

## Email 1

**From:** Bradley Peter (ST)  
**Sent:** 08 April 2009 21:12  
**To:** Hayter Phil (ST); Hall Beverley (ST)  
**Subject:** RE: Request Flag to Compulsory Flag - Paint/Vinyl Conversion Works

Phil

Have spoken with Dick, who has confirmed that he has briefed both David and Peter Hendy. Therefore no further action from us (other than to continue with the roll out).

Thanks

Peter

Peter Bradley | Head of Consultation and Engagement Centre  
Transport for London

[REDACTED]

[REDACTED]xx

**From:** Hayter Phil (ST)  
**Sent:** 03 April 2009 16:52  
**To:** Hall Beverley (ST); Bradley Peter (ST)  
**Subject:** FW: Request Flag to Compulsory Flag - Paint/Vinyl Conversion Works

Bev / Peter

Briefing note to sent to Dick on the roll-out of the Request to Compulsory flag programme. Not sure if Dick has passed this on to David or Peter H.

Regards

Phil Hayter  
Stops and Shelters Manager

[REDACTED]

[REDACTED]

**From:** Hayter Phil (ST)  
**Sent:** 26 March 2009 11:42

**To:** Halle Dick (ST)

**Cc:** Kershaw Chris (ST); Spencer John (ST); Horsley Simon (ST); Bennett Ivan (ST); Mensah Emmanuel (ST)

**Subject:** Request Flag to Compulsory Flag - Paint/Vinyl Conversion Works

Dick

Orders to commence this work have now started with the first batch issued during week commencing 16<sup>th</sup> March.

Trueform will be given 4 weeks to complete each batch (more than the standard 2 weeks as it is deemed low priority work which should not impinge on ongoing maintenance and service change work). This is also based on a starting position of Trueform having c.50 flags in stock available for use. Subsequent batches of approx. 15 flags per batch will be issued on a weekly basis starting from week commencing 30<sup>th</sup> March. On this basis it is expected that 10-15 flags will be completed per week on average subject to other workload.

We will be aiming to complete the 'Pay Before You Board' Area first followed by the remainder of the old 'Zone1' and then key radial corridors.

The first batch (already issued and underway) includes stops in Tooley Street, Waterloo Road, and York Road and was selected for ease of access, speed of installation and the opportunity to iron-out any issues.

Batch 2 will include New Oxford Street, Strand, Russell Square, Millbank, Whitehall and Tottenham Court Road.

Batch 3 will include Park Lane, Horseferry Road, Lambeth Bridge, Gloucester Place, Regent Street and Shaftesbury Avenue

Subsequent batches are now being identified and will be issued once we can establish how many of the flags being removed from previous batches and other misc. works are suitable for re-painting ready for re-use (some flags may have minor surface damage etc which may make them unsuitable for treatment in this fashion).

Phil Hayter  
Stops and Shelters Manager



## Email 2

**From:** Bradley Peter (ST)

**Sent:** 27 February 2009 10:52

**To:** MacKinnon Maureen (TfL)  
**Cc:** Kershaw Chris (ST); Hayter Phil (ST); Hall Beverley (ST); Halle Dick (ST)  
**Subject:** FW: Compulsory and Request stops

Maureen

As promised please find below a draft response for David to send to Peter Hendy on the subject of compulsory and request stops.

“The revisions to the bus stopping arrangements have now been implemented. We have asked operators to communicate with drivers that they should only not serve a bus stop if they are certain that no one wants to get on or off.

In terms of bus stops, all new stops and any that need replacing through wear and tear will be of the existing compulsory stop design. We are also examining ways of eliminating the request stop in the centre of London and possibly on major corridors during 2009-10, by painting the stops white and affixing a red roundel to give them the appearance of a compulsory stop. This would cost around £30k for the central zone, plus an additional £60k to cover wither zone 2 or major corridors, which can be funded with existing budgets. The cost of refurbishing all request stops in London would be in the region of £450k.

Two prototype flags are due to be installed on the pair of stops on Blackfriars Bridge Road south of Palestra in a week or so after which a final decision will be made on whether to go ahead with this.

The alternative is to replace all request stops with new compulsory stops at a cost of £130k for central area alone or around £2m for the whole network”.

