

Your 45, 59 and 118 bus routes.

Your say.

Proposed changes in south London.



Consultation Report

December 2024

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1. Executive Summary

Between 2 September and 13 October 2024, we held a public consultation proposing changes to bus routes 45, 59 and 118 between Elephant & Castle, Camberwell, Brixton, Clapham Park, Streatham and Morden, in the London Boroughs of Merton, Lambeth and Southwark.

The London bus network is under continual review. This helps ensure there is enough space on buses for customers, services are operating where they are needed more, and that service levels are maintained.

As part of this review, monitoring showed more buses were operating than were needed by customers along two key sections of route 45; between Brixton Hill and Streatham, and between Camberwell and Elephant & Castle - and less passengers were using the 45. A restructure of routes 45, 59 and 118 was proposed which included:

- a change to route 45 – to operate between Denmark Hill/Camberwell Green and Morden, instead of between Clapham Park/Atkins Road and Elephant & Castle
- that route 118 would no longer operate – it would be replaced by the proposed changes to route 45
- a change to route 59 in Streatham – to operate between Smithfield, St Bartholomew’s Hospital and Clapham Park/Atkins Road, instead of between Smithfield, St Bartholomew’s Hospital and Streatham Hill/Telford Avenue. This change would replace the 45 between Clapham Park and Brixton Hill

The proposals aimed to simplify the bus network between Streatham, Brixton and Camberwell. They were also designed to create new bus journey opportunities, without the need to change bus, for customers travelling to and from Kings College Hospital and Maudsley Hospital sites in Camberwell from Morden and Streatham

There were 795 responses to the consultation. Of these 782 responses were from members of the public, including 89 responses classified as being part of a suspected campaign advocating the use of New Routemaster buses on Transport for London (TfL) services. A further 13 responses were from other stakeholders representing the views of organisations, communities and public transport users.

The consultation provided a variety of feedback, with a majority of comments received from the community. While there was some general support for the proposed routes changes, the overall theme was not supportive. Some held the view south London was already deprived of local transport facilities and the removal of a bus route may have a negative impact with less access to bus services.

There was concern related to the proposed removal of route 59 from Telford Avenue and the removal of route 45 between Camberwell Green and Elephant & Castle.

There was also concern the proposals may lead to reliability issues and capacity to board buses due to increased journey and waiting times, and overcrowding. This was noted as a particular concern along the Streatham Hill – Brixton Hill – Brixton town centre bus corridor.

1.1 Next Steps

Following careful consideration of the feedback received, and a further review of what was proposed we have decided to proceed with the route changes as set out in the consultation.

It is intended the bus service changes for route 45 and 59, and the withdrawal of route 118 will be introduced during February 2025. Comprehensive customer information will be issued in advance of any changes.

The five most frequent issues raised in consultation, and a summary of our response are shown below.

As noted above, a further 89 comments were made as part of a suspect campaign related to matters not in the scope of this consultation. Comments that are out of scope have not been included in this top five.

Top five most frequently raised issues	Our response
Opposed to changes to route 118 in general terms. The route should not be changed.	<p>We continuously review and adapt the bus network to reflect changing customer needs. This includes proposing adjustments to existing bus routes, to ensure services can continue to operate efficiently in areas where our customers need them most.</p> <p>These proposals aimed to provide some new and improved local bus connections between Morden and Camberwell, including important trips to medical settings.</p> <p>Customer demand for buses has fallen in inner London in the last few years. For example, peak demand on routes serving Brixton Hill in 2023/24 was about 70 per cent of the level of demand in 2019/20. Reducing the</p>
Opposed to changes to route 59 in general terms. The route should not be changed.	

	<p>frequency on bus routes where demand has fallen frees up resources to be spent elsewhere on the bus network where demand is increasing.</p> <p>We considered these proposals represent a better match of bus capacity with passenger demand, that will help encourage more use of public transport, while continuing to provide regular and reliable bus services to popular destinations in the area.</p>
<p>Concern related to overcrowding and reliability on route 45 if it were to replace route 118 – due to current issues with the 118 now – described as a poor service that may get worse with an increased journey time.</p>	<p>We will work with the bus operator to make sure the schedule for route 45 is robust and tailored to the time of day, day of week and school / non-school days.</p>
<p>Concern about overcrowding, reliability, and increased waiting and journey times on route 59.</p>	<p>It is estimated that there would be up to two additional passengers boarding per bus on average. Any increase in passenger boarding time is expected to be readily accommodated in scheduled running times.</p>
<p>Concern that route 59 would no longer serve Telford Avenue, Streatham; and a suggestion the route should retain its terminus there.</p>	

2. About the consultation

2.1 Purpose

The objectives of the consultation were to:

- give stakeholders and the public easily understandable information about the proposed route changes and the reasons for them; and allow them to respond
- understand the level of support or opposition for the proposal
- understand any issues that might affect the proposal of which we were not previously aware
- understand concerns and objections
- allow respondents to make suggestions

2.2 Potential outcomes

The potential outcomes of the consultation included that following careful consideration of the consultation responses, we may decide:

- to proceed with the route changes as set out in the consultation
- to modify the proposals in response to issues raised and proceed with revised route changes
- not to proceed with the proposed route changes

2.3 Consultation history

Between 1 June and 7 August 2022 we held a public consultation proposing changes to 71 bus routes in and around central London. The central London bus review (CLBR) consultation included proposals for buses in south London.

As part of the CLBR we proposed to withdraw route 45, change route 59 to operate between St Pauls and Clapham Park. No changes were proposed for route 118.

During November 2022 we announced how we intended to proceed with some of the CLBR proposals. It was confirmed the proposed withdrawal of route 45 would not go ahead at that time. A modified proposal for route 59 was also confirmed that changed its routeing in central London so it would operate between Telford Avenue/Streatham Hill and Smithfield, St. Bartholomew's Hospital.

More details about the CLBR consultation are available on the Transport for London (TfL) Have Your Say website at tfl.gov.uk/busreview

2.4 Who we consulted

The consultation was held to listen to what the public and other stakeholders thought about the proposals.

The aim was to ensure that residents, bus users, commuters, businesses, employers and employees along bus routes 45, 59 and 118 were aware of the consultation and how to have their say.

We consulted with the London Boroughs of Merton, Lambeth and Southwark as the key boroughs served by each route. We also consulted with the London Borough of Camden, the City of London and the City of Westminster for awareness, noting route 59 served parts of these central London boroughs, where no changes were proposed.

We consulted with elected representatives including constituency Members of Parliament, London Assembly members and local ward councillors. We also consulted with transport user groups, community, faith, healthcare, accessibility, resident association, and business stakeholders.

A full stakeholder list can be found in Appendix E: List of stakeholders consulted with.

2.5 Dates and duration

The consultation ran for a period of six weeks from Monday 2 September to Sunday 13 October 2024. This duration represents our typical consultation length of six weeks duration.

2.6 What we asked

The consultation survey contained two open questions and a series of closed questions.

The open questions allowed free text space for comments about what was proposed and the consultation process.

The closed questions were designed to understand more about how often respondents currently used routes 45, 59 and 118, and how the proposed changes may impact respondents. Closed questions included options to record positive, negative, neutral or no impact.

Further closed questions were designed to understand more about who participated in the consultation, how they heard about it, and their relationship to the bus routes. These included optional questions related to each respondents' demographic profile.

The results of the demographic section of the consultation survey are shown in Appendix F: Demographics.

The survey concluded with quality control questions related to the consultation process and the materials provided. At this stage, where respondents felt TfL had not met their expectations, a further free text box was provided for people to tell us how they may like us to improve the consultation service offered.

The consultation questions can be found in full in Appendix B: Consultation questions.

2.7 Methods of responding

Several channels were made available through which people could respond to the consultation. These included:

- via the online survey hosted on the consultation website:
<https://haveyoursay.tfl.gov.uk/45-59-118-proposals>
- via the online a 'quick response' option to provide a time-saving way to take part.
- bus stop posters, leaflets and on-street signage with a QR code for easy access to the consultation website
- by email to haveyoursay@tfl.gov.uk
- by post to Freepost, TfL Have Your Say (no stamp required)
- by telephone. A telephone call back service was provided to facilitate conversations with the team, a way to ask questions, and as a further method of response. The phone line number was 020 3054 6037
- by completion and return of a paper survey or a fillable PDF. Paper surveys were available on request by post or could be downloaded from the consultation website

A question-and-answer facility was also available throughout the consultation period to support people requiring additional information to help with their response. This facility saw 28 questions posed.

A majority of questions posed related to proposed future bus frequencies for routes 45 and 59. There were also some questions related to the bus stops route 45 may serve if it were to replace route 118. Where appropriate questions were answered publicly on the website allowing anyone that wanted to, to see what was asked and the response.

2.8 Consultation materials and publicity

The following information was issued to support the consultation and further explain what was proposed:

- a geographic map of the proposed route changes
- network maps showing current and proposed routes
- a Journey Planning document describing typical bus journeys using the routes, and how these would change if a decision to proceed with the proposals was made
- the initial Equalities Impact Assessment document

Awareness of the consultation was raised through a variety of channels. This included the delivery of 107,285 emails, a public drop-in session and the distribution of approximately 1,500 leaflets. Sections 2.8.1 to 2.8.6 of this report provide more detail about the methods used.

Digital graphics were produced and made available to third parties in case they were able to help promote the consultation online.

Printed materials were provided at a public drop-in session at Kings College Hospital in Camberwell.

Copies of the consultation materials and publicity can be found in Appendix C: Consultation materials and publicity. These include the bus stop poster and leaflet, Easy Read documents, emails to customers and other stakeholders, and some images of on-street publicity.

2.8.1 Accessible content

The consultation materials were provided in standard and easy read formats. Translated and large print materials were available on request. The consultation materials were also available as a British Sign Language video and in audio format.

Our aim was to ensure the consultation was accessible to anyone that wanted to take part. Our online web pages use software that meets, or wherever possible exceeds WCAG 2.1, the current global web content accessibility standard needs.

2.8.2 Emails to customers and stakeholders

Emails were sent to TfL customers that had expressed a preference to be kept updated on the following topics: one or more of bus routes 145, 59 and 118, customers that used our services through Morden and Brixton London Underground stations, residents and drivers registered for updates from London postcodes: SM4, CR4, SW16, SW2, SW9, SE15, SE17 and SE1. There were 106,607 email recipients.

Emails were also to a further 678 contacts from a variety of stakeholder organisations to raise awareness of the consultation. These organisations are listed in Appendix E: List of stakeholders consulted with.

The emails to customers contained a link to the consultation web page for ease. Due to issues related to a TfL-wide cyber incident that took place from Monday 2 September, the consultation start date, there were early reports that some customers had trouble accessing the embedded link. This issue was rectified, and the customer email was resent to all recipients on Tuesday 3 September.

2.8.3 Social media activity

A variety of stakeholders showed interest in the consultation via social media. A selection of coverage included but was not limited to posts from:

- The Norwood Forum
- My London online news feed
- The Walworth Society
- Southwark News
- Brixton Buzz

A selection of digital media is shown in Appendix C: Consultation materials and publicity.

2.8.4 On-street advertising

The routes included in the consultation collectively served 183 bus stops. During the consultation period we placed bus stop posters in all stops where space was available. Sometimes space is not available where space is required for operational messages.

Three-sided signage was also placed at busy bus stops in 24 locations along routes 45, 59 and 118. Locations included near Morden, Brixton and Elephant & Castle London Underground stations, London Road (Morden), Streatham Hill/Telford Avenue, Atkins Road, Brixton Road, Gresham Road, Coldharbour Lane, Denmark Hill, Walworth Road and Newington Causeway.

2.8.5 Face to face leafletting

To raise awareness of the consultation and encourage people with views to take part, three publicity sessions were held. These took place in Morden, Brixton Hill and Brixton Road, and along Coldharbour Lane and Denmark Hill. At these sessions approximately 1,200 leaflets were handed out on street at busy locations and feedback was collated following discussions with the public.

A summary of the feedback collated during these sessions has been included in Section 4.5.1 of this report.

The sessions took place as follows:

- Thursday 5 September between approximately 08:00-13:00 between Coldharbour Lane and Camberwell Green
- Saturday 14 September 2024 between approximately 11:00-16:00 along Brixton Hill and Brixton Road including around Brixton tube station, the markets and at bus stops
- Wednesday 25 September 2024 between approximately 14:00-1900 along Morden High Street and tube station, following the current 118 bus route

During the sessions, leaflets were passed on to a variety of local establishments where permitted. A variety of shops, cafes, barbers, hairdressers, libraries, charity shops, launderettes, dry cleaners and Post Offices also accepted leaflets. Venues included are shown below:

- Morden Hall
- Merton Civic Centre
- Morden Hall medical centre
- Brixton Library
- Lambeth Archive Centre
- Lambeth Skills Centre
- Kataka Community Kitchen
- Camberwell Green Surgery
- Camberwell Green Library
- Parkside Medical Centre

2.8.6 Public drop-in session

On Wednesday 2 October a public drop-in session was held between 12:00 and 16:00 in the Golden Jubilee wing atrium at Kings College Hospital in Camberwell.

At the drop-in session people could collect leaflets, ask questions, collect information and maps, and take-away paper surveys for completion. The venue was selected to enable staff, visitors and patients to learn more about what was proposed and how to take part in the consultation.

A summary of the feedback collated during the session has been included in Section 4.5.1 of this report.

2.8.7 Meetings with stakeholders

In advance of the consultation, briefings related to the consultation process and what was proposed were provided to stakeholders from the London Boroughs of Merton, Lambeth, and Southwark; and with King's College Hospital NHS Foundation Trust.

A summary of the stakeholder responses received in response to consultation can be found in Appendix D of this report: Summary of Stakeholder replies

2.9 Equalities Assessment

An initial Equalities Impact Assessments (EqIA) was undertaken for the proposals, and this document was placed on the consultation page. The EqIA identified:

- any affect the proposal could have on people
- how we proposed to minimise any negative impacts

The EqIA was used to help decide if, and how, we should proceed with the proposals. The EqIA document remains under review and will be updated to reflect any relevant new information received as part of the consultation process.

We were keen to hear from people with protected characteristics as defined by the Equality Act 2010 and who were more likely to be impacted by the proposed changes, in particular older people, disabled people, pregnant women, and those travelling with small children. We were keen to hear from a range of community members more likely to use London buses, such as women, older people, those on low incomes, and Black, Asian and minority ethnic people.

To encourage participation in the consultation from protected groups, we went to local high streets and leafletted. As described in Section 2.8.6, a public drop-in session was held at Kings College Hospital to reach out to its patients, patrons, employees, volunteers and visitors.

