choice of direct buses, including to two of the locations currently served by the C2 – Oxford Circus (route 390) and Camden Town (route 24).</p> <p>For other destinations a change is necessary but there is same-stop or nearby interchange for nearly all the other places on route C2; via routes 24 and 88 (at Westminster) for Great Portland Street; or routes 24 and 214 (at Camden) for Kentish Town and Parliament Hill.</p>

	<p>Travel to Albany Street would require changing at Oxford Circus between the 390 and the new C2: this does involve moving between stops on Oxford Street and Regent Street. Unfortunately it was not possible to avoid this due to the constraints of the road layout.</p>
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<b>23 and 452</b>	<p><b>Issue:</b> Direct links broken by shortening the route</p> <hr/> <p><b>Our response:</b>          Around 2,400 weekday passengers would need to change bus from route <b>23</b> for journeys starting between Paddington and the West End.</p> <p>Many connections can be made by using other routes.</p> <p>This change is part of our large-scale recasting of services across the West End and adjacent areas. The change is designed to reduce bus capacity to better match current usage, which has fallen in part because of improved capacity on Tube services. We expect one of the biggest change in trip patterns to be at Paddington as people will be able to continue their journey from the west into central London, and beyond using the Elizabeth line.</p> <p>We will introduce changes to route 23 in two stages. From September the route will be curtailed at Aldwych with buses running between Westbourne Park and Aldwych. From early in 2018 a further change will be made with buses then running between Westbourne Park and Lancaster Gate.</p>
	<p><b>Issue:</b> No alternative night service</p> <hr/> <p><b>Our response:</b>          Night route N23 will continue to run between Aldwych and Westbourne Park, including when the day route is curtailed at Lancaster Gate. .</p>
	<p><b>Issue:</b> Buses are overcrowded now, change will lead to reduced capacity / overcrowding of other services</p> <hr/> <p><b>Our response:</b>          This change is part of our large-scale recasting of services, in this case across the West End and adjacent areas. It's also designed to reduce bus flows, reflecting current usage, which has fallen in part because of improved capacity on Tube services.</p>
	<p><b>Issue:</b> Extension of route 23 to Wembley</p> <hr/> <p><b>Our response:</b>          We are reviewing how best to take forward our ideas for extending route 23 to Wembley.</p> <p>A separate proposal and consultation will be developed.</p>

<b>25 and 425</b>	<p><b>Issue:</b> Buses are overcrowded now, change will lead to reduced capacity / overcrowding of other services</p>
	<p><b>Our response:</b> We're continuing to review our plans for route 25, but expect to introduce them in the autumn 2017.</p> <p>Our proposals will mean that there will be no overall reduction in the number and frequency of buses running between Ilford and Mile End. Extending route 425 from Stratford to Ilford ensures we are providing sufficient capacity where it is needed. West of Mile End route 25 will run more frequently than now – every 6 minutes.</p>
	<p><b>Issue:</b> Why is the extension of route 425 required? Will it make the route too long to operate reliably?</p>
	<p>By extending route 425, as well as providing sufficient capacity, splitting the resource in this way means we can ensure both routes run more reliably.</p>