Thanks

Peter

[Peter Bradley](#) | Head of Consultation and Engagement Centre  
Transport for London  
Surface Transport Communications



[REDACTED]XX  
[REDACTED]

-----Original Message-----

From: Hall Beverley (ST)  
Sent: 18 February 2009 10:33  
To: Brown David (Surface Transport MD); MacKinnon Maureen (TfL); Bradley Peter (ST)  
Cc: Halle Dick (ST)  
Subject: RE: Compulsory and Request stops

David

We did send a response through last October, though I'm not sure it got to Peter. That said, having discussed this with Dick and Chris Kershaw we are looking at a more permanent and cost effective way of doing this. I'll have a response for Peter to Maureen by the end of the week.

Beverley

-----Original Message-----

From: Brown David (Surface Transport MD)  
Sent: 17 February 2009 17:09  
To: MacKinnon Maureen (TfL); Hall Beverley (ST); Bradley Peter (ST)  
Subject: Re: Compulsory and Request stops

I thought we had done this ( twice!). David

----- Original Message -----

From: MacKinnon Maureen (TfL)  
To: Hall Beverley (ST); Bradley Peter (ST)  
Sent: Tue Feb 17 10:01:23 2009  
Subject: FW: Compulsory and Request stops

Bev/Peter,

Could you please provide an answer for David to send to Peter.

Thanks

M

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.....  
[REDACTED]  
.....  
.....

-----Original Message-----

From: Smith Stacey  
Sent: 17 February 2009 09:46

To: Brown David (Surface Transport MD)  
Cc: MacKinnon Maureen (TfL); Hudson Teresa; Woulfe Laura  
Subject: FW: Compulsory and Request stops

David,

Peter has asked please, "Is this still going to happen?"

Many thanks  
Stacey

-----Original Message-----

From: Bradley Peter (ST)  
Sent: 22 July 2008 17:09  
To: Brown Peter (COO); Smith Stacey  
Cc: Weimar Jeroen (ST); Halle Dick (ST); Brown David (Surface Transport MD);  
Hall Beverley (ST); Taylor Lisa; Yearbury Dallas; Hudson Teresa; Kershaw Chris  
(ST)  
Subject: FW: Compulsory and Request stops

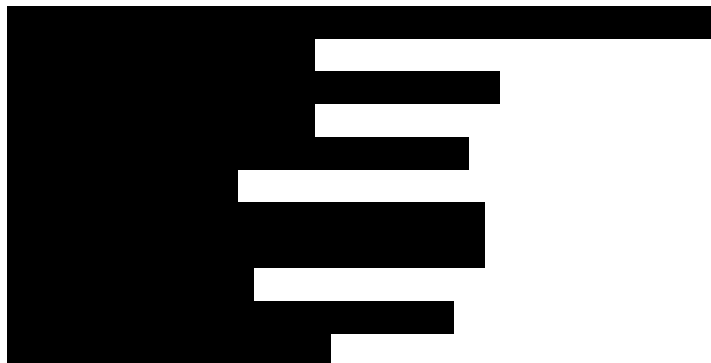
Peter / Stacey

We have not informed the Mayor of the change in stopping arrangements, but see no reason for doing so. I have just spoken to Kevin Austin at the GLA (who was involved in the consultation at an early stage) and he has no problem with going forward with implementation. I have forwarded him a copy of the letter that was sent to all consultees summarising the responses to consultation and outlining what we are intending to do (copy attached for information).

All new and replacement bus stops are now of the red roundel on a white background (the compulsory stop). We are intending to put vinyl's over the 13,000 request stops at a cost of around £430K, once funding has been identified.

Thanks

Peter



-----Original Message-----

From: Smith Stacey

Sent: 21 July 2008 17:55  
To: Brown Peter (COO)  
Cc: Weimar Jeroen (ST); Halle Dick (ST); Brown David (Surface Transport MD); Hall Beverley (ST); Bradley Peter (ST); Taylor Lisa; Yearbury Dallas; Hudson Teresa  
Subject: RE: Compulsory and Request stops

Peter,

Further to your email attached, Peter has replied, "Thanks - have we told the Mayor? Shouldn't we? (I'd could do it on Thursday?)"