The detailed stakeholder list produced for this consultation also helped ensure contact was made with representative groups from the community.

To help remove barriers to taking part in the consultation, as referenced in Sections 2.7 and 2.8 of this report, the consultation was provided in a combination of paper based (letters), online (emails and web pages) and non-digital (by telephone and face to face) formats. It was possible to translate the web page into other languages. We openly invited anyone that required more information to contact us, including via the consultation web page.

2.10 Analysis of consultation responses

The consultation outcomes were analysed in-house by the TfL consultation team.

A code frame was developed to categorise comments received in response to the main open question to identify the most common issues it raised.

The code frame and the approach to analysis was peer reviewed within the team before detailed analysis of every comment received could commence.

Where comments were sent to us by email or letter, and not within the structure of our survey, these were read in full and coded in the same way as comments made in response to our open questions.

It should be noted that all questions were optional, and participants could choose whether to skip or answer questions. Therefore, the total of number of respondents differs for each question.

Once detailed analysis was complete, a list of the issues being raised was generated, and these issues were considered as part of our decision making.

Our response to the issues raised can be found in Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised.

3. About the respondents

This section provides general details about our respondents and how they took part in the consultation.

3.1 Number of respondents

There were 795 responses to the consultation. Of these 782 responses were from members of the public, which included 89 responses classified as being part of a suspected campaign advocating the use of New Routemaster buses on Transport for London (TfL) services. A further 13 responses were from other stakeholders representing the views of organisations, communities and public transport users.

As shown in Table 1 below, most respondents were individual members of the public.

Table 1: Number of respondents

Respondents	Total	%
Public responses	693	87
Public responses classified as part of a suspected campaign	89	11
Stakeholder responses	13	2
Total	795	100

3.2 How respondents heard about the consultation

Table 2 on the next page shows the response to closed Question 9 in our survey: “How did you hear about the consultation? Please select the main way you heard”.

A total of 638 respondents (80 per cent of total consultation respondents) answered this optional question.

As shown, the most popular way people heard about the consultation was via social media, with 180 respondents (representing 23 per cent of respondents that answered Question 9).

Table 2: How did you hear about the consultation

Methods of responding	Total	% (n~638)
Social media	180	28
Bus stop poster	166	26
Received an email from TfL	164	26
Other (*please specify)	58	9
Read about it in a local newsletter	33	5
Read about it in the press	29	5
Received a leaflet from TfL	7	1
Public drop-in session	1	<1
Total	638	100

3.3 Methods of responding

Table 3 below is a record of the methods used to respond to the consultation. As shown, the most popular method of response was via the main online consultation survey, where 600 responses were recorded (75 per cent of total responses)

Table 3: Methods of responding

Methods of responding	Total	% (n~795)
Online survey	600	75
By email	111	14
Online quick response tool	70	9
By post	10	1
Telephone helpline	4	1
Total	795	100

As part of detailed analysis, the number of respondents that took part in the consultation in more than one way were noted. This includes respondents that used a single method, but more than once.

Table 4 on the next page shows the number of multiple responses that were made, and the different methods used.

Table 4: Number of multiple responses

No of respondents	Response method		
	Email	Survey	Online quick response tool
14		√	√
4	√	√	
3	√		
1	√		√

3.4 Who responded

Respondents were asked to state their connection to the area covered by the proposed route changes. Table 5 below shows the response to closed Question 5 in our survey: “Are you responding as (tick all that apply)”; followed by a series of options.

Note respondents were able to select more than one option, and that responses to this question were only recorded from those responding via the online or paper survey or who expressly stated a connection to the area. Therefore the ‘Total’ shown in the table (750) is more than the number of respondents that answered the question (738).

A total of 750 selections were made when answering this optional question. As shown, the most common connection noted was ‘A local resident’, with 482 responses (65 per cent of total respondents that answered the question).

Table 5: Respondents connection to the area

Respondent type	Total	% (n~738)
A local resident	482	65
A commuter to the area	124	17
Employed locally	66	9
A visitor to the area	39	5
Not local but interested in the proposals	20	3
Other	12	2
A local business owner	7	1
Total	750	100

3.5 Visits to our consultation website

Consultation materials were hosted on our online web page at the following address: tfl.gov.uk/45-59-118-proposals This facility saw approximately 23,500 visits during the consultation period.

All content could be downloaded and/or printed via an extensive 'Documents' section. This included a 'Print read documents' section.

Documents were provided in Microsoft Word and PDF formats to enable easy adaption for people using screen readers. This facility saw approximately 5,600 separate document downloads during the consultation. A majority of the document downloads (2,875) were of the geographic consultation map.

3.6 Postcode analysis

Respondents were asked to provide their home postcode. Of the 795 responses to the consultation, 564 included a valid postcode. This represented 70 per cent of total respondents.

As shown in Table 6 on the next page, the most recorded postcode in response to consultation was SW2 with 161 instances noted, representing 29 per cent of respondents that provided a valid postcode.

Table 6: Top ten postcodes in response

Postcode	Total	% (n~564)
SW2	161	29
SW16	126	22
CR4	72	13
SE5	30	5
SM4	27	5
SW9	15	3
SW12	15	3
SE17	10	2
SE1	8	1
SE24	6	1
Other	94	17
Total	564	100

Figure 1 shows the geographic locations of respondents based on the postcode provided:

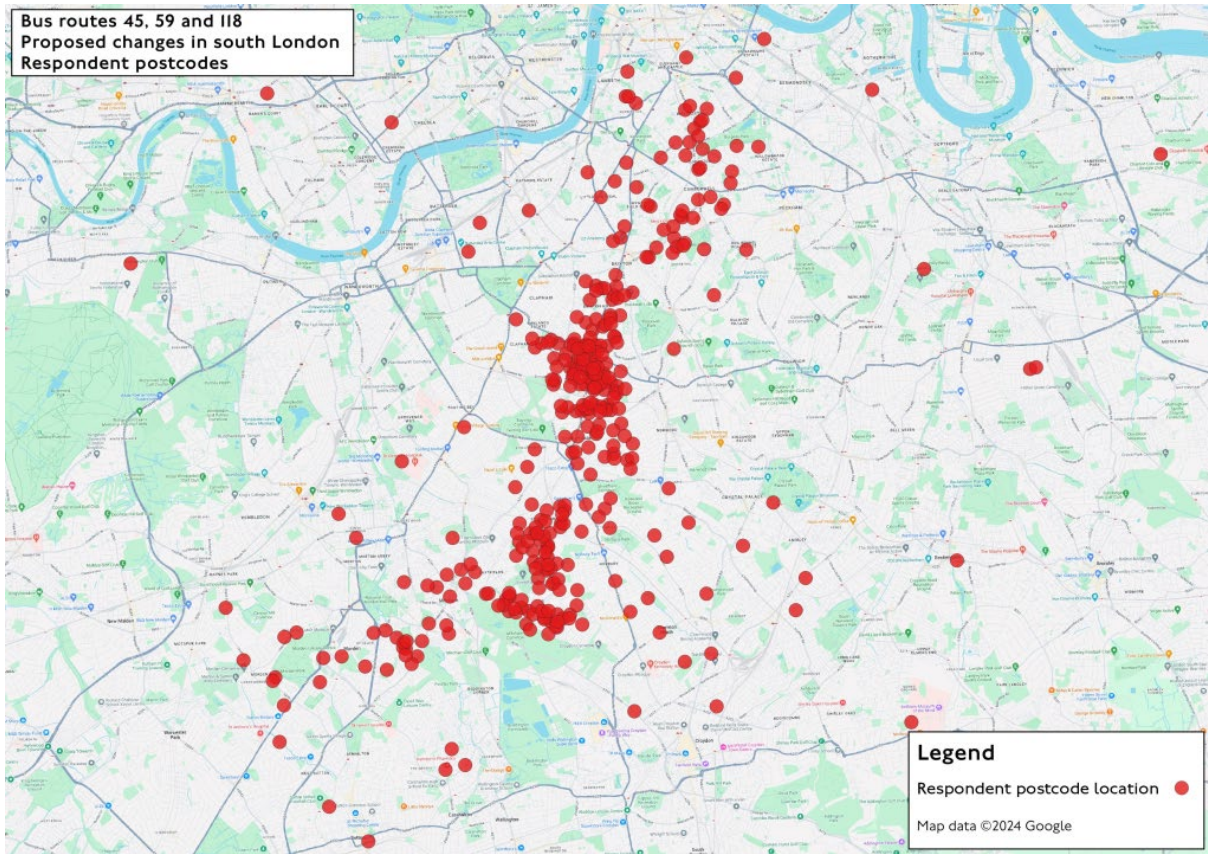


Figure 1: Locations of respondents

4. Summary of all consultation responses

This section summarises the results of the consultation, including the issues that were raised by respondents in their written comments. These questions were optional, and the number of responses varies between questions. A copy of the full consultation survey is shown in Appendix B: Consultation questions.

Figures shown in this section include all responses, including any stakeholders that responded via the online questionnaire. The more detailed stakeholder analysis can be found later in the report, in Section 5 and Appendix D: Summary of Stakeholder replies.

4.1 Summary of responses to Question 1

Please let us know how often you use bus route 45

491 people responded to this question.

Figure 2 below shows most respondents, 42 per cent, said they did not use bus route 45. A further 22 per cent of respondents used the route less than 3-4 times per month, while 13 per cent said they used it '3-4 times per month'. There were eight per cent of respondents using the 45 '2-3 days a week' and a further eight per cent using the 45 '4-5 days a week'. A further seven per cent of respondents used route 45 'daily'.

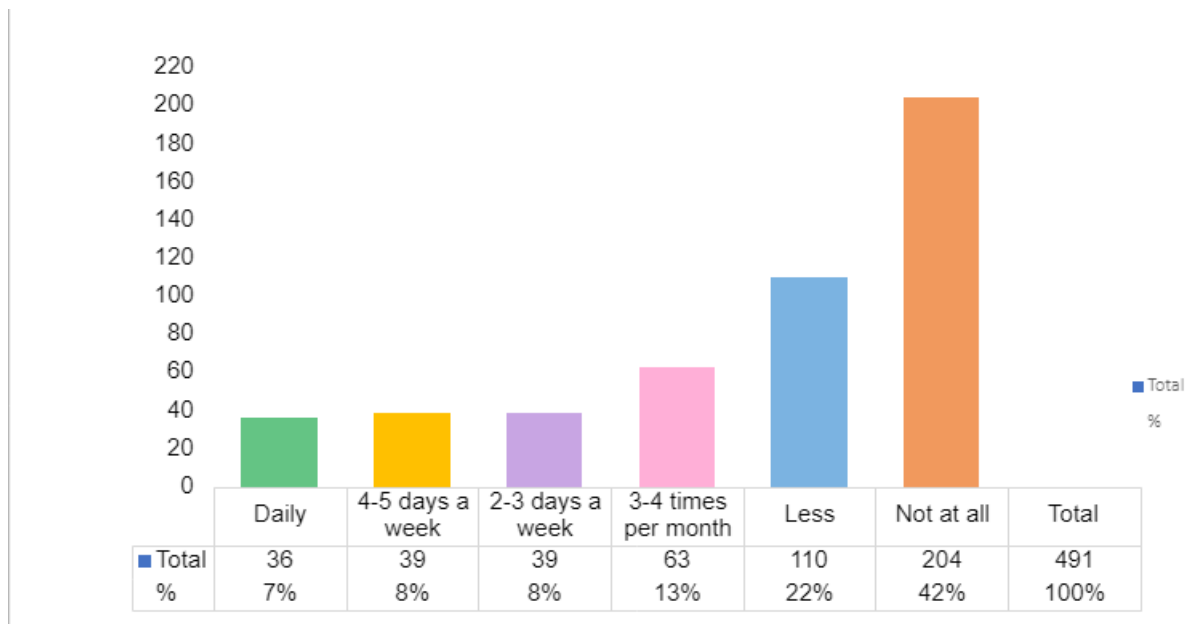


Figure 2: Bus route 45 usage

4.2 Summary of responses to Question 2

Please let us know how often you use bus route 59

497 people responded to this question.

Figure 3 below shows most respondents, 24 per cent, said they used bus route 59 'Less (than 3-4 times per month)'. A further 22 per cent of respondents said they did not use bus route 59. There were 14 per cent of respondents noted as using the 59 '4-5 days a week', and a further 14 per cent using the route '3-4 times per month'. A total of 12 per cent of respondents said they used route 59 'Daily'.

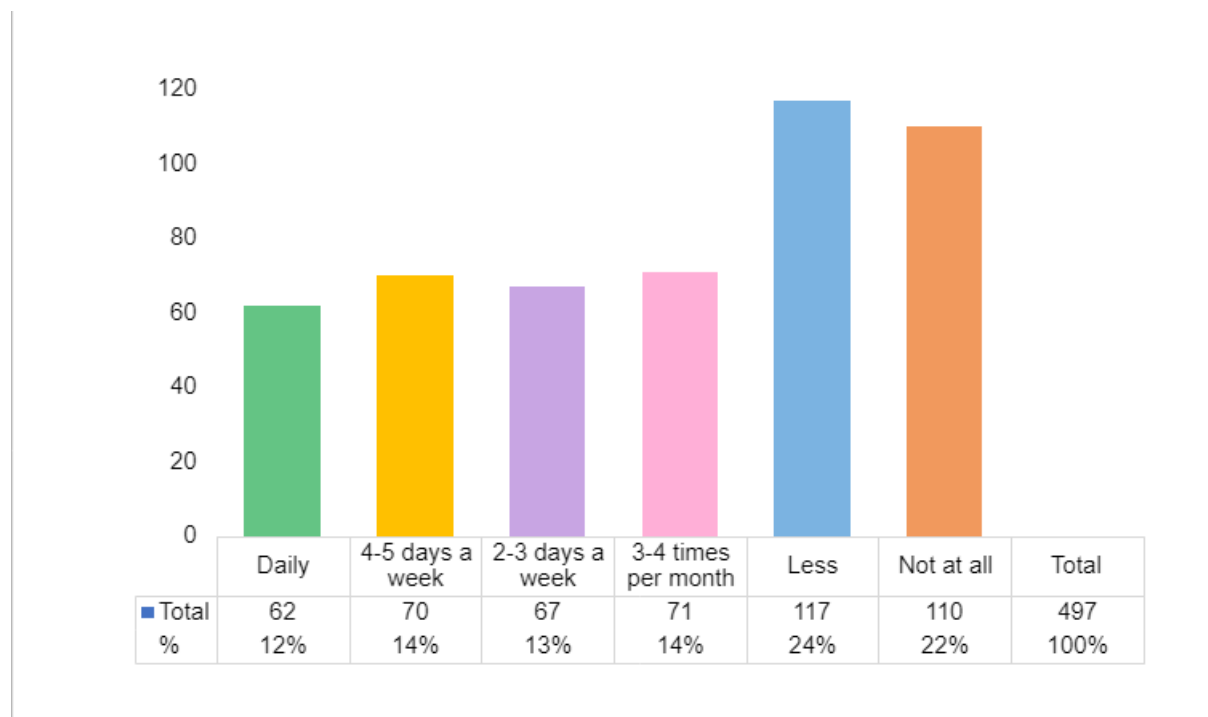


Figure 3: Bus route 59 usage

4.3 Summary of responses to Question 3

Please let us know how often you use bus route 118

491 people responded to this question.

