



Our Ref: MH/1011/Stage1/General/Spring/0209

Consultation and Engagement Centre  
Surface Transport Communications  
Transport for London

11th Floor, Zone B2, Palestra  
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11 February 2009

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Dear Stakeholder

## **2010/2011 - Spring bus service review programme – we need your input**

### **Consultation**

As you may know, Transport for London constantly reviews the structure and performance of the London bus network. When undertaking this review work, we positively encourage feedback from customers together with information on local developments, customer research and survey data. We have an extensive programme of liaison with stakeholders and a formal consultation process which facilitates the understanding of the aspirations of our stakeholders and customers and which we continue to develop.

We are keen to seek any initial comments additional to those you have shared through our on-going liaison with you. I have sent this initial request for views to:

- London Boroughs
- London TravelWatch
- London Assembly Members & London Members of Parliament
- Key stakeholder groups, including local interest groups, disability and other interest groups

Our three stage consultation process is as follows:

- **Stage 1** – Represented by this letter which summarises the bus services which are to be reviewed over the next six months.
- **Stage 2** – Consultation on more detailed proposals is triggered when our initial plans have been developed.
- **Stage 3** – Consultation on the preferred option following negotiations with the operators and/or tender award.

The bus routes listed are those with contract end dates between September 2010 and March 2011. Most routes operate under Quality Incentive Contracts (QICs) where provision is made for an extension of two years if performance meets or exceeds the required standard. Major review work is best scheduled for the end of the initial five year contract. Where a route contract is extended any changes recommended at the end of the 5 year stage have often only been implemented for a short period by time of the 7 year stage review and so

there is generally no requirement for a further major review of these routes. The routes which may be eligible for extension are shown in **bold** on the table that follows.

### **Stakeholder Input**

We positively welcome comments that you may have following discussion or representation from members of the public or a constituent, from members of your committee (as appropriate) or your own observations. We would particularly welcome information on any particular problems you may have identified rather than a specific suggestion for extension or enhancement of an individual route. This is because the best solution to a problem may be a change to another route rather than the one being directly reviewed.

Suggestions might include:

- ideas which enhance social inclusion
- corridors or areas which might benefit from new or enhanced Sunday or night services
- areas or corridors on which you feel increased frequency or larger vehicles are needed to cater for demand
- identifying routes which you feel are unreliable
- ideas which improve integration with other transport modes or interchange with other bus routes or improve access to major developments

I look forward to receiving your suggestions and will respond when we consult again on more detailed proposals. Once we have input from stakeholders and undertake the review work, proposals for change are evaluated to ensure that those which are progressed represent value for money and that our finite resources are fairly distributed across the capital. This means that although not all suggestions made can be progressed, it is important that we have your ideas in order to understand the differing priorities which stakeholder groups may have.

### **Next Steps**

I am asking you to return comments by **Friday 10 April 2009**.

Responses can be sent by either post or e-mail to:

- Transport for London, Consultation and Engagement Centre, Surface Transport Communications, 11<sup>th</sup> Floor, Zone B2, Palestra, 197 Blackfriars Road, London, SE1 8NJ
- xxxxxxxxxxxx@xxx.xxx.xx

### **London TravelWatch**

I'm sure most of you are aware that London TravelWatch is the official watchdog representing the interests of transport users in and around the capital. In the Autumn we passed copies of stakeholder responses to London TravelWatch as we received them. This allowed them to comment strategically

on our review programme with the benefit of being aware of other stakeholder's comments and knowing the context. We will assume you are happy for your comments to be passed to London TravelWatch for this review unless you indicate specifically in your response that you do not wish for this to happen. London TravelWatch is also happy to discuss any issues you may have with the bus service review independently of TfL.

Please can I positively encourage you to engage with this process. If you feel that conveying and expressing your views in a local forum (perhaps involving local groups and/or adjoining boroughs) would be beneficial, we would be very happy to discuss the best way of facilitating this. In addition please feel free to pass this on to the other organisations or groups that may have an interest in commenting. Alternatively, let us have their contact details and we will be happy to contact them directly. If you have any further questions or require this consultation material in an alternative format, do please let me know.

Yours sincerely

A handwritten signature in black ink that reads "P Bradley". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

Peter Bradley  
**Head of Consultation and Engagement Centre**  
xxxxxxxxxxxx@xxx.xxx.xx  
Surface Transport  
Transport for London