Many thanks  
Stacey

-----Original Message-----

From: Brown David (Surface Transport MD)  
Sent: 21 July 2008 07:41  
To: Hendy Peter (TfL)  
Cc: Weimar Jeroen (ST); Halle Dick (ST); Brown Peter (COO)  
Subject: Re: Compulsory and Request stops

Consultation was stopped due to the election and then restarted afterwards. Bev hall /dick halle has the latest. My recollection was that it was being positively received but no final decision had been made yet. peter brown is at csm today and he will give you an answer. David

-----

Sent from my BlackBerry Wireless Device

----- Original Message -----

From: Hendy Peter (TfL)  
To: Brown David (Surface Transport MD)  
Cc: Weimar Jeroen (ST)  
Sent: Sun Jul 20 23:58:42 2008  
Subject: Compulsory and Request stops

Are they being abolished? Shouldn't we tell the Board?  
Peter

**Email 3:**

**From:** Hall Beverley (ST)  
**Sent:** 25 February 2009 14:30  
**To:** Bradley Peter (ST)  
**Subject:** FW: Replacement of Request Flags

Peter  
For info

I may need you to pick this up in terms of working out how we respond to David / Peter.

Thanks  
B

**From:** Halle Dick (ST)  
**Sent:** 25 February 2009 14:26  
**To:** Kershaw Chris (ST)  
**Cc:** Hall Beverley (ST); Hayter Phil (ST)  
**Subject:** RE: Replacement of Request Flags

Chris

A further thought – could you say something about this at the LBSL operational meeting this afternoon, please.

Dick

**Dick Hallé**  
**Strategy Director**  
**Surface Transport**  
**Transport for London**





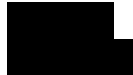
**From:** Kershaw Chris (ST)  
**Sent:** 25 February 2009 09:53  
**To:** Halle Dick (ST)  
**Cc:** Hall Beverley (ST); Hayter Phil (ST)  
**Subject:** RE: Replacement of Request Flags

No problem. The first pair of stops south of Palestra on Blackfriars Road are both request stops – we'll get refurbished flags put up there. Should be done next week: I'll let you know when they're up and we can go and have a look (or you could take a pair of binoculars to the south-west corner of the office)

---

Chris Kershaw  
Head of Infrastructure  
London Buses



**From:** Halle Dick (ST)  
**Sent:** 24 February 2009 17:53  
**To:** Kershaw Chris (ST)  
**Cc:** Hall Beverley (ST); Hayter Phil (ST)  
**Subject:** RE: Replacement of Request Flags

Chris

Could you get a repaint/vinyl stop flag made up, so that we could see what it was like – preferably put up on street somewhere, please?

On the face of it, this seems by far the best option and would enable us to Z1 and main corridors elsewhere (or Z2).

Dick

**Dick Hallé**  
**Strategy Director**  
**Surface Transport**  
**Transport for London**



**From:** Kershaw Chris (ST)  
**Sent:** 24 February 2009 15:52  
**To:** Halle Dick (ST)  
**Cc:** Hall Beverley (ST); Hayter Phil (ST)  
**Subject:** RE: Replacement of Request Flags

The other options were set out in my first email:

For wrap-around vinyl (not recommended) **or** the repaint/vinyl roundel option – zone 1, £30k; zone 1+2, £70k; network, £450k  
For permanent vitreous enamel – zone 1, £130k; zone 1+2, £300k; network, c£2m

I could fund zone 1+2 with the repaint/vinyl roundel option, or zone 1 only with permanent flags – though there may be supply issues with this option.

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Chris Kershaw  
Head of Infrastructure  
London Buses



[REDACTED]

[REDACTED]

**From:** Halle Dick (ST)  
**Sent:** 24 February 2009 13:09  
**To:** Kershaw Chris (ST)  
**Cc:** Hall Beverley (ST); Hayter Phil (ST)  
**Subject:** RE: Replacement of Request Flags

Chris

How do the costs compare to the other options?