Figure 4 below shows most respondents, 19 per cent, said they used bus route 118 less than 3-4 times per month, and a further 19 per cent did not use the route. This was closely followed by '2-3 days per week', selected by 18 per cent of respondents; and '3-4 times per month' selected by 17 per cent of respondents. There were 14 per cent of respondents using the 118 '4-5 days per week' and 12 per cent using the 118 'Daily'.

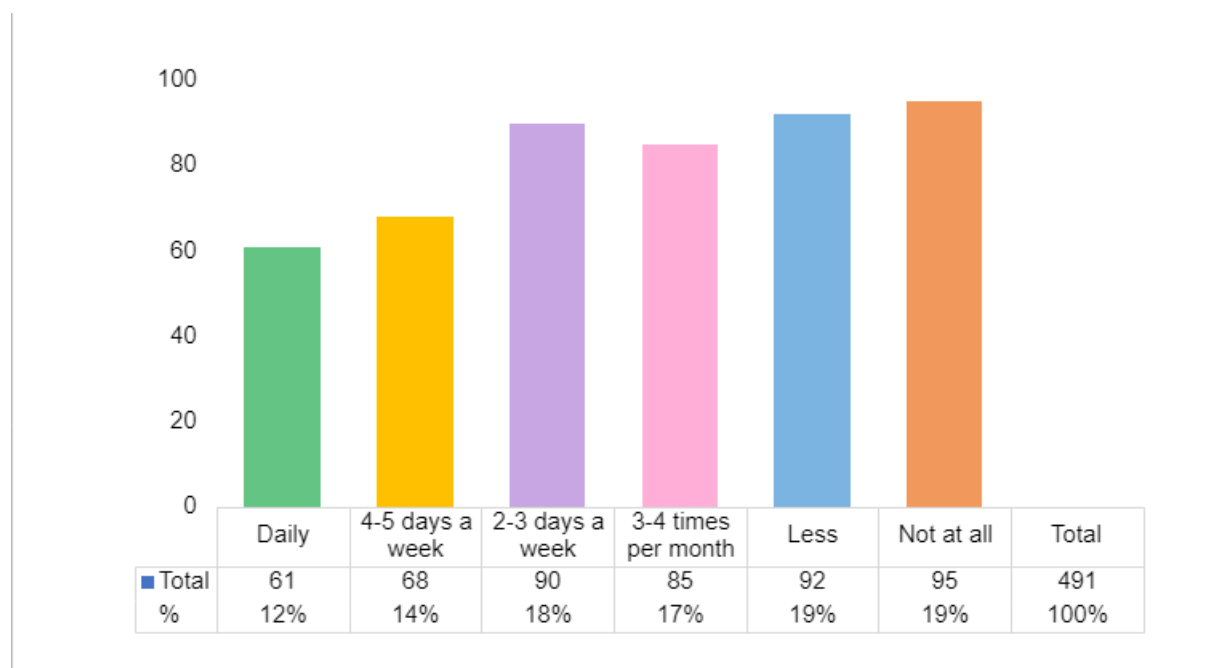


Figure 4: Bus route 118 usage

4.4 Summary of responses to Question 4

How would the proposed changes to routes 45, 59 and 118 impact you?

Respondents were asked to note how they felt the proposed route changes may impact them. It was possible to select one, two or all routes when. Options available were 'Positive', 'Negative', 'Neutral', or 'No' impact.

544 people responded to this question in relation to route 45

542 people responded to this question in relation to route 59

530 people responded to this question in relation to route 118

As shown in Table 7 below, across each bus route the most frequently selected option was the proposed route change would have a 'Negative' impact. This was followed by 'Neutral' or 'No' impact for routes 59 and 118. For route 45, the next highest selection was a 'Positive' impact, selected by 107 respondents

Table 7: Impact of route changes

How would the proposed changes to routes 45, 59 and 118 impact you?	45 - proposal to operate between Denmark Hill/Camberwell Green and Morden – instead of the 118	59 - Proposal operate between St Bartholomew's Hospital and Clapham Park/Atkins Road	118 - replaced by route 45
Positive impact	107	67	84
Negative impact	242	252	248
Neutral impact	107	78	119
No impact	88	145	79
Total	544	542	530

4.5 Summary of response to Question 5

Please use the space below to tell us your thoughts about the proposed changes to bus routes 45, 59 and 118, including how you believe the changes may impact you, positively, and negatively. Please indicate which route(s) you are commenting on when you reply.

776 people responded to this question

A free text box gave space for respondents to tell us their thoughts about the proposed route changes; including how respondents believed the proposals may impact them. It was also possible to submit views via a quick response facility.

With both response methods combined, comments were received from 776 respondents, representing 97 per cent of the total responses to the consultation.

Table 8 presents the 10 most frequent comments made, based on the views of 776 respondents, including from individuals and stakeholders.

A further 89 comments were made (11 per cent of those received) relating to subjects not in the scope of this consultation. Comments that are out of scope have not been included in the top 10.

A full list of all comments made in response to Question 5 (presented as a code frame) can be found in Appendix A: Detailed analysis of comments & our response to issues raised.

Table 8: Thoughts about the proposals – 10 most frequent comments

Theme	Comment (code)	No. of comments	% of total response (n~776)
Opposition	Route 118 - Opposed to changes to route in general terms. The route should not be changed	122	16
Opposition	Route 59 - Opposed to changes to route in general terms. The route should not be changed	121	16
Reliability / capacity concerns	Route 118 - Concern related to overcrowding and reliability on future route 45– due to current issues with the 118 – described as a poor service that may get worse with an increased journey time.	106	14

Theme	Comment (code)	No. of comments	% of total response (n~776)
Route changes / extensions	Route 59 - Concern route 59 would no longer serve Telford Avenue, Streatham; and a suggestion the route should retain its terminus there	88	11
Reliability / capacity concerns	Route 59 Concern about overcrowding, reliability, and increased waiting and journey times	83	11
Opposition	Route 45 - Opposed to changes to route in general terms. The route should not be changed	71	9
Reliability / capacity concerns	Route 59 - Concern about the loss of direct connections if the route were to change, the need to change bus more often and increased journey costs	63	8
Accessibility	Route 59 - Concern the proposals for route 59 would reduce accessibility to key destinations (e.g. hospitals/ schools/ work/ home)	55	7
Support	Route 118 – general support for changes specific to 118	49	6
Support	General support for the proposals as whole	47	6

4.5.1 Face to face and public drop in session feedback

As described in Sections 2.8.5 and 2.8.6 of this report, to raise awareness of the consultation and encourage people with views to take part, three publicity sessions were held. These took place in Morden, Brixton Hill and Brixton Road, and along Coldharbour Lane and Denmark Hill. At these sessions approximately 1,200 leaflets were handed out on street at busy locations and feedback was collated following discussions with the public.

During these sessions the following queries were received from members of the public and local business:

- What was proposed and why was it being proposed
- How would the proposals improve services
- Concern the bus service worked well and changes would be detrimental

- Support for the changes as these would improve bus access to Kings College Hospital
- Would TfL listen to views when making its decision
- If the changes proceed, when would the bus changes take place

4.6 Summary of responses to Question 11

Improving how we consult

Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us?

590 people responded to this question, representing 74 per cent of total consultation responses.

We asked respondents to select the statement which best reflected their experience of accessing consultation information. Options for selection were:

- Exceeded my expectations: It was very easy to find the information I needed, and it was very easy to respond
- Met my expectations: I was able to find the information I needed, and it was straightforward to respond
- Partially met my expectations: I struggled to find some of the information I needed, and I found it difficult to respond
- Did not meet my expectations: I couldn't find the information I needed, and it was very difficult to respond

The statement with the most frequent selection was 'Met my expectations' chosen by 324 people, or 55 per cent of respondents that answered the question. The next most frequent statement was 'Did not meet my expectations' selected by 108 people, representing 18 per cent of respondents that answered the question. Eighty-eight people (15 per cent of respondents) selected 'Partially met my expectations' and 70 people (12 per cent of respondents) selected 'Exceeded my expectations'.

Table 9 on the next page shows the results.

Table 9: Consultation expectations

Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us.	Responses	% (n~590)
Exceeded my expectations: It was very easy to find the information I needed, and it was very easy to respond.	70	12
Met my expectations: I was able to find the information I needed, and it was straightforward to respond.	324	55
Partially met my expectations: I struggled to find some of the information I needed, and I found it difficult to respond.	88	15
Did not meet my expectations: I couldn't find the information I needed, and it was very difficult to respond.	108	18
Total	590	100%

4.7 Summary of responses to Question 12

If we didn't meet your expectations, please tell us how you would like us to improve our consultation service in the future

With the provision of a free text box, respondents were asked to comment on how the consultation could have been improved if their expectations were not met.

There were 141 separate comments made in response to this question. Responses were coded to identify common themes.

Analysis of Question 12 showed the most frequent comment, made by 50 respondents, related to images used on the consultation web page and in publicity. These 50 comments are classified as being part of a suspected campaign advocating the use of New Routemaster buses on TfL bus services and in the graphics used on the consultation materials.

The second most frequent comment was made by 20 respondents who let us know the link to the web page contained in the customer email had not worked. A further 19 comments were made by respondent who considered the consultation had lacked information, in particular related to bus frequencies. There were also comments from 18 respondents who considered the consultation had not been publicised widely enough.

The full code frame is presented Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised.

4.8 Petitions and campaigns

Of the 795 responses received, 89 responses (11 per cent of total responses) have been classified as being part of a suspected organised campaign. This classification was applied due to their submission pattern and the similarity in their comments.

While each response was slightly different, they shared a sentiment of suggestion related to bus vehicle types for use on the proposed routes, and for use as graphics on the consultation website.

Each individual response has been read and analysed. Any additional themes that are in scope have been responded to in Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised.

5. Stakeholder responses

This section lists the stakeholder responses to the consultation. The comments made have been used to inform our decision-making process.

A copy of the stakeholder replies is available in Appendix D: Summary of Stakeholder replies

Local authorities & statutory bodies

London Borough of Lambeth

London Borough of Southwark

Government departments, parliamentary bodies & politicians

Helen Hayes MP, Member of Parliament for Dulwich and West Norwood

Steve Reed MP, Member of Parliament for Streatham and Croydon North

Hina Bokhari AM, Greater London Authority London wide Assembly Member, Liberal Democrats Group

Councillor Ross Garrod, Leader of the Council and Longthornton ward, London Borough of Merton

Councillor Donna Harris, Streatham Hill West and Thornton ward and Leader of the Lambeth Council Liberal Democrat Group

Councillor Martin Tiedemann, Clapham Park ward, London Borough of Lambeth

Councillor Martin Whelton, Pollards Hill ward, London Borough of Merton

Transport and road user groups

London TravelWatch

Healthcare / Emergency services

Kings College Hospital NHS Foundation Trust

Local interest, community, and faith groups

The Camberwell Society

Bestway International Christian Centre

Appendix A: Detailed Analysis of Comments & Our Response to Issues Raised

Code Frames

Open question 5: Please use the space below to tell us your thoughts about the proposed changes to bus routes 45, 59 and 118, including how you believe the changes may impact you, positively, and negatively. Please indicate which route(s) you are commenting on when you reply	All survey and quick responses	Non-campaign responses only	Campaign response only
Route 45	Count	Count	Count
Oppose proposals/ leave it as it is	71	71	0
Concern about overcrowding/ reliability/ increased journey/ waiting times	43	43	0
Suggestion for an additional or alternative terminus/ extension/ route	43	43	0
Concern that the proposals will reduce accessibility (e.g. hospitals/ schools/ work/ home/ shops)	38	38	0
Concern about loss of direct connections/more changes between buses/costs	34	34	0
Support proposals	33	33	0
Concern that the proposals will have a negative impact or create accessibility issues for elderly/ vulnerable and or those with disability/ mobility/ special needs or buggies	21	21	0
Concern that the proposals will affect capacity/ reliability of other bus routes for e.g. bus route 355, 35, 12, 172, 68, 133, 333	20	20	0
Suggestion to withdraw/ discontinue the route	19	19	0
Other suggestions/ concerns/ comments	18	18	0
Suggestion to revert it back to the original route via King's Cross/ Blackfriars Station	10	10	0
Concern about/ suggestion to increase/maintain frequency of the new route	9	9	0

Concern about increased walking distance to access bus stops	8	8	0
Concern about safety for travellers particularly women at night-time or school children	7	7	0
Support as the route will be useful for connections to the hospitals	6	6	0
Comment that the proposals will have no or neutral impact/ not affected by the proposals	3	3	0
Support proposals but subject to route's frequency	2	2	0
Concern that the proposals will negatively impact low-income groups	2	2	0
Route 59	Count	Count	Count
Oppose proposals/ leave it as it is	121	121	0
Concern about the route not serving Telford Avenue/ Suggestion to retain terminus at Telford Avenue	88	88	0
Concern about overcrowding/ reliability/ increased journey/ waiting times	83	83	0
Concern about loss of direct connections/ more changes between buses/ costs	63	63	0
Concern that the proposals will reduce accessibility (e.g. hospitals/ schools/ work/ home)	55	55	0
Concern about safety for travellers particularly women at night time or school children/ crossing lanes of traffic to get to the new bus stop	34	34	0
Concern that the proposals will have a negative impact or create accessibility issues for elderly/ vulnerable and or those with disability/ mobility/ special needs or buggies	30	30	0
Support proposals	22	22	0
Concern that the proposals will affect capacity/ reliability of other bus routes for e.g. bus route 133	16	16	0