<b>73 and 390</b>	<p><b>Issue:</b> Loss of the link to Victoria (route 73). Loss of links from Stoke Newington. Reduced capacity between Oxford Street and Victoria. Links at night on route N73 from Hackney</p>
	<p><b>Our response:</b></p> <p>Around 1,050 customers per weekday would need to change buses. These customers can be accommodated on an enhanced route <b>390</b> service. While we recognise that changing the services would mean some people needing to catch two buses to complete their journey, we feel the benefits of improved reliability and better connections provide a better use of our resources.</p> <p>These changes are also part of a large-scale recasting of services, in this case across the West End and adjacent areas. These are also designed to reduce bus capacity, reflecting current usage which has fallen in part because of improved capacity on the tube, for example between Victoria and Oxford Street due to the enhanced capacity of the Victoria Line.</p> <p>The change to route 73 sees the bus link between Oxford Street and Victoria transfer to route 390, a lower-capacity service. Route 73 remains as a higher-capacity connection between the West End and Stoke Newington via Angel. Route 38 also continues to link Essex Road directly to Victoria. Passengers travelling between Stoke Newington and Victoria can transfer between routes 73 and 38 at stops along Essex Road and at Angel, usually at no extra charge thanks to the Hopper fare.</p> <p>We considered retaining late night and early morning through journeys on the 73 to Victoria. However we concluded that it was not desirable to run a very limited service in this way as there would inevitably be some confusion about precisely when through journeys were available, with first and last journeys in particular subject to some inevitable variability from one day to the next. Passengers expect that bus routes will provide all-day service and preferably at high frequency. It was therefore judged better to concentrate on making such passengers aware of the Hopper fare and interchange opportunities.</p> <p>At night route N73 is replaced between Oxford Circus and Victoria by the diversion of 24-hour route 390 to Victoria. We considered retaining both the N73 and 390 over this section but decided that the excess of capacity over demand would be too great. On a weeknight about 170 passengers travel on the N73 between stops south and west of Oxford Circus to / from stops in LB Hackney and northwards, out a total of 1670 on the route on a weeknight; about 70 of these are to or from Victoria.</p> <p>At night passengers for Marble Arch can change at Oxford Circus for many routes along Oxford Street. Those for Park Lane and Hyde Park Corner can change at Oxford Circus to buses on routes 10, 390 and N137 (note the N137 which will continue to serve Oxford Circus). Passengers for Victoria can change at Oxford Circus for the 390 or N136, or at Tottenham</p>

	<p>Court Road for route 24, 390 and N38.</p>
	<p><b>Issue:</b> Why reduce the frequency as overcrowded at present</p> <p><b>Our response:</b>          To better match how often buses run with demand for them, we have changed the frequency;</p> <p>Monday to Friday daytime buses will run every 5 minutes (previously every 3-4 minutes).</p> <p>Sunday and each evening buses will run every 7 -8 minutes.</p>
	<p><b>Issue:</b> The interchange will be poor at Oxford Circus</p> <p><b>Our response:</b>          Those passengers continuing to Victoria from route 73 could change to route 390 at any point between King's Cross and Oxford Circus where the routes serve the same stops or at to the 38 at stops along the Essex Road and Angel, usually at no extra charge thanks to the Hopper fare.</p>

## **6. Suggestions**

### **6.1 Frequency increases**

There should be emphasis put on enhancing frequencies on certain routes not reducing them.

#### **Our response**

The Mayor has committed to improving life in London, by tackling air quality, transforming Oxford Street and introducing the bus hopper ticket and freezing public transport fares. In addition we are encouraging growth in cycling and walking, and establishing measures to help buses get to and through central London quickly and reliably. Ensuring that we have the right level of bus provision is crucial in ensuring central London works well. This consultation sets out our proposals to change the bus network in central London, so that it can continue to support London as a world leading cultural and economic centre.

Recent investment in upgrading the Tube network has made it much more reliable and attractive for many to use. Over four million journeys are made each day on the Tube network and this number is rising. The Victoria and Northern lines are now among the highest frequency services in Europe, with a train every two minutes at the busiest times. Night Tube services are now running on the Central, Victoria and Jubilee lines with the Northern line commencing in November and the Piccadilly line later in 2016.

These improvements mean that demand for some bus routes has reduced. The 73, for example, which closely follows the route of the Victoria Line, has seen up to eleven per cent reduction in demand since 2011. By operating slightly fewer services, we will be able to operate them faster and more reliably.

### **6.2 Public information**

If the proposals go ahead clear publicity must be provided offering alternative routes to the West End and locations of safe and convenient interchange points.

#### **Our response**

When service changes are implemented we provide a range of communications including revised route maps and timetables at bus stops where relevant, emails to customers and stakeholders and in some cases, electronic (iBus) messages on board buses and at bus stops.