Dick

**Dick Hallé**  
**Strategy Director**  
**Surface Transport**  
**Transport for London**

[REDACTED]

**From:** Kershaw Chris (ST)  
**Sent:** 24 February 2009 10:50  
**To:** Halle Dick (ST)  
**Cc:** Hall Beverley (ST); Hayter Phil (ST)  
**Subject:** RE: Replacement of Request Flags

Dick,

Yes we can re-use request stops – this involves painting them white and applying the roundel in vinyl. Trueform have just done a batch of 50 as a trial (Phil has just shown me one, and it looks pretty good). It's a much better solution than a wrap-around vinyl and at a similar cost.

I suggest we start using these in Central London (and re-cycle the request stops we remove) until we are in a position to move forward with a new design,

---

Chris Kershaw  
Head of Infrastructure  
London Buses

[REDACTED]

[REDACTED]

**From:** Halle Dick (ST)  
**Sent:** 23 February 2009 18:06  
**To:** Kershaw Chris (ST)  
**Cc:** Hall Beverley (ST); Hayter Phil (ST)  
**Subject:** RE: Replacement of Request Flags

Chris

Is there any way that we could re-use request flags and turn them into “white” stops?

It would be good if we could avoid using vinyls altogether – do you have budget to do Zone 1 with enamel flags?

Dick

**Dick Hallé**  
**Strategy Director**  
**Surface Transport**  
**Transport for London**

[REDACTED]

**From:** Kershaw Chris (ST)  
**Sent:** 19 February 2009 17:06  
**To:** Halle Dick (ST)  
**Cc:** Hall Beverley (ST); Hayter Phil (ST)  
**Subject:** Replacement of Request Flags

Dick,

Replacement of request flags in the old zone 1 using vinyl wraps would cost c.£30k, zone 2 a further £40k and about £450k in total for the whole network. I don't recommend doing the whole lot in vinyl, as they would have only a 7 year life.

To replace with proper flags (vitreous enamel) would be c.£130k for zone 1, plus £170k for zone 2. To do the lot would be c.£2m.

What I propose is that we do zone 1 only in vinyl over the next 3 months or so. This should give us time to work up a proposal for a redesign of the permanent flag in an alternative material, which should bring down the unit cost, and then a roll-out plan (over several years)

If the design proposals are going to take longer, we could buy a bit more time by doing zone 2 in vinyl if there is pressure to keep being seen to deliver something.

Are you happy with this approach?

---

Chris Kershaw  
Head of Infrastructure  
London Buses

[REDACTED]

[REDACTED]

**Email 4 (with 2 attachments)**

From: Hall Beverley (ST)

Sent: 17 February 2009 11:01

To: MacKinnon Maureen (TfL)

Cc: Bradley Peter (ST); Halle Dick (ST); Kershaw Chris (ST)

Subject: FW: Compulsory and Request stops

Attachments: \_0721175205\_001.pdf; MH BSA 0608.pdf

Maureen

Things have moved on from this. I'll be able to get you a full update for David and Peter by the end of the week.

Thanks  
Beverley

-----Original Message-----

From: MacKinnon Maureen (TfL)  
Sent: 17 February 2009 10:01  
To: Hall Beverley (ST); Bradley Peter (ST)  
Subject: FW: Compulsory and Request stops

Bev/Peter,

Could you please provide an answer for David to send to Peter.

Thanks

M

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[REDACTED]

.....

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-----Original Message-----

From: Smith Stacey  
Sent: 17 February 2009 09:46  
To: Brown David (Surface Transport MD)  
Cc: MacKinnon Maureen (TfL); Hudson Teresa; Woulfe Laura  
Subject: FW: Compulsory and Request stops

David,

Peter has asked please, "Is this still going to happen?"

Many thanks  
Stacey

-----Original Message-----

From: Bradley Peter (ST)  
Sent: 22 July 2008 17:09  
To: Brown Peter (COO); Smith Stacey  
Cc: Weimar Jeroen (ST); Halle Dick (ST); Brown David (Surface Transport MD);  
Hall Beverley (ST); Taylor Lisa; Yearbury Dallas; Hudson Teresa; Kershaw Chris  
(ST)  
Subject: FW: Compulsory and Request stops

Peter / Stacey

We have not informed the Mayor of the change in stopping arrangements, but see no reason for doing so. I have just spoken to Kevin Austin at the GLA (who

was involved in the consultation at an early stage) and he has no problem with going forward with implementation. I have forwarded him a copy of the letter that was sent to all consultees summarising the responses to consultation and outlining what we are intending to do (copy attached for information).