Concern about increased walking distance to access bus stops	20	20	0
Suggestion for an additional or alternative terminus/ extension/ route	11	11	0
Concern about/ suggestion to increase frequency of the new route	8	8	0
Other suggestions/ concerns/ comments	7	7	0
Comment that the proposals will have no or neutral impact/ not affected by the proposals	5	5	0
Suggestion to revert it back to the original route via King's Cross/ Euston Station	4	4	0
Route 118	Count	Count	Count
Oppose proposals/ leave it as it is	122	122	0
Concern about overcrowding/ reliability/ increased journey/ waiting times or the route will get worse as it has a very poor service already	106	106	0
Support proposals	49	49	0
Suggestion to increase frequency of the new route or maintain frequency like route 45	40	40	0
Concern that the proposals will reduce accessibility (e.g. hospitals/ schools/ work/ home/ cemetery)	38	38	0
Suggestion that the route number should stay as 118	36	36	0
Suggestion to extend the route to Camberwell Green instead of replacing it with 45	20	20	0
Concern that the proposals will affect capacity/ reliability of other bus routes	17	17	0
Support as the route will be useful for connections to the hospitals	16	16	0
Concern that the proposals will have a negative impact or create accessibility issues for elderly/ vulnerable and or those with disability/ mobility/ special needs or buggies	16	16	0
Suggestion for an additional or alternative terminus/ extension/ route	15	15	0

Other suggestions/ concerns/ comments	15	15	0
Support proposals but subject to new route's frequency/ reliability	14	14	0
Concern about loss of direct connections/more changes between buses/costs	12	12	0
Concern about safety for travellers particularly women at night-time/	9	9	0
Comment that the proposals will have no or neutral impact/ not affected by the proposals	8	8	0
Suggestion to increase frequency of the existing route instead particularly during peak hours	5	5	0
Support proposals as it will reduce congestion/traffic in the area	4	4	0
Non route specific / general comments	Count	Count	Count
Suggestion about vehicle type e.g. tram-style/double decker electric/new Routemasters zero-emission buses	89	0	89
Oppose proposals/ leave it as it is	45	0	0
Support proposals	47	0	0
Concern/suggestion that there should be more bus services due to the increasing population/ new developments or limited travel options/ links in the area or to reduce car usage	38	0	0
Questions about the proposals	26	0	0
Concern about overcrowding/ reliability/ increased journey/ waiting times	21	0	0
Other concerns/ suggestions/ comments	21	0	0
Concern that the proposed changes will negatively impact residents/ communities	19	0	0
Concerns/ suggestions/ comments	17	0	0
Concern that the proposals will have a negative impact or create accessibility issues for elderly/ vulnerable and or those with disability/ mobility/ special needs or buggies	10	0	0
Concern about lack of/ request for EqIA, back up data/ demand studies/ cost vs benefits	8	0	0

Concern about safety for travellers particularly women at night-time or in general	7	0	0
Unclear comment	6	0	0
Comment that the proposals will have no or neutral impact/ not affected by the proposals	4	0	0
Concern that the proposals will negatively impact low-income groups	3	0	0

Open question 12: If we didn't meet your expectations, please tell us how you would like us to improve our consultation service in the future	All survey and quick responses	Non-campaign responses only	Campaign response only
Quality of consultation	Count	Count	Count
Quality of/suggestions for images/promotional materials/ webpage/ part of suspected campaign	50	0	50
Concern about the broken link in the email/ error on the survey	20	20	0
Concerned about lack of information/ explanation e.g. journey times/ bus stops/ proposed timetables/ frequency/ alternate routes	19	19	0
Consultation not publicised widely enough particularly to elderly residents/ suggestion for better advertising options	18	18	0
Oppose/ concern about having to register to provide feedback	14	14	0
Concern that the information about the consultation or survey was difficult to locate	14	14	0
Concern that the consultation is a tick box exercise	9	9	0
Other comments	6	6	0
Concern that the survey was limited/ not enough detailed questions/ repetitive questions	5	5	0
Concerned about the timing and location of drop-in event/ suggestion to have more drop-in events in different locations as one was not enough	4	4	0

Suggestion to use other means of engagement particularly with people who don't or cannot use digital platforms	4	4	0
Suggestion that all TfL accounts should be integrated	3	3	0
Concerned about biased survey	2	2	0
Suggestion to make the webpage/ survey more mobile friendly	2	2	0
Concern that the maps were not clear/ missing information on maps	2	2	0
Concern that the map / survey was difficult to view or fill in for the elderly or disabled	2	2	0
Suggestion to provide maps and information alongside the questions	1	1	0
Support registration process	1	1	0

Our Response to Issues Raised

Below are our responses to the most common issues raised by respondents to the consultation.

General issues and opposition

Issue	Response
<p>Opposed to route changes in general terms. The routes should not be changed. More bus services are needed, not less to support growing communities.</p>	<p>We continuously review and adapt the bus network to reflect changing customer needs. This includes proposing adjustments to existing bus routes, to ensure services can continue to operate efficiently in areas where our customers need them most.</p> <p>These proposals aimed to provide some new and improved local bus connections between Morden and Camberwell, including important trips to medical settings.</p> <p>Customer demand for buses has fallen in inner London in the last few years. For example, peak demand on routes serving Brixton Hill in 2023/24 was about 70 per cent of the level of demand in 2019/20. Reducing the frequency on bus routes where demand has fallen frees up resources to be spent elsewhere on the bus network where demand is increasing.</p> <p>We considered these proposals represent a better match of bus capacity with passenger demand, that will help encourage more use of public transport, while continuing to provide regular and reliable bus services to popular destinations in the area.</p>

<p>Concern the new routeings would create longer journeys that may not qualify for the Hopper fare if it's time limit is exceeded.</p>	<p>The proposed changes to routes 45 and 59 are not expected to negatively impact bus journey times.</p>
<p>Concern about future bus access to Elephant and Castle, including once the new shopping centre opens there – noted the 45 is currently nearest bus to service Elephant and Castle rail station.</p>	<p>The bus network is dynamic, and passenger demand and journey patterns are kept under continual review. If in the future, we were to see an increased demand for bus services between Camberwell and Elephant & Castle rail station when the shopping centre reopens, then local bus routes would be reviewed and adjusted as required to ensure buses continue to operate where they are needed more.</p>
<p>TfL should assure continued close monitoring of bus routes to ensure a good level of service is maintained. This would include consideration for bus priority in busy locations.</p>	<p>Routes 35 and 45 serve the same stops at Elephant & Castle, so anyone travelling between Elephant & Castle, Camberwell and Brixton will be able to board and alight at their current stop / adjacent stop.</p>
<p>Concern the proposed changes may result in reliability and capacity issues for other local bus routes; noting routes 355, 35, 12, 172, 68, 133 and 333</p>	<p>Additionally, once the building works at the new Elephant & Castle shopping centre are complete, bus stop R at the northern end of Walworth Road will be reopened.</p> <p>We want our bus services to operate reliably, and with enough space for everyone to board. We monitor bus route performance and work with bus operators to improve performance if it falls below an acceptable minimum. We also work with London boroughs to explore options for bus priority.</p> <p>There will be sufficient capacity for the current levels of demand. We do not expect these changes to have a detrimental effect on reliability of other bus routes but, as above, will continue to monitor the situation.</p>

Traffic and congestion

Issue	Response
<p>Concern about future traffic congestion along Streatham Hill and High Road and how this would affect routes 45 and 59 if there were a road closure, or other emergency and excess traffic is not permitted to drive through local Low Traffic Neighbourhoods</p>	<p>The bus service changes are not expected to add to congestion along Streatham Hill or High Road.</p> <p>In case of an unexpected road closure or other emergency that may impact routes 45 or 59, our Buses Incident Response Unit is in place to ensure that all measures required to mitigate the effect of disruption to London’s bus services are planned and implemented to best effect. The team takes charge and deals with the effects of incidents, including directing other TfL teams when drafted in to provide real time assistance.</p> <p>To ensure the continued safety of bus operations and the resumption of services as soon as possible, they work collaboratively with our Network Management Control Centre to monitor and manage incidents on the network.</p> <p>They proactively carry out risk assessment of bus routes, road works and roads used for temporary diversions to ensure continuous safety.</p>
<p>A view TfL has created issues related to bus congestion with frequent changes to routes making it more difficult for bus drivers to keep to time, giving passengers less confidence in London bus services, and more inclination to use private cars.</p>	<p>There have been no route changes to bus services on Walworth Road or Brixton Hill for many years.</p> <p>As part of our Bus Action Plan, our aim is for a faster, more reliable and efficient bus network, with journey times 10 per cent quicker than in 2015. Find out more about the Bus Action Plan on the Mayor's Transport Strategy page.</p> <p>We recognise improving bus journey times benefits existing customers, attracts new ones, and generates operating savings that can be reinvested to provide better connections, vehicles, stops and shelters.</p> <p>Changes in bus speeds have a direct influence over ridership, and our continual review of the</p>

	London bus network helps identify where changes to services can contribute to our aims and help provide a genuine alternative to private car use.
TfL should seek to address issues with bus parking congestion around Brixton bus garage/Telford Avenue which is reducing visibility for drivers navigating the junctions.	We thank respondents for raising this issue. Safety is our priority, and we have shared concerns around bus parking at Brixton bus garage with our operator.

Frequency

Issue	Response
Agreement in principle offered for all three route proposals, provided frequency of buses was suitable for customer demand.	In developing these proposals, we analysed usage data from autumn 2023. Loadings data from this period showed that there was spare capacity along the current route 45 routeing.
Suggestion the extended route 45 operates 24-hours and operates more frequently during peak travel times.	Customer demand for buses has fallen in inner London in the last few years. For example, peak demand on routes serving Brixton Hill in 2023/24 was about 70 per cent of the level of demand in 2019/20. Reducing the frequency on bus routes where demand has fallen frees up resources to be spent elsewhere on the bus network where demand is increasing.
A suggestion routes 35 and 159 have a frequency increase to support the proposed changes.	The bus service changes for routes 45, 59 and 118 will result in a reduction of six buses per hour in each direction on Brixton Hill at weekday peak times (07:00-19:00) There will not be any changes to other bus routes. There will be at least 155 buses in each direction at the weekday peak three-hour period. The wait time for passengers on Brixton Hill at weekday peak times would increase by approximately seven seconds on average.

	<p>It is estimated that there would be up to two additional passengers boarding per bus on average. Any increase in passenger boarding time is expected to be readily accommodated in the scheduled running time.</p> <p>We also reiterate that the London bus network is kept under continual review. We will closely monitor the route changes once implemented to ensure buses are operating efficiently.</p>
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Accessibility and safety

Issue	Response
<p>Noting the need for some passengers to change bus to complete current journeys, concern was noted the proposals would:</p> <ul style="list-style-type: none"> • reduce accessibility for passengers accessing key destinations (e.g. hospitals, schools, work) • present a negative impact for older people, disabled people, people with additional needs, people with buggies, children • create safety issues for women and girls particularly travelling after dark or at night 	<p>The initial Equalities Impact Assessment, (EqIA) provided as part of the consultation set out the expected impacts on passengers with protected characteristics.</p> <p>We recognise that some passengers may need to change bus to travel as a result of these changes and have recommended locations along the bus routes where interchange can take place at the same / adjacent bus stop and in areas where natural surveillance can contribute to improved personal safety.</p> <p>The bus service changes will also contribute to improved journeys for passengers, in particular for people with accessibility needs accessing hospital, where it will in future be possible to travel from Morden – Mitcham – Streatham to Kings College and Maudsley Hospitals.</p>
<p>Concern the changes may mean passengers needing to take alternative routes that are longer and/or are perceived as unsafe, i.e. busy roads to cross</p>	

<p>Concern about a lack of facilities and pavement space available for passengers in Brixton town centre when needing to change bus for northbound access to Elephant and Castle (via proposed route 59 and current route 35) and southbound access back to Streatham. Also at bus stops for Camberwell/Denmark Hill.</p> <p>Next bus information (Countdown), shelters and seating should be provided.</p> <p>Also noted some passengers cited a preference if they had to change bus, for this to take place at busier Brixton town centre instead of along Brixton Hill.</p>	<p>We will work with London Boroughs of Lambeth and Southwark to see if bus passenger facilities in Brixton town centre and in Camberwell can be improved as we recognise these are popular locations and a key interchange points.</p> <p>However, it should be noted that the pavements are relatively narrow compared to the very heavy footfall and so it may not be possible to do anything.</p> <p>The EqlA suggested a location so that an assessment of passenger facilities could be made</p> <p>Passengers may choose to change bus at a different location to that suggested in the EqlA..</p>
<p>The proposals would have a more negative impact for people on lower incomes, who were more likely to use buses as an affordable form of transport.</p>	<p>The EqlA provided as part of the consultation set out the expected impacts on passengers with protected characteristics. It recognised bus services are heavily relied upon by people on low incomes. We will continue to publicise, promote and raise awareness of incentives for reduced cost travel in London such as the Hopper Fare and other concessionary travel arrangement.</p>
<p>Concern related to potential increase in anti-social behaviour such as fighting between rival groups in Peckham and Mitcham if these areas are linked by the extended route 45.</p>	<p>Transport crime and antisocial behaviour are among our key priorities. There are local transport policing teams in every London borough covering the public transport system.</p> <p>Metropolitan Police Safer Transport Teams focus primarily on the bus and road networks, while British Transport Police Neighbourhood Policing Teams work on the rail, Tube and DLR networks.</p> <p>The local transport policing teams provide a visible and familiar presence on the network.</p>

	They engage with the public, staff and local communities to identify local concerns and take effective and appropriate action to deal with issues affecting the transport system. We keep our policing colleagues informed when consulting on and implementing bus service changes.
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**Comments about routes 45 and 118
– converting to new route 45 between Morden and Camberwell**

Issue	Response
Concern related to overcrowding and reliability on proposed future route 45, as it becomes a more popular service than current route 118. This may also create pressure on the London Trams network towards Wimbledon.	It is estimated that there would be up to two additional passengers boarding per bus on average. Any increase in passenger boarding time is expected to be readily accommodated in the scheduled running time.
Concern that journeys on current route 118, described as lengthy and unreliable, would get worse if replaced by a lengthier new route 45.	We will work with the bus operator to make sure the schedule for route 45 is robust and tailored to the time of day, day of week and school / non-school days.
For the proposed changes to work, buses must not be permitted to curtail before reaching Morden due to the negative impact this has on residents around Wandle Road. If time needs to be recouped, curtail northbound services only.	The bus network is dynamic, and passenger demand and journey patterns are kept under continual review.
Concern noted relating to a negative impact on bus driver wellbeing due to longer routes to drive.	When we replace route 118 with route 45, should demand for bus services between Mitcham and Morden increase, then local bus routes would be reviewed and adjusted as required to ensure transport services can match capacity with customer demand.
	The private bus operators who employ drivers for London's buses have a duty of care to their staff. There are also well-established arrangements for staff and company representatives to discuss and manage issues connected to health and wellbeing.