All new and replacement bus stops are now of the red roundel on a white background (the compulsory stop). We are intending to put vinyl's over the 13,000 request stops at a cost of around £430K, once funding has been identified.

Thanks

Peter

Peter Bradley | Head of Stakeholder Engagement  
Transport for London  
Surface Transport Communications



-----Original Message-----

From: Smith Stacey

Sent: 21 July 2008 17:55

To: Brown Peter (COO)

Cc: Weimar Jeroen (ST); Halle Dick (ST); Brown David (Surface Transport MD); Hall Beverley (ST); Bradley Peter (ST); Taylor Lisa; Yearbury Dallas; Hudson Teresa

Subject: RE: Compulsory and Request stops

Peter,

Further to your email attached, Peter has replied, "Thanks - have we told the Mayor? Shouldn't we? (I'd could do it on Thursday?)"

Many thanks  
Stacey

-----Original Message-----

From: Brown David (Surface Transport MD)

Sent: 21 July 2008 07:41

To: Hendy Peter (TfL)

Cc: Weimar Jeroen (ST); Halle Dick (ST); Brown Peter (COO)  
Subject: Re: Compulsory and Request stops

Consultation was stopped due to the election and then restarted afterwards.  
Bev hall /dick halle has the latest. My recollection was that it was being  
positively received but no final decision had been made yet. peter brown is at  
csm today and he will give you an answer. David

-----  
Sent from my BlackBerry Wireless Device

----- Original Message -----

From: Hendy Peter (TfL)  
To: Brown David (Surface Transport MD)  
Cc: Weimar Jeroen (ST)  
Sent: Sun Jul 20 23:58:42 2008  
Subject: Compulsory and Request stops

Are they being abolished? Shouldn't we tell the Board?  
Peter

**Email 5 (with 1 email attachment and 1 attachment to that email)**

**From:** Bradley Peter (ST)  
**Sent:** 22 November 2008 18:50  
**To:** McKenna David (ST); Jackson Mike (ST)  
**Subject:** RE: Bus Stop Consultation  
**Attachments:** BUS STOPPING ARRANGEMENTS - New poster for drivers

David / Mike

The changes to bus stopping arrangements are currently being phased in. What this means is that drivers should only not serve a stop if they are certain that no one wants to get on or off. Therefore if they see someone waiting at a stop (or cannot see if someone is waiting at a stop because their view is impaired, normally because there is another bus already at the stop), then they should stop. Equally if a passenger rings the bell or is waiting close to the exit door then again they should stop.

The request stop flag will slowly be phased out. All new stops and any that need replacing through wear and tear will be of the existing compulsory stop design. A scheme exists to affix compulsory style vinyl's to all request stops, but this is currently unfunded, and it's unlikely that the money will be found to undertake this in the short term.

An information campaign is currently being rolled out to drivers – see attached communication for details.

Thanks

Peter

Peter Bradley | Head of Stakeholder Engagement

Transport for London

Surface Transport Communications

[REDACTED]

[REDACTED]xx

**From:** McKenna David (ST)

**Sent:** 19 November 2008 11:34

**To:** Bradley Peter (ST); Jackson Mike (ST)

**Subject:** Bus Stop Consultation

Peter,

Mike Jackson (RNM Major Projects) has asked for an update on consultation over a proposal to make all bus stops request stops. Can you contact Mike on 81383 to discuss with him directly?

Regards

**David McKenna**

TfL Surface Transport - Bus Priority Team

Manager Strategic Programmes (South Team)

[REDACTED]

[REDACTED]

**Email 6 (with 1 attachment)**

**From:** Bradley Peter (ST)

**Sent:** 22 November 2008 14:09

**To:** Bell Grant (ST); Berthoz Agnes (ST); Beverley Felicity (ST); Birtill Oliver (ST); Boag Andrew (ST); Cattermole John (ST); Danino Belinda (ST); Farrow Nick (ST); Hall Chris (ST); Hall Robert (Coaches); Harman Mark; Harvey Kristy (ST); Hollis Elizabeth; Jackson MaryAnn (ST); Johnson Esther (ST); Lacey Claire; Martin Joshua; Miles Andrew (ST); Murphy Gary (ST); O'Connor Stephen (ST); Page Ron (ST); Perry George; Podwiazka Darek (ST); Shaw Maree; Shirley Richard (ST); Skinner Barry (ST); Van Der Nest Christian (ST); Deol Hardeep (LU); Downham Claire (ST); Emanuel Neville (ST); Fairclough Lorraine (ST); Whittaker Shelley (ST)

**Cc:** Hall Beverley (ST); Halle Dick (ST); Kershaw Chris (ST)  
**Subject:** BUS STOPPING ARRANGEMENTS - New poster for drivers  
**Attachments:** BestWorstPractice\_A3 Stopping Arrangements FINAL no flash.pdf

For information.

Peter

Peter Bradley | Head of Stakeholder Engagement  
Transport for London  
Surface Transport Communications



**From:** Marcar George (ST)  
**Sent:** 20 November 2008 12:53  
**To:** Bradley Peter (ST); McAdam Sarah; Marsh Tim; Legg Peter (Exc)  
**Cc:** Skinner Barry (ST); Cattermole John (ST); Hayes Alison (ST); James Hayley (ST); Allen Serena; London Paul (ST); Demetrious Maria (ST); Parr Ken (ST); Marston Jon (ST); Browne Virginia (ST)  
**Subject:** FW: STOPPING ARRANGEMENTS - New poster for drivers is arriving in garages this week

The attached document is forwarded for your information.

Regards  
George.

**From:** Snow Rosamund  
**Sent:** 20 November 2008 10:22  
**To:** Achohra Ochuko (ST); Skilton Barry (ST); Jones Michael (TPED); Abifarin Dayo (ST); Little Mark (ST); Baber Guy (ST); Hewerdine Simon (TOCU); James Angie (ST); George Rodney (ST); Martins Ama (ST); Williams Victor (ST); Gwilliam Ron (ST); O'Connor Michael (ST); Burdon John (ST)  
**Cc:** Linn Stefan (ST); Potter Edward (CSEP); Ajala Elizabeth (ST); Shah Rikesh (ST); Marcar George (ST); Mitchell Patricia (ST); Adams Judith; Morley Victoria  
**Subject:** STOPPING ARRANGEMENTS - New poster for drivers is arriving in garages this week

All,

For your info, the attached poster is being delivered to bus garages this week.

Drivers are being reminded that they should stop to pick up passengers even if the passengers don't put their hand out to hail the bus. This is regardless of whether the stop is request or compulsory (research shows that passengers don't notice what kind of stop it is anyway).



The posters are intended to back up the information already in the Big Red Book (p6).

Rosamund Snow  
Driver Communications Manager  
Transport for London



**Email 7 – with 1 attachment**

**From:** Bradley Peter (ST)  
**Sent:** 10 October 2008 04:54  
**To:** 'Rob Kidd'  
**Cc:** 'Ruth Bradshaw'; Livermore Peter; Shirley Richard (ST)  
**Subject:** FW: bus stops - compulsory stopping  
**Attachments:** bus stop consultation.pdf

Rob

Further to Peter Livermore's email, page 2 of the consultation document (attached) sets out when we expect the drivers to serve stops and when we do not. The aim of this exercise is to reflect current practice where the distinction between compulsory and request stops has become lost on the majority of those using buses and to make it simple. If anything it should slightly reduce the instances of drivers stopping at bus stops where no one is waiting. For many years the distinction between compulsory and request stops has not formally existed at night, but very few customers actually understand this.

The changes are in the process of being implemented, although as they are designed to reflect current practice, we are not planning any information campaign as such (other than gentle reminders to customers to always ring the bell when they want to get off the bus).

The compulsory style flag will now be used for all new stops and any that need replacing as a result of wear and tear. We are also looking at cost effective ways of altering the signing on all request stops.

I hope this answers your questions. Please let me know if you need any further information.