	<p>Safety is our priority. We undertake audits of bus operators to ensure compliance with a range of regulations including driver duty hours. Driver hours for buses in TfL service in London are also covered by the Transport Act 1968 which is highly prescriptive in the time allowed for layovers and rest periods.</p>
<p>Concern the proposed new routeing would create an issue for bus standing space on route 148 at Camberwell Green.</p>	<p>There would be sufficient space on Orpheus Street for both the 45 and 148 to terminate there.</p> <p>However, it is now proposed to terminate the 45 in the bus operator's garage.</p> <p>This has the additional benefit that the 45 will still be able to serve the main stops on Denmark Hill.</p>
<p>Take the route merger as an opportunity to improve the vehicle fleet (electric buses, quiet buses) as current route 118 uses old vehicles in poor condition</p>	<p>Although we cannot commit to a specific vehicle type being used on buses in London, our Bus action plan commits to an inclusive customer experience which makes travelling by bus easy, comfortable and accessible to all.</p>
<p>There were suggestions related to route numbering included:</p> <ul style="list-style-type: none"> • Keep route number 118/ remove the number 45 instead • Number the proposed Morden to Camberwell routeing as the 48 instead 	<p>Route 45 is a busy route familiar to passengers and staff. Transport UK operates this route currently and would run any revised route. It would be wasteful to change its route number on all its destination blinds and the back-office computer systems.</p>
<p>A variety of alternative routeings and start/end points for the proposed new routeing of the 45 were submitted in consultation.</p>	<p>We thank respondents for the variety of suggestions received as proposed alternative routeings for the 45. All suggestions have been read in full, and the contents have been noted and considered as part of our ongoing review of the London bus network.</p>

Comments about route 59

Issue	Response
<p>Concern about overcrowding, reliability, and increased waiting and journey times on route 59 for existing passengers wanting to board at Streatham Hill/ Telford Avenue.</p>	<p>A review of peak demand was undertaken. In 2023/24 on routes using Brixton Hill demand was 70 per cent of demand in 2019/20. Service levels will be reduced by 10 – 15 per cent. On Walworth Road demand is 76 per cent of the level in 2019/20. Service levels will be reduced by around 10 per cent. There will be sufficient capacity once the changes are introduced.</p> <p>The bus service changes for routes 45, 59 and 118 will result in a reduction of six buses per hour in each direction on Brixton Hill at weekday peak times (07:00-19:00)</p> <p>There will not be any changes to other bus routes.</p> <p>There will be at least 155 buses in each direction at the weekday peak three-hour period.</p> <p>The wait time for passengers on Brixton Hill at weekday peak times would increase by approximately seven seconds on average.</p> <p>It is estimated that there would be up to two additional passengers boarding per bus on average. Any increase in passenger boarding time is expected to be readily accommodated in the scheduled running time.</p> <p>We also reiterate, the London bus network is kept under continual review. We will closely monitored the route changes once implemented to ensure bus are operating efficiently.</p>
<p>To alleviate concern about being able to board the 59 in Streatham in the future, a suggestion to consider rerouteing the 133, or another suitable route to start empty/end at Telford Avenue</p>	

<p>A variety of alternative routeings and other potential route extensions for the 59 were offered in consultation.</p>	<p>We thank respondents for the variety of suggestions received. The alternative route suggestions made as part of this consultation were read in full and have been noted for consideration as part of our ongoing review of the London bus network.</p>
<p>A further suggestion was to remove the 45 and replace it with a revised route the 118, with a view that the short section of current route 45 between Atkins Road and Streatham could be covered by other routes.</p>	<p>As above, the alternative route suggestions made as part of this consultation are noted and will be considered as part of our ongoing review of the London bus network.</p>

Comments about route 118

Issue	Response
<p>There were several comments that considered TfL should continue to operate route 118 in a different form, with a variety of alternatives offered.</p>	<p>The alternative route suggestions made as part of this consultation have been read in full and the contents have been noted and considered as part of our ongoing review of the London bus network.</p>

Other comments or alternative route suggestions

Issue	Response
<p>Noted current route 118 is covered at night by the N133 – and a suggestion to extend the 133 day-time service to Morden and let that replace the 118 instead.</p>	<p>Route 133 needs to operate at a higher frequency, due to the number of passengers boarding and alighting the route north of Brixton, than could be justified on the Streatham – Morden section of current route 118.</p>
<p>Bus services in the area need general investment for example; the nearest bus stop for Loughborough Junction station should have a bus shelter</p>	<p>This will be investigated but it is thought that the footways are too narrow to provide shelters at these stops.</p>

<p>It was suggested TfL operates more new routes elsewhere in south-west and south-east London, with several options put forward.</p>	<p>As above, the alternative route suggestions made as part of this consultation have been read in full and the contents have been noted and considered as part of our ongoing review of the London bus network.</p>
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Not in scope

Issue	Response
<p>Suggestion about vehicle types to use on bus routes 45, 59 and 118 (e.g. tram-style/ double decker electric/new Routemasters/zero-emission buses)</p>	<p>Although we cannot commit to a specific vehicle type being used on buses in London, our Bus action plan commits to an inclusive customer experience which makes travelling by bus easy, comfortable and accessible to all</p>

Consultation process

Issue	Response
<p>A suggestion about using graphics show a new Routemaster on bus consultation materials.</p>	<p>Observations related to the graphic images used in the consultation are noted. We do not consider the images we used were unsuitable or to have detracted from the quality of the consultation.</p>
<p>The web page link in the consultation launch email did not function.</p>	<p>In Section 2.8.2 of this report, we documented how our publicity emails to customers contain a link to the relevant consultation web page for ease.</p> <p>Due to issues related to a TfL-wide cyber incident that took place from Monday 2 September, the consultation start date, there were early reports that some customers had trouble accessing the embedded link. This issue was rectified, and the customer email was resent to all recipients on Tuesday 3 September. We apologise for any inconvenience this may have caused to respondents.</p>

<p>Criticism the consultation was not adequately advertised or promoted.</p>	<p>Section 2.8 of this report details the activity that took place to help ensure the consultation was suitably publicised. Activities included:</p> <ul style="list-style-type: none"> • Bus stop posters • On-street signage • Emails • On-street leafleting • A public drop-in session <p>We were pleased to have received nearly 800 responses to the consultation, and a majority of feedback received was from local residents and bus users. The variety of feedback received helped demonstrate the efficacy of the publicity methods used.</p> <p>In addition to this, the consultation webpage recorded approximately 23,500 visits during the consultation period.</p>
<p>The consultation process was described as a tick box exercise / as a sham.</p>	<p>When developing consultations, we follow best practice guidelines to ensure our activities are legally compliant, open, and honest.</p> <p>We hold public consultations while our proposals are at a formative stage, and in advance of a final decision being made as to how we may proceed.</p> <p>Through consultation we seek to listen to respondents and to understand the reasons why they may view proposals positively or negatively. The feedback we receive through consultation is used as part of our decision-making process.</p>
<p>Concern the consultation did not provide enough information, in particular about future bus frequencies.</p>	<p>In presenting the information related to what was proposed it was our aim to equip respondents with what they needed in order for them to make an informed response.</p> <p>Changes to bus route frequencies did not form part of the proposals, however information about how existing journeys on each route may change was provided, and where appropriate this included details related bus frequencies.</p>


	<p>Where respondents considered they did not have enough information about the proposals then assistance was available via our online 'Questions' tool, or by email or telephone.</p> <p>This facility was well used during the consultation period and in this forum, a series of questions and answers were provided related to bus frequency.</p>
<p>There was concern about the need to register with TfL to take part in the consultation; and a suggestion all TfL customer accounts should be integrated to avoid multiple registrations.</p>	<p>We ask participants to register when they respond online to our consultations for the first time. This is to enable us to notify people of the outcome of the project of interest, or to provide an update; also, to allow us to notify people about other projects that may be of interest to them.</p> <p>Registration also helps us to ensure people adhere to our community guidelines, designed to underpin a safe, constructive environment for everyone using 'Have your say'.</p> <p>While registration is required when someone is using the consultation portal to respond through the online questionnaire for the first time, it was also possible for responses to be submitted by email and post. A Freepost address was provided, and no postage charges applied.</p> <p>In addition, a telephone line was made available for people to talk to us in person.</p>
<p>The survey questions were described as leading and biased, or to have lacked detail. The question structure was also criticised.</p>	<p>The consultation survey questions were designed to understand how respondents used our services now and asked for their thoughts on the proposals via a free text box. We do not consider there was any restriction as to how people commented, and this is reflected in the feedback we have received.</p>

<p>Criticism the drop-in session at Kings College Hospital was poorly timed, and more should have been held, including at different locations.</p>	<p>The drop-in session was one of several methods used to publicise the consultation.</p> <p>The dates and time of our session at Kings College Hospital aimed to ensure we were easily accessible to the hospital community – such as over staff lunch breaks and at the busiest part of the hospital day.</p> <p>We recognise the timing of the session, or indeed its location, may not have been suitable for everyone that wished to speak with us and apologise if this caused any inconvenience.</p> <p>However, we are always willing to facilitate people who are not able to access us via the methods we put in place and would encourage anyone requiring further support to contact us by telephone or email.</p>
<p>In future TfL should consider providing copies of maps alongside survey questions.</p>	<p>This suggestion is noted with thanks. We aim to offer as much information as possible for people to access while completing the consultation survey. This typically includes descriptions of proposals to help remind respondents of the details they are being asked to comment on. Respondents are able to access proposal maps at all times, in addition to the online survey questions.</p>
<p>Maps and surveys were described as difficult to access or locate.</p>	<p>In such instances, where respondents encountered difficulty accessing the survey and maps, or any other information about the proposals then we are happy to assist further via our online 'Questions' tool, or by email or telephone.</p>

<p>Other methods of engagement should have been provided for people who didn't or couldn't access digital platforms.</p>	<p>We want our consultations to be accessible to anyone that wishes to take part.</p> <p>As detailed in Section 2.7 of this report, the online questionnaire was one of a series of ways people were able to take part in the consultation. It was also possible for responses to be submitted by email and post. A Freepost address was provided, and no postage charges applied.</p> <p>In addition, a telephone call back service was provided for people to talk to us in person.</p> <p>There was also interaction on the street including leafletting, and the public drop-in session at Kings College Hospital.</p>
--	--

Appendix B: Consultation questions

Your 45, 59 and 118 bus routes.
Your say.



Tell us your views
Bus routes 45, 59 and 118 - proposed changes in south London

We are holding a six-week public consultation to hear what you think about these proposals. We want to know how these may impact you, positively or negatively, if there is anything you do not agree with, and to understand the reasons why you feel this way.

You can reply by completing our survey, which should take no more than 10 minutes to complete. The closing date for comments is Sunday 13 October 2024.

Please post your completed survey to FREEPOST TFL HAVE YOUR SAY (no stamp needed)

If you prefer, you can also let us have your comments by:

- Email: haveyoursay@tfl.gov.uk
- Telephone: 020 3054 6037 to leave your name and contact number and we will call you back. Please quote '45/59/118' when leaving your message
- Complete our online survey at <https://haveyoursay.tfl.gov.uk/45-59-118-proposals>

Please note responses to the survey may be made publicly available after the consultation has closed, this would typically be in the form of a report on the results of the consultation exercise, but any personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, please see our privacy policy at <https://haveyoursay.tfl.gov.uk/privacy>

What happens next


These proposals are subject to the outcome of our consultation on Sunday 13 October 2024, we will spend time considering all views and will prepare a consultation report.

The consultation report will help us reach a decision about how the proposals may change.

The report will be available to everyone that takes part in the consultation and will be published on our website.



Your 45, 59 and 118 bus routes.
Your say.



Survey questions

Q1. Please let us know how often you use bus route 45

Route	Daily	4-5 days a week	2-3 days a week	3-4 times per month	Less	Not at all
45						

Q2. Please let us know how often you use bus route 59

Route	Daily	4-5 days a week	2-3 days a week	3-4 times per month	Less	Not at all
59						

Q3. Please let us know how often you use bus route 118

Route	Daily	4-5 days a week	2-3 days a week	3-4 times per month	Less	Not at all
118						

Q4. How would the proposed changes to routes 45, 59 and 118 impact you?

Route	Positive impact	Negative impact	Neutral impact	No impact
45 – proposal to operate between Denmark Hill/Camberwell Green and Morden – instead of the 118				

Your 45, 59 and 118 bus routes.
Your say.



59 - Proposal operate between St Bartholomew's Hospital and Clapham Park/Atkins Road				
118 - replaced by route 45				

Q5. Please use the space below to tell us your thoughts about the proposed changes to bus routes 45, 59 and 118, including how you believe the changes may impact you, positively, and negatively. Please indicate which route(s) you are commenting on when you reply.

Your 45, 59 and 118 bus routes.
Your say.



Q6. Are you responding as...
(Please tick all that apply)

- A local resident
- A local business owner
- Employed locally
- A commuter to the area
- A visitor to the area
- Not local, but interested in the proposals
- Other (please specify)

Q7. Can you please confirm if you are responding as an individual or as an official representative of an organisation (e.g., interest group, charity or trade body).
(Tick one option)

- As an individual
- As an official representative of an organisation

Q8. If you are responding as an official representative of an organisation, then please provide your organisation name below.

Your 45, 59 and 118 bus routes.
Your say.



Q9. What is your post code?

Q10. How did you hear about the consultation? Please select the main way you heard:

- Bus stop poster
- Received a leaflet from TfL
- Received an email from TfL
- Social media
- Read about it in a newsletter
- Read about it in the press
- Drop-in session
- Other (please specify)

Improving how we consult

When we consult, we want to provide you with accessible, useful, and easy to understand information. We also want to make it as easy as possible for you to share your thoughts, feelings, and feedback on our proposals. We like to think we do this well, but we recognise that there are always lessons we can learn to help us do this better.

To help us constantly improve our consultation service, we'd appreciate just 2 minutes of your time to tell us what you think about this service.

Q11. Having just completed this consultation, which of the following statements best reflects your experience of accessing the consultation information and sharing your feedback with us.

Your 45, 59 and 118 bus routes.
Your say.



- Exceeded my expectations: It was very easy to find the information I needed, and it was very easy to respond.
- Met my expectations: I was able to find the information I needed, and it was straightforward to respond.
- Partially met my expectations: I struggled to find some of the information I needed, and I found it difficult to respond.
- Did not meet my expectations: I could not find the information I needed, and it was very difficult to respond.

Q12. If we did not meet your expectations, please tell us how you would like us to improve our consultation service in the future.