Thanks

Peter

Peter Bradley | Head of Stakeholder Engagement  
Transport for London

## Surface Transport Communications



**From:** Livermore Peter  
**Sent:** 09 October 2008 18:44  
**To:** 'Rob Kidd'  
**Cc:** Ruth Bradshaw; Bradley Peter (ST)  
**Subject:** RE: bus stops - compulsory stopping

Hi Rob,

There was a consultation about changes to bus stopping arrangements last year - see attached. Consultation material was sent to over 600 stakeholders. Views were sought on changes to the current compulsory and request stop operation, how to make Hail & Ride services more accessible, and how best TfL should notify occupiers of frontages when making changes to bus stop infrastructure. Consultation ran until 20 July 2007, and London Councils responded:

<http://www.londoncouncils.gov.uk/Transport/consultationsandresponses/LondonCouncilsresponsetotheconsultationonbusstoppingarrangements.htm>

[http://www.londoncouncils.gov.uk/committees/agenda.htm?pk\\_agenda\\_items=1256](http://www.londoncouncils.gov.uk/committees/agenda.htm?pk_agenda_items=1256)


I've copied Peter Bradley in, who should be able to answer your queries about the proposal.

I'm checking your query about TRAVL and will get back to you, and I'll also get back to you regarding the note of Peter Hendy's meeting with TEC.

Regards

Peter

-----Original Message-----

**From:** Rob Kidd [mailto:  
**Sent:** 09 October 2008 13:43  
**To:** Livermore Peter  
**Cc:** Ruth Bradshaw  
**Subject:** bus stops - compulsory stopping

Hi Peter,

further to a meeting of the Officers' Advisory Panel for Transport (OAPT) yesterday, I have been asked to raise this issue with you. We understand it is TfL's intention to make all bus stops compulsory stops (as opposed to request stops) in the future, such that buses would

stop at every bus along the route, even if no-one pressed the bell or hailed the driver. Could you let me know the rationale behind this decision, and whether there is any intention to consult on it? Boroughs have raised concerns that there will be increased noise and air pollution, particularly noticeable in residential areas at night, as well as impacts on traffic flows at all times.

Best regards,

**Rob Kidd** | Transport Policy & Project Manager

London Councils

[REDACTED]

[REDACTED]

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**Email 8 (with 1 attachment)**

From: Halle Dick (ST)

Sent: 24 July 2008 12:00

To: Hall Beverley (ST); Bradley Peter (ST)

Subject: FW: Compulsory and Request stops

Attachments: MH BSA 0608.pdf

For info.

Dick

Dick Hallé

Strategy Director

Surface Transport

Transport for London

+44 (0)20 7918 3520

Please note that as from 27 May 2008, I have moved to a new office. My new

address is:



-----Original Message-----

From: Brown Peter (COO)

Sent: 24 July 2008 11:49

To: Hendy Peter (TfL)

Cc: Brown David (Surface Transport MD); Halle Dick (ST)

Subject: FW: Compulsory and Request stops

Peter, I hope the attached will act as a sufficient Brief should you wish to mention to the Mayor today our proposals in regard to demise of Request Stops and scaling back of Hail and Ride.

(Thanks Dick)

Peter Brown

Chief Operating Officer – Streets

London Streets, Transport for London

11th Floor – Zone R4, Palestra, 197 Blackfriars Road, London SE1 8NJ

Tel: 020 3054 0189/Ext 80189 ? Fax: 020 3054 2002/Ext 82002 ? Mobile: 07715 369 376

-----Original Message-----

From: Halle Dick (ST)

Sent: 24 July 2008 11:02

To: Brown Peter (COO); Bradley Peter (ST)

Cc: Weimar Jeroen (ST); Brown David (Surface Transport MD); Hall Beverley (ST); Taylor Lisa; Yearbury Dallas; Hudson Teresa; Kershaw Chris (ST); Smith Stacey

Subject: RE: Compulsory and Request stops

Peter


I concur generally with Peter Bradley's view that this is not really high profile enough for the Mayor's attention. However, Peter Hendy did say that he could mention it to the Mayor at one of his regular sessions. If the meeting touches on bus operations, this would be a reasonable item for AOB.

If Peter H decides to take this approach, Peter Bradley's last email and the attached stakeholder letter should be sufficient briefing (attached again here). Then, if the Mayor wants more detail, we can prepare a tailored briefing note in liaison with Kevin Austin.

Dick Hallé

Strategy Director

Surface Transport  
Transport for London



-----Original Message-----

From: Brown Peter (COO)

Sent: 23 July 2008 11:26

To: Bradley Peter (ST); Halle Dick (ST)

Cc: Weimar Jeroen (ST); Brown David (Surface Transport MD); Hall Beverley (ST); Taylor Lisa; Yearbury Dallas; Hudson Teresa; Kershaw Chris (ST); Smith Stacey

Subject: RE: Compulsory and Request stops

Peter, I would have thought it was worth a short Brief to the Mayor if we are to do it, do you agree Dick?

Peter Brown

**Email 9 (with 1 attachment)**

**From:** Bradley Peter (ST)

**Sent:** 22 July 2008 17:15

**To:** Kevin Austin

**Subject:** Bus stopping arrangements

**Attachments:** MH BSA 0608.pdf

Kevin

Copy of consultation response letter which summarises what we are intending to do with bus stopping arrangements following consultation and our comments on the issues raised.

Let me know if you need any more information.


Thanks

Peter

[Peter Bradley](#) | Head of Stakeholder Engagement

Transport for London

Surface Transport Communications



**Email 10**

From: Hall Beverley (ST)  
Sent: 21 July 2008 09:24  
To: Brown Peter (COO); Halle Dick (ST)  
Cc: Weimar Jeroen (ST); Bradley Peter (ST)  
Subject: RE: Compulsory and Request stops

Peter

The information you need.

Following the election, we agreed with David (through Nick Wilcox) that we could now respond to consultation on this project.

The three elements are:

1 – We agreed that we would remove the distinction between compulsory and request stops. As far as the customer is concerned we are not asking them to do anything different from what they already do and therefore there will not be any information / marketing directed at them (other than a general reminder to ring the bell if you wish to alight from the bus) . As far as the driver is concerned, we are asking them to stop at bus stops, unless they are certain that there is no one waiting for their bus, and there is no one on the bus wishing to get off. This is being communicated to the operators via a letter to be signed by Mike Weston and will be implemented in stages during the summer.

No more request stops are being manufactured - as stops require replacement the current compulsory stop is being used. The project to vinyl over the existing request stops (at a cost of about £430k) is awaiting funding.

2. – Hail and Ride. A small working group has been set up, to be chaired by Richard Shirley to progress the review of making hail and ride more accessible for the 90 or so bus routes that have an element of this mode of operation. Initially this will concentrate on those bus routes that have just a few roads that involve hail and ride. Where possible converting the hail and ride operation to fixed stops will be examined first.

3. – Consultation on bus stops moves. This will be progressed, once resources have been identified within CSC to handle the correspondence.

Letters responding to consultation have been sent to all stakeholders together with a summary of all comments made (and our responses to those). We have received very little feedback following this exercise.

Thanks

Beverley

-----Original Message-----

From: Brown Peter (COO)

Sent: 21 July 2008 08:45

To: Halle Dick (ST); Hall Beverley (ST)

Cc: Weimar Jeroen (ST)

Subject: RE: Compulsory and Request stops

Importance: High

Dick/Bev, can I have an update on this please to Lisa before 0930 when I leave Palestra for CSM Many thanks

Peter Brown

Chief Operating Officer – Streets

London Streets, Transport for London

-----Original Message-----

From: Brown David (Surface Transport MD)

Sent: 21 July 2008 07:41

To: Hendy Peter (TfL)

Cc: Weimar Jeroen (ST); Halle Dick (ST); Brown Peter (COO)

Subject: Re: Compulsory and Request stops

Consulation was stopped due to the election and then restarted afterwards. Bev hall /dick halle has the latest. My recollection was that it was being positively received but no final decision had been made yet.peter brown is at csm today and he will give you an answer. David

-----  
Sent from my BlackBerry Wireless Device

----- Original Message -----

From: Hendy Peter (TfL)

To: Brown David (Surface Transport MD)

Cc: Weimar Jeroen (ST)

Sent: Sun Jul 20 23:58:42 2008

Subject: Compulsory and Request stops

Are they being abolished? Shouldn't we tell the Board?

Peter