Please only share your feedback on how we can improve our consultation service. If you want to leave further feedback on the proposals that we are consulting on, then please return to **question 5** above and leave your feedback there.

Your 45, 59 and 118 bus routes.
Your say.



Q13. It is always good to talk and we are always keen to discuss how we will improve our consultation service going forward. If you would be interested in taking part in helping to shape our consultation service in the future, by taking part in quick polls, webinars, surveys or focus groups, then select one or more of the options below

- Yes – I would like to take part in online surveys or quick polls
- Yes – I would like to take part in focus groups or webinars
- No – I am not interested in taking part in this research

About you

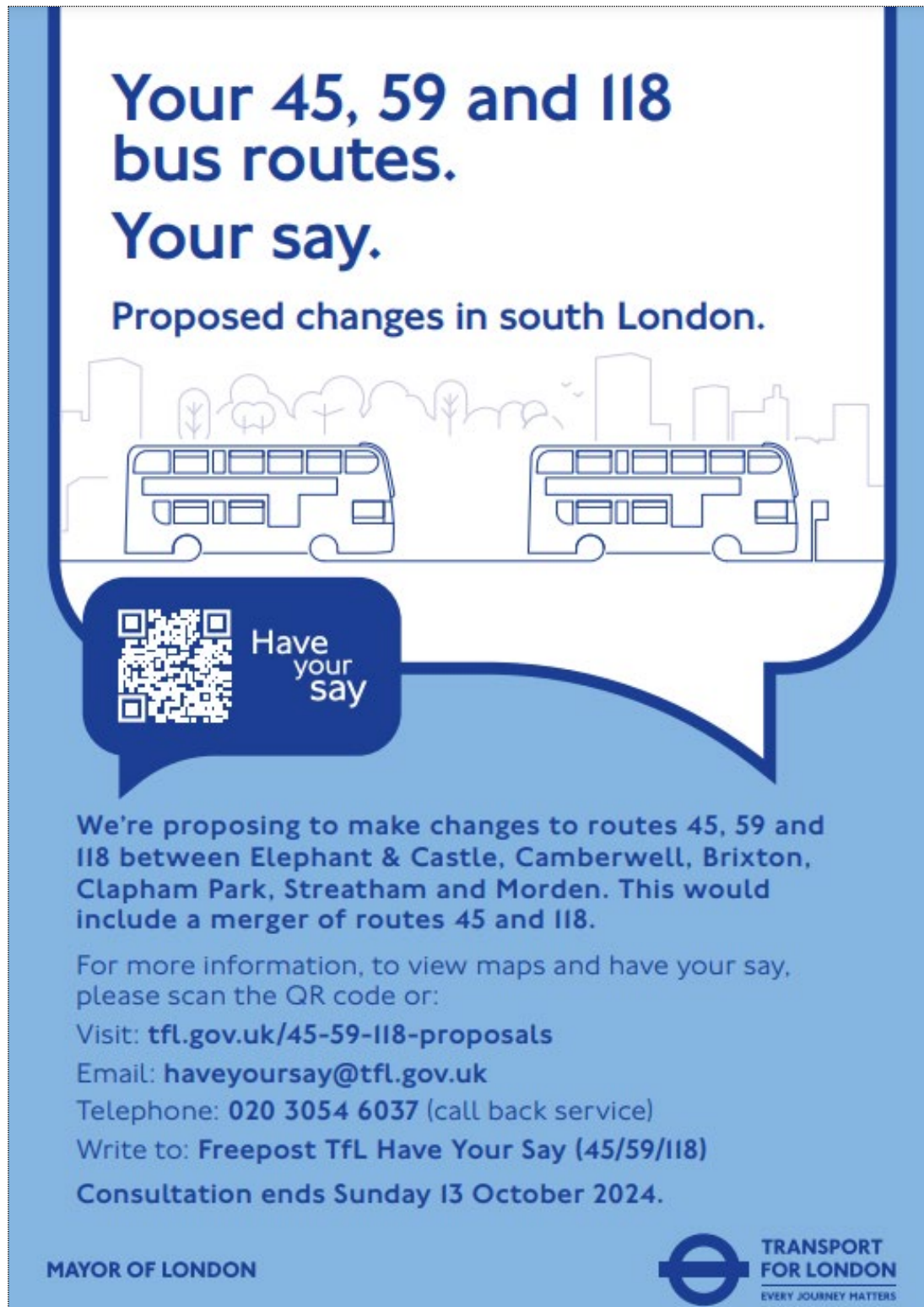
If you would like us to keep you informed about the outcome of this consultation. Please also provide us with your name and email address or postal address:

All personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, [please visit our privacy policy](#).

Name:	
Email:	
Address:	
Postcode:	


Appendix C: Consultation materials


Bus stop poster / leaflet



**Your 45, 59 and 118
bus routes.
Your say.**

Proposed changes in south London.




 **Have
your
say**

We're proposing to make changes to routes 45, 59 and 118 between Elephant & Castle, Camberwell, Brixton, Clapham Park, Streatham and Morden. This would include a merger of routes 45 and 118.

For more information, to view maps and have your say, please scan the QR code or:

Visit: tfl.gov.uk/45-59-118-proposals
Email: haveyoursay@tfl.gov.uk
Telephone: 020 3054 6037 (call back service)
Write to: **Freepost TfL Have Your Say (45/59/118)**
Consultation ends Sunday 13 October 2024.

MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

Selection of on street signage

Morden, near tube station



Atkins Road, Streatham



Brixton Road



Brixton Police station



Elephant & Castle




Denmark Hill




Copies of stakeholder and customer emails

Your 45, 59 and 118 bus routes.
Your say.



Transport for London



Dear Mr Jones,

Today we have launched a consultation proposing changes to bus routes 45, 59 and 118 between Elephant & Castle, Camberwell, Brixton, Clapham Park, Streatham, and Morden.

This would include a merger of routes 45 and 118. As result



- Route 118 would no longer run
- Route 45 would directly replace route 118, operating between Denmark Hill/Camberwell Green and Morden
- Bus stops between Brixton Hill and Clapham Park no longer served by route 45 would instead be served by route 59 if it were to change as proposed

Your views are important to us. Please [visit our website](#) to read more about what is proposed, view maps and have your say.

Consultation ends on Sunday 13 October 2024.


Yours sincerely,

Customer Information Team
Transport for London




Home Plan a journey Status updates

Your 45, 59 and 118 bus routes.
Your say.



Transport for London



Dear Mr Jones,





Following our email to you yesterday (2 September) about the proposed changes to bus routes 45, 59 and 118, we have had reports of problems accessing the link to the consultation webpage.

Please instead use this link to [visit the webpage](#).


We're sorry for the inconvenience caused.

Yours sincerely,

Customer Information Team
Transport for London



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Proposed changes to bus routes 45, 59 and 118 in south London

TfL Restricted\TfL Restricted - No Markings



TfL Have Your Say

To: TfL Have Your Say



Tue 03/09/2024 10:31

Retention: TfL Exchange Online Retention Policy (7 years) Expires: Tue 02/09/2031 10:31

Good morning

I am writing to let you know we have launched a consultation proposing changes to bus routes 45, 59 and 118 between Elephant & Castle, Camberwell, Brixton, Clapham Park, Streatham, and Morden. This would include a merger of routes 45 and 118.

We propose that:

- Route 118 would no longer run
- Route 45 would directly replace route 118, operating between Denmark Hill/Camberwell Green and Morden
- Bus stops between Brixton Hill and Clapham Park no longer served by route 45 would instead be served by route 59 if the 45 were to change as proposed

We continuously review and adapt the bus network to reflect changing customer needs. This includes proposing adjustments to existing bus routes, so services are operating in areas where our customers need them most.

Find out more

[Click here](#) to read more about these proposals, view maps and have your say.

Alternatively, you can:

- Email: haveyoursay@tfl.gov.uk
- Telephone: 020 3054 6037 (call back service)
- Write to: Freepost TfL Have Your Say (no stamp required)

Consultation ends on Sunday 13 October 2024

We are keen to hear what everybody thinks about these proposals and would be grateful for help to raise awareness of the consultation. Please feel free to share this email with your own contacts as you find appropriate. Our consultation team can also send digital images for use with newsletter entries or social media posts.

Please also let us know if you have any questions about the proposals, or if you would like us to brief you in more detail. We'd be happy to hear from you.

Yours faithfully

Geoff Hobbs
Director, Public Service Transport Planning

Consultation website, maps and supporting documents

T
MAYOR OF LONDON

Your 45, 59 and 118 bus routes. Your say.

Home / London's buses, taxis and private hire vehicles / Bus routes 45, 59 and 118 - proposed changes in south London

Bus routes 45, 59 and 118 - proposed changes in south London

[f](#)
[t](#)
[in](#)
[e](#)

We're proposing to make changes to routes 45, 59 and 118 between Elephant & Castle, Camberwell, Brixton, Clapham Park, Streatham and Morden.

By clicking on each of the buttons below, you can read more about what is proposed and how this may impact you.

The consultation period has now closed. You can find updates on the scheme in the Latest news section.

Proposals	Why?	How it impacts you	More Information
Accessible Information	Tell us your views	Questions?	Latest news

More Information

Type of conversation:
Consultation

[Learn more about Transport for London's types of conversations](#)

Key Dates

📅 Consultation opens
02 September 2024

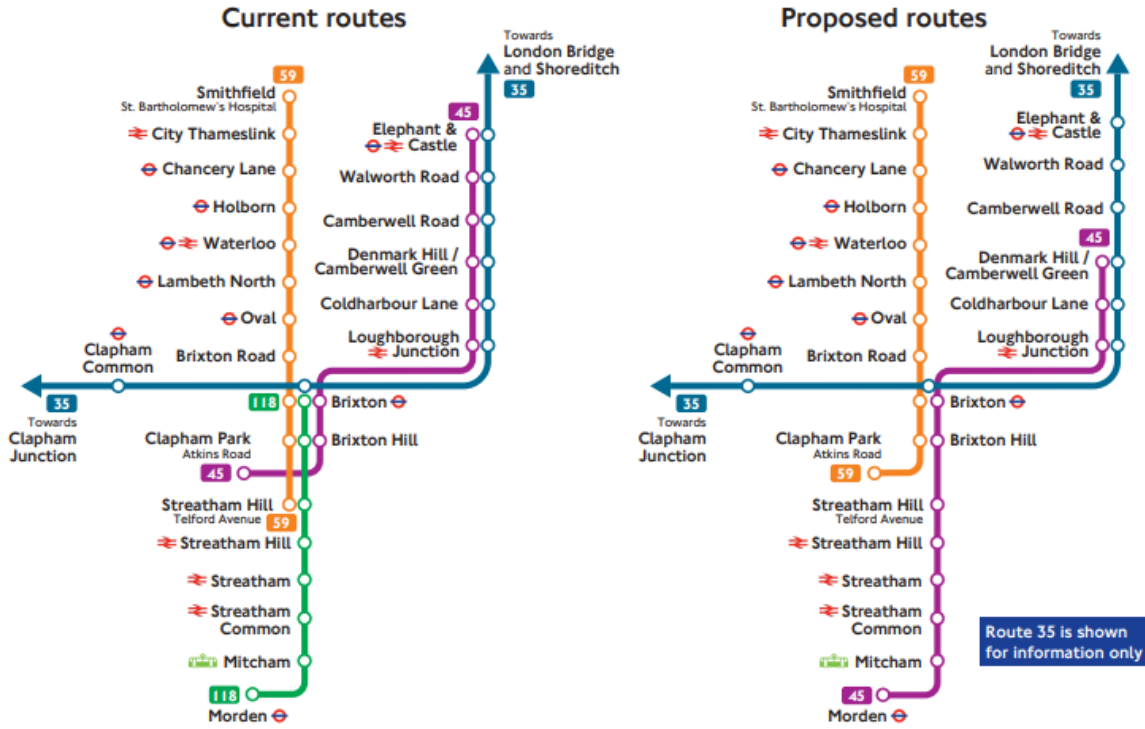
📅 Consultation closes
13 October 2024

Drop-in event

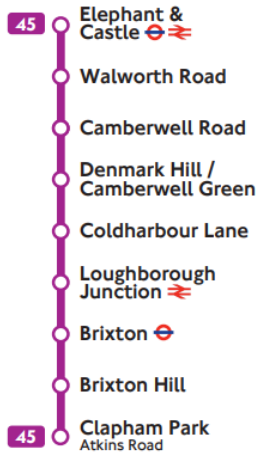
📅 Public drop-in event
02 October 2024



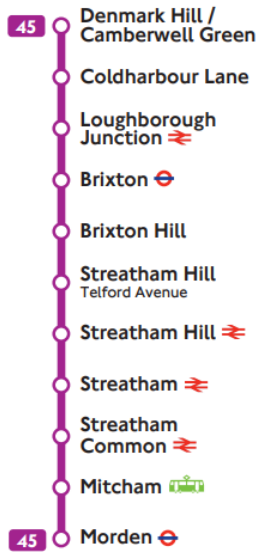
Proposed changes to bus routes 45, 59 and 118



Current route



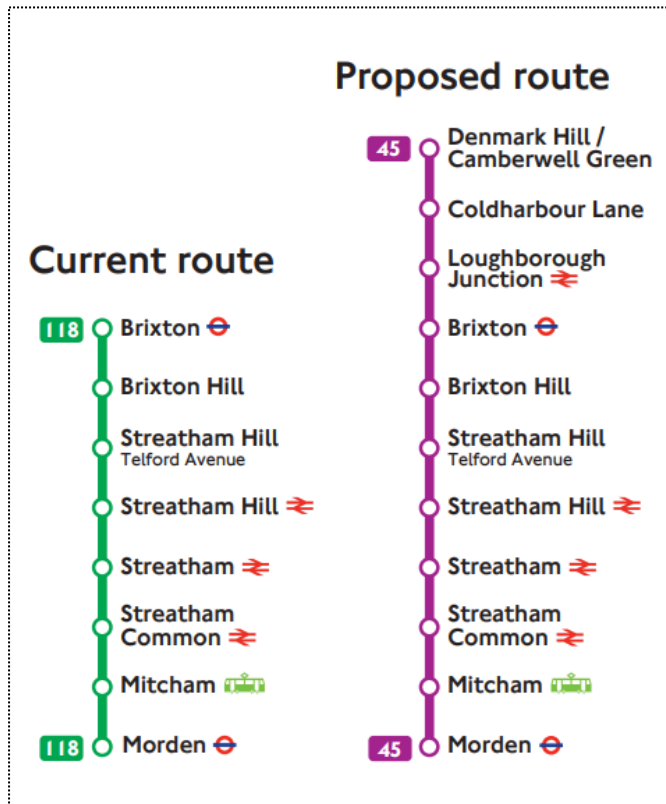
Proposed route



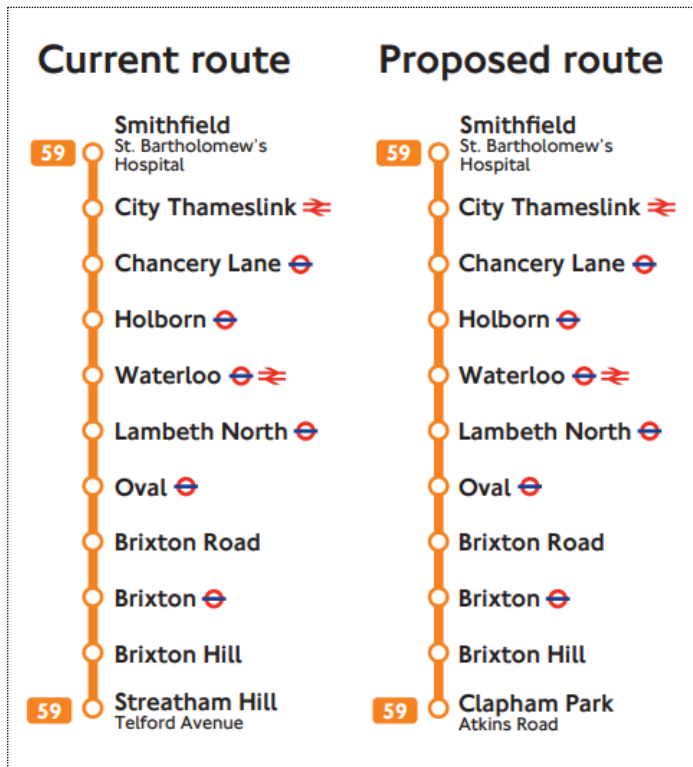
Journey planning – proposed changes to bus routes 45, 59 and 118

The following tables show typical journeys on routes 45, 59 and 118 and how these may change if the bus routes were to change as proposed

Passengers on the 45 travelling between:		45
Clapham Park, Brixton Hill and Brixton town centre	<ul style="list-style-type: none"> Would use route 59 instead Would benefit from more frequent and more reliable service on the 59 Monday to Saturday daytime, the 59 provides a bus every seven and a half minutes, compared to the 45 which provides a bus every 10 minutes In the evenings and on Sundays the 59 provides a bus every 12 minutes, compared to 45 which provides a bus every 15 minutes 	
Clapham Park and Camberwell Road	<ul style="list-style-type: none"> Would travel on route 59 between Clapham Park and Brixton Would change bus in Brixton town centre, interchanging between route 59, and routes 35 or 45 for onward journeys to/from Camberwell Road The 45 would no longer serve Clapham Park 	
Clapham Park and Walworth Road	<ul style="list-style-type: none"> Would travel on route 59 between Clapham Park and Brixton Would change bus in Brixton town centre, interchanging between the 59 and the 35 for onward journeys to/from Walworth Road The 45 would no longer serve Clapham Park or stops between Camberwell Road and Walworth Road 	



Passengers on the 118 travelling between:		118
Morden, Streatham, Brixton Hill and Brixton town centre	<ul style="list-style-type: none"> • Would use route 45 instead • Would benefit from a more frequent and more reliable service on the 45 • In the evening and on Sundays the 45 would provide a bus every 15 minutes, instead of every 20 minutes as currently provided on the 118 	
Morden, Mitcham, Streatham, Brixton, Coldharbour Lane and Camberwell	<ul style="list-style-type: none"> • Customers would no longer need to change bus to complete their journeys • They would travel on route 45 instead of route 118 through to Camberwell, including to and from King College Hospital sites and South London and Maudsley Hospital 	



Passengers on the 59 travelling between:	59
Streatham Hill/Christchurch Road and Streatham Hill/Telford Avenue and Brixton Road, Kennington Road and Lambeth North	<ul style="list-style-type: none"> • Would use route 159 instead
Streatham Hill/Christchurch Road and Streatham Hill/Telford Avenue and Bayliss Road, Waterloo, Aldwych, Holborn and Smithfield	<ul style="list-style-type: none"> • Would travel on routes 45, 59, 109, 133, 159, 250 or 333 between Brixton Hill and Brixton • Would change to route 59 on Brixton Hill or in Brixton town centre
Brixton and Streatham Hill	<ul style="list-style-type: none"> • Would use routes 109, 133, 159, 250 or 333 instead
Smithfield and Brixton	<ul style="list-style-type: none"> • Would continue to use bus route 59

Accessible content


The initial EqiA document is available to read in full on the consultation website


Customer Equality Impact Assessment (EQIA) Form

Proposed changes to bus routes 45, 59 and 118 in south London

Initial assessment for consultation





Printed copies of this document are uncontrolled,
Page 1 of 29

MAYOR OF LONDON Transport for London 


Proposals	Why?	How it impacts you	More Information
Accessible Information 	Tell us your views	Questions?	Latest news

Accessible Information

We want to make sure everyone is able to take part in our consultations. To help make it accessible to everyone we have provided:

- Easy Read version of the proposals**
PDF 7.38MB 
- Easy Read version of the survey**
PDF 1.41MB 
- Audio version of the proposals**
MPEG 9.37MB 
- Audio version of the survey**
MPEG 7.75MB 

You can translate the information on this page into another language by using the "Select language" button at the bottom of the page

Connecting with London's deaf community on our consultations 

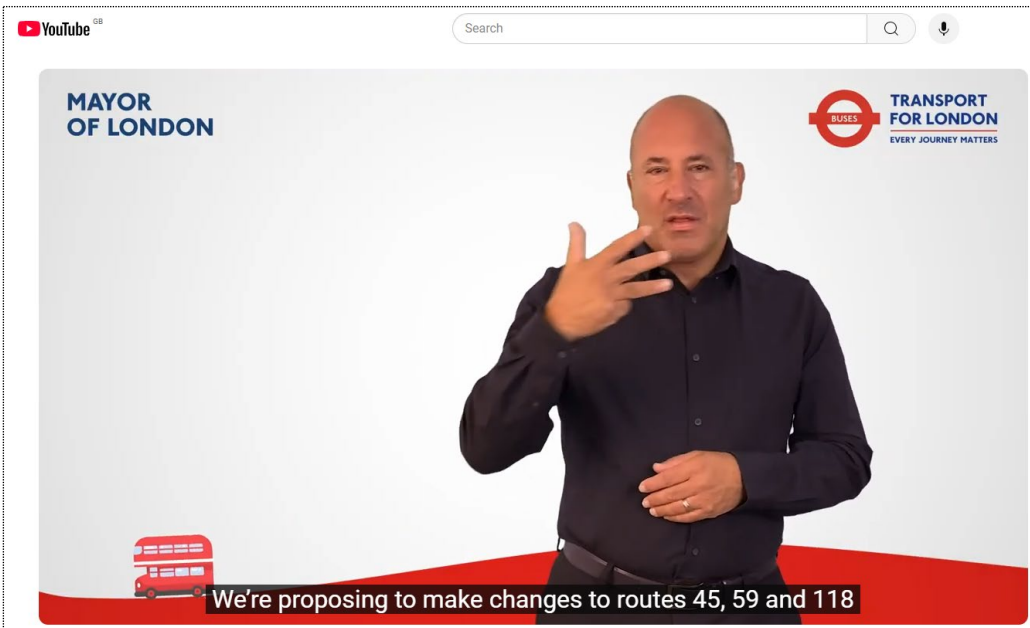
To further enhance how we consult with London's deaf community we offer:

- A British Sign Language (BSL) [video](#) of our proposals and survey
- A BSL conversation service. This allows the TfL consultation lead to have a two-way BSL translated discussion with a BSL user. To request a BSL conversation please contact us at haveyoursay@tfl.gov.uk and we will be in contact to arrange a convenient time

Possible changes to bus routes 45, 59 and 118 in South London



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Selection of social media



HOME ▾ ABOUT ▾ COMMUNITY GRANT SCHEME ▾ EVENTS ▾ NEWS ▾ USEFUL LINKS ▾ CONTACT ▾
#THRIVINGNORWOOD ▾ COMMUNITY SAFETY PARTNERSHIP ▾ LOCAL HISTORY ▾ SITE 18 AND SITE 19 ▾

HOME ▾ ABOUT ▾ COMMUNITY GRANT SCHEME ▾ EVENTS ▾ NEWS ▾ USEFUL LINKS ▾ CONTACT ▾
#THRIVINGNORWOOD ▾ COMMUNITY SAFETY PARTNERSHIP ▾ LOCAL HISTORY ▾ SITE 18 AND SITE 19 ▾

Search

BUS ROUTES 45, 59 AND 118 - PROPOSED CHANGES IN SOUTH LONDON

Transport for London (TfL) is proposing to make changes to routes 45, 59 and 118 between Elephant & Castle, Camberwell, Brixton, Clapham Park, Streatham and Morden.

As shown in the map below, the proposal would include a merger of routes 45 and 118, and the 118 would no longer run. The proposals are explained in more detail, route-by-route, on TfL's website [here](#).

TfL says that the changes are intended to make the bus service more efficient, which could save money that can be reinvested in other parts of the London bus network.

TfL is holding a six-week public consultation to hear feedback on the proposed changes. The consultation survey closes on **Sunday 13 October 2024**. You can respond to the survey by:

- Completing the survey and posting it to FREEPOST TFL HAVE YOUR SAY
- Emailing haveyoursay@tfl.gov.uk
- Calling 020 3054 6037 and leaving your name and contact number
- When responding, you should quote "45/59/118".

Route 45 and 118

TfL proposes merging routes 45 and 118, eliminating the 118 and replacing it with a single route that runs between Morden and Camberwell.

Route 59

TfL proposes rerouting the 59 to end at Clapham Park/Atkins Road instead of Streatham Hill/Telford Avenue.



Walworth Society
@WalworthSociety

1/2 News of a @TfL consultation affecting the 45 bus route. Looks like the proposal is that the 45 will no longer run north of Camberwell Green/Denmark Hill but from there will go south to Morden. So...another bus route no longer serving W Rd/E&C.

Link:

view.email.tfl.gov.uk/?qs=1c9c20dd93...

The independent voice of the borough
Southwark News


NEWS HISTORY & NOSTALGIA SPORT NEWS AT DEN LIFESTYLE OBITUARIES

Home > Area > Elephant and Castle

TfL today holding drop-in sessions on plans to scrap bus route from Elephant and Castle

TfL has said that more buses are operating than required along two key sections of route 45

by News Desk — 2nd October 2024
in Camberwell, Elephant and Castle, Lambeth, News



BRIXTONBUZZ All the latest news, photos, features, listings, music, arts and...

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NEWS

Have your say on the proposed changes to bus routes 45, 59 and 118 in south London

Thu 5th September, 2024 - by mike urban - 1 Comment



Transport for London is looking for customer feedback on their proposed changes to bus routes 45, 59 and 118 in south London.

LDN News > Transport > London bus

South London bus route set to be scrapped as TfL wants to merge it with another

Transport for London has launched a public consultation as it looks to change three bus routes serving Brixton, Streatham, Camberwell, and Elephant and Castle

NEWS By Harrison Galliven Local Democracy Reporter
17:55, 1 OCT 2024

Bookmark     Comments

Enter your postcode for local news and info Enter your postcode 



 The 118 London bus route driving past Streatham station (Image: Aubrey Morandarte)

ADVERTISEMENT



People Born 1944-1973 Could Be Eligible For This
British Seniors



People Under 65 Are Avoiding Long NHS Queues By Doing This
Totally Health

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Appendix D: Summary of Stakeholder replies

This section provides summaries of the feedback we received from stakeholders. We sometimes condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

Local authorities & statutory bodies

London Borough of Lambeth

Referred to the central London bus review consultation of 2022. Said comments submitted in response to that review remained relevant and should be read in conjunction with the following comments on the current proposals.

Noted in Lambeth many residents did not own cars and 20 per cent of journeys were made by bus, in particular the bus was essential for older and/or vulnerable residents and those on low incomes. Noted concern a reduction of buses in the borough may exacerbate existing inequalities and create longer journeys and/or waiting times for people that would need to change bus. There was also concern future journey lengths may mean passengers would no longer qualify for the Hopper Fare.

Commenting on bus capacity and frequency, noted route 59 as the only service currently starting at Streatham Hill which created space to board for residents and commuters from the rail station, and other bus routes may not have space to board and would wait longer for a bus. Suggested that if the proposals proceed, and the 118 is withdrawn, other bus routes should see a frequency increase to mitigate against increased waiting times.

Noted TfL data showed a decrease of 10 per cent of buses along Brixton Hill and 15 per cent at Streatham Hill; that journeys starting in Clapham Park would require an additional interchange; also benefits for people travelling on the proposed extended route 45 who would no longer need to change bus to complete journeys. Suggested TfL showcased how the proposals may result in improvements such as the same or better waiting times, whether there would be spare capacity on buses; and explained how negative impacts would be mitigated.

Referred to bus stop facilities for people needing to change bus as a result of the proposals. Noted the Brixton Hill and Brixton Station bus stops would become more important interchange points and needed to be more resilient in the event of disruption such as on the tube network. Urged TfL to improve bus stop facilities at these locations with bus shelters, seating and digital travel information where this was not already in place. Said that pavement crowding was also a concern. For northbound services bus stop locations could cause confusion, particularly when busy. For southbound services while the pavement was wider, the space was not

well used and could be improved with for example, larger bus shelters with more seating and travel information.

Commented on the impact of the proposals on people with protected characteristics and noted concern these groups, who relied heavily on bus services, would be disproportionately impacted. Noted disabled people already reported issues accessing bus services due to limited space for wheelchairs and this has affected people using routes 45 and 59 for access to Kings College, Maudsley and St Thomas's Hospitals. TfL should therefore ensure bus frequency and capacity remains adequate and interchange facilities are improved for wheelchair and buggy users.

Lambeth Council supports a shift to sustainable travel as part of its response to the climate emergency, and acknowledged buses plays a crucial role in its target of a sustainable mode share target of 85 per cent by 2030. It expressed concern a reduction to bus services was not acceptable in this context and reiterated the need to ensure the frequency of buses will remain adequate to meet demand if route 118 no longer ran.

The consultation response concluded with a list of considerations for TfL to ensure journeys made by Londoners in the south of Lambeth could still be made with ease, speed and comfortable interchanges and a commitment to support TfL where appropriate.

London Borough of Southwark

To mitigate against a negative impact to Southwark residents, in particular its vulnerable residents, TfL was asked to consider the following requests:

- Extend the proposed route 45 from Camberwell to Elephant & Castle to retain the connection from Camberwell to other public transport modes, or provide insight as to why the service cannot be extended
- Focus on improving bus services in areas of low income and high deprivation, such as Camberwell, Elephant & Castle, and Walworth

The following comments were also offered:

Referred to the central London bus review consultation of 2022, where bus routes in the borough were proposed for withdrawal and decision was reached not to proceed. Also noted previous changes to route 45 that saw it withdrawn between Kings Cross and Elephant & Castle.

Added Southwark was reliant on the bus network citing bus journeys made up 16 per cent of all journeys and 48 per cent of all public transport usage, due to the limited number of alternatives within the borough, particularly in the area impacted by a

proposed removal of the section of route 45 between Camberwell and Elephant & Castle.

Noted its Streets for People objective with aim for 87 per cent of journeys to be made by walking, cycling or public transport and for Southwark and London to be carbon neutral by 2030. Said the bus route proposals did not support this objective and may increase private car use.

Added information about population growth in Southwark, noting it as higher than the national average. Population growth was expected to continue due to developments on Albany Road and Old Kent Road. Noted concern that buses would become busier with people more reliant on them due to lack of other public transport alternatives following the cancellation of the Bakerloo Line Extension.

Cited concern vulnerable users would be impacted more by the proposals with more difficult journeys due to the need to change bus: in particular in Camberwell for onward journeys to Elephant & Castle; and from Elephant & Castle for Brixton and Brixton Hill via route 35. Concerns included personal safety of women and girls, younger and older people and school children waiting for buses in Camberwell, an area with a high crime deprivation index. Added the 45 currently served three schools in Elephant & Castle, without a direct route children may see increased journey times and a more complicated route to school.

Noted people with lower incomes as more likely to use buses for affordability. The 45 travels through areas of the borough with a higher proportion of ethnic minorities with high levels of deprivation. Said reducing bus services in these areas could greatly impact people's ability to travel to work or to services if they could not afford alternative transport options.

Asked that TfL considers a frequency increases in the area to accommodate the proposals noting this was not mentioned in consultation.

Government departments, parliamentary bodies & politicians

Helen Hayes MP, Member of Parliament for Dulwich and West Norwood

Wrote on behalf of constituents to raise concerns about the proposed changes - all three bus routes served the constituency and were described as vital services for access to the London Underground at Brixton and Elephant & Castle.

Was therefore concerned route 45 would no longer serve Elephant & Castle and constituents would need to change bus when travelling to access the Northern and Bakerloo lines. Added many staff at King's College Hospital used the 45 from Elephant & Castle to the hospital and would be inconvenienced.

Said the proposed merger of routes would lead to a reduction in the frequency of services and reduce capacity on the 45 service, making journeys more difficult for all passengers but especially disabled passengers and young families with pushchairs. Asked that TfL take steps to mitigate against these impacts.

Steve Reed MP, Member of Parliament for Streatham and Croydon North

Wrote on behalf of a constituent who had raised concerns of the proposed removal of bus route 118, as this was an important and busy route connecting Streatham with Morden. The constituent noted their concern that a reduction in capacity, while serving the same number of passengers, would make journeys more difficult and unpleasant. Also, that the consultation had not presented enough evidence of the overall impact of the proposed changes.

Hina Bokhari AM, Greater London Authority London wide Assembly Member, Liberal Democrats Group

Submitted six questions to the Mayor of London as part of the London Assembly Mayor's Question time meeting on 10 October 2024, as shown below. The questions and responses are published in full on the Greater London Authority website here: <https://www.london.gov.uk/who-we-are/what-london-assembly-does/questions-mayor/find-an-answer/bus-services-lambeth-1>

Bus services in Lambeth:

- (1) How many passengers on average board buses on Brixton Hill during the rush hours, broken down by the direction in which they are travelling, whether morning or evening, and the route they board?
- (2) How many buses currently run along Brixton Hill during the rush hours in each direction, broken down by direction, whether morning or evening, and route?
- (3) How many buses will run along Brixton Hill during the rush hours if the proposed changes to routes 45, 59 and 118 take effect, broken down by direction, whether morning or evening, and route?
- (4) What evidence was used as a basis for the decision to re-route the 59 bus from Streatham Hill to Clapham Park, and to extend the 45 towards Morden?
- (5) On average, during the rush hours, how many passengers are on board each bus of any route when it reaches either end of Brixton Hill, and how many free spaces are there on each bus? Please break these figures down by bus route and by morning and evening. If possible, please also state separately the numbers of free seats and the unused standing capacity.
- (6) Given that the changes to bus routes along Brixton Hill appear to reduce the number of buses entering the road from a nearby terminus by six buses per hour in each direction, thus reducing empty capacity, what impact is expected during the morning and evening rush hours on the length of time passengers will have to wait to board a bus, a greater proportion of which will have come from further afield? How many more passengers will be waiting for each bus

in the rush hours? How many fewer passengers, on average, will be able to board each bus that arrives during the rush hours?

Councillor Ross Garrod, Leader of the Council and Longthornton ward councillor, London Borough of Merton

Enquired about plans for the N133 night bus that served route 118 during the night asking if this would still serve Morden.

Also enquired about the proposed route numbering 118, asking if TfL may consider numbered the merged 45/118 route as the '118' instead.

Councillor Donna Harris, Streatham Hill West and Thornton ward and Leader of the Lambeth Council Liberal Democrat Group

Objected to the proposals with the view they would result in a significant reduction of empty buses entering Brixton Hill during peak travel hours.

Considered that if the changes were to proceed, it may result in a reduction of approximately 45 per cent of buses starting service in the morning rush hour from Brixton Hill; and a reduction of 25 per cent in the evenings. Noting buses that had started before Brixton Hill may already be full, and passengers in Brixton Hill would wait longer to start their journeys.

Councillor Martin Tiedemann, Clapham Park ward, London Borough of Lambeth

Supported the proposals and would welcome them being implemented as proposed. This was provided a bus link was maintained between Clapham Park – Streatham Place – down Brixton Hill.

Said it would be concerning if the proposals were to change because of local campaigns for route 59 not to serve Clapham Park. The proposals would not be supported if both routes 45 and 59 were to continue down Streatham Hill instead of a route to Clapham Park.

Added it was important to note the route 45 current terminal at Clapham Park was furthest away in Lambeth from train or London Underground services, therefore the area was reliant on bus connections. The area was also currently being developed with new homes being built.

Also noted currently, route 45 was the only bus starting its service at the New Park Road bus stop which benefitted residents as they had more chance of being able to board.

Councillor Martin Whelton, Pollards Hill ward, London Borough of Merton

Expressed concern at the proposal to withdraw route 118 and replace it with an extension of route 45 to Morden. Believed this may cause confusion to passengers familiar with the 118. Therefore, suggested the route numbering of '118' be used instead, then described as an extension. Further comments to support the suggestion 118 is kept, and 45 is removed, included that route 45 had seen more recent changes, so further changes under the numbering would add to confusion and that route 1128 was long-standing, since 1935.

Also expressed concern at the journey length of the 45 between Morden and Camberwell. Noted there were already complaints route 118 was not reliable with frequent curtailments, and making the route longer may exacerbate this. While a direct link between Kings College Hospital and Mitcham was welcomed, it would need to be robust.

Transport and road user groups

London TravelWatch

Noted some positives and some negatives related to the proposals. Referred to how, 1,650 current passengers would need to change bus to complete a journey – these passengers would prefer a direct service. Noted a preference that passenger numbers to be proved as a percentage in the future to better gauge this impact.

Said the need to change bus:

- Added involuntary time to journeys
- Potentially led to more costs if moving from one bus to another fell out of the 60-minute Hopper fare window
- Inconvenienced passengers and was particularly stressful for older and disabled passengers, people with children and people with luggage who typically preferred the bus for ease of use. Added that many of these passengers may have greater accessibility requirements than other passengers, and so a need to change buses was particularly disadvantageous

Noted interchange locations for passengers on route 45 in Brixton town centre would not have shelters and journey information (Countdown) and described this as disappointing. Noted this would have a particular adverse impact, as shown in the initial Equalities Impact Assessment document, for 190 passengers between 18:00 and 06:00 may present safety concerns.

Requested TfL consider improvements to bus stop and interchange facilities (seating, shelters, information) and not only rely on the wider street environment (lighting, etc) as a mitigation.

Commenting on the consultation information provided, it was noted the spider map for Camberwell had covered Camberwell New Road and not Camberwell town centre.

The following comments were offered related to the impact of merging routes 45 and 118:

- A suggestion that less passengers now used route 45 due to it no longer serving stops north of Elephant & Castle
- Noted crowding would not be expected under the proposal but urged TfL monitored this aspect and adjust service levels if required
- Concern the new, longer route 45 service may take 75 minutes, more during peak hours which may result in unreliable or short running services – this should also be monitored to maintain service levels
- Consider more bus priority along the route
- New direct bus links to Kings College and Maudsley hospitals and a more frequency evening and Sunday service were supported

For the proposed change to route 59:

- Noted a substantial number of passengers on the 59 would need to change bus at Brixton Hill or town centre. However more people were likely to prefer to change in the town centre and more bus facilities are suggested here
- Noted as positive that passengers between Clapham Park and Brixton Hill would benefit from a more frequent service on route 59

Concluded as the proposals were significant changes, should they go ahead, TfL must ensure clear customer information about any changes is provided at all current bus stops of those routes in scope.

Healthcare / Emergency services

Kings College Hospital NHS Foundation Trust

Noted the consultation as a particular interest to Kings College Hospital as an NHS provider of acute care in south London, directly served by route 45 and by interchange with route 118.

Provided information related to the trust, its scope and size, noting more than 9,000 staff travel to and from its Camberwell sites every day, and noted public transport played a crucial role in the effective delivery of its services, for its communities and staff.

Said it could not fully support the proposals due to the loss of connection between Elephant & Castle and Camberwell Green as a result of the proposed changes to route 45. Sought further assurance related to passenger numbers and a falling demand for services from Elephant and Castle to the hospital as these journeys were very popular for visits to hospital, and capacity needed to be sufficient. Added that while it was recognised alternative bus routes would continue to cover this stretch, the reduction in travel options was of concern.

Appreciated new journey opportunities for patients and staff travelling from south-west London and recognised the proposed consolidation of routes 45 and 188 could contribute to a reduction of congestion on London's roads.

Local interest, community, and faith groups

The Camberwell Society

Suggested the proposed new route 45 should serve East Dulwich Sainsbury's via Denmark Hill rail and London Overground station to connect people in Loughborough Junction with the Overground and rail serves to Kent; and to Sainsbury's.

Bestway International Christian Centre

Said the proposed new route 45 seemed appropriate as a replacement for route 118, including an extension for route 118 passengers to Camberwell.

Considered the section of the 45 between Camberwell and Elephant & Castle as already well served by buses.

Appendix E: List of stakeholders consulted with

Local Authorities and statutory bodies

City of London
City of Westminster
Greater London Authority
London Borough of Camden
London Borough of Lambeth
London Borough of Merton
London Borough of Southwark
London Councils

Government departments, parliamentary bodies & politicians

Sean Bailey AM	London Assembly Member – London wide
Elly Baker AM	London Assembly Member – London wide
Emma Best AM	London Assembly Member – London wide
Andrew Boff AM	London Assembly Member – London wide
Hina Bokhari AM	London Assembly Member – London wide
Alessandro Georgiou AM	London Assembly Member – London wide
Susan Hall AM	London Assembly Member – London wide
Zoe Garbett AM	London Assembly Member – London wide
Zack Polanski AM	London Assembly Member – London wide
Caroline Russell AM	London Assembly Member – London wide
Alex Wilson AM	London Assembly Member – London wide
Anne Clarke AM	London Assembly Member for Barnet and Camden
Unmesh Desai AM	London Assembly Member for City and East
Marina Ahmed AM	London Assembly Member for Lambeth and Southwark
Leonie Cooper AM	London Assembly Member for Merton and Wandsworth
James Small-Edwards AM	London Assembly Member for West Central
Neil Coyle MP	Member of Parliament for Bermondsey and Old Southwark
Florence Eshalomi MP	Member of Parliament for Vauxhall and Camberwell Green
Rachel Blake MP	Member of Parliament for Cities of London and Westminster

Helen Hayes MP	Member of Parliament for Dulwich and West Norwood
Keir Starmer MP	Member of Parliament for Holborn and St Pancras
Siobhain McDonagh MP	Member of Parliament for Mitcham and Morden
Steve Reed MP	Member of Parliament for Streatham and Croydon North
Paul Kohler MP	Member of Parliament for Wimbledon
Aldersgate ward councillors	City of London
Cheap ward members councillors	City of London
Farringdon Within ward councillors	City of London
Farringdon Without ward councillors	City of London
Holborn and Covent Garden ward councillors	London Borough of Camden
Brixton Acre Lane ward councillors	London Borough of Lambeth
Brixton North ward councillors	London Borough of Lambeth
Brixton Rush Common ward councillors	London Borough of Lambeth
Brixton Windrush ward councillors	London Borough of Lambeth
Herne Hill and Loughborough Junction ward councillors	London Borough of Lambeth
Kennington ward councillors	London Borough of Lambeth
Myatt's Fields ward councillors	London Borough of Lambeth
Oval ward councillors	London Borough of Lambeth
Stockwell East ward councillors	London Borough of Lambeth
Streatham Common and Vale ward councillors	London Borough of Lambeth
Streatham Hill East ward councillors	London Borough of Lambeth
Streatham St Leonard's ward councillors	London Borough of Lambeth
Streatham Wells ward councillors	London Borough of Lambeth
Waterloo and South Bank ward councillors	London Borough of Lambeth
Cricket Green ward councillors	London Borough of Merton
Figge's Marsh ward councillors	London Borough of Merton
Longthornton ward councillors	London Borough of Merton
Merton Park ward councillors	London Borough of Merton
Pollards Hill ward councillors	London Borough of Merton
Ravensbury ward councillors	London Borough of Merton
St Helier ward councillors	London Borough of Merton
Camberwell Green ward councillors	London Borough of Southwark

Chaucer ward councillors	London Borough of Southwark
Faraday ward councillors	London Borough of Southwark
North Walworth ward councillors	London Borough of Southwark
St George's ward councillors	London Borough of Southwark
St James's ward councillors	City of Westminster

Transport and road user groups

Abellio London Limited/ Abellio West London Limited
Arriva London
ASLEF
Campaign for Better Transport
Citymapper
Confederation of Passenger Transport
Golden Tours (Transport) Ltd
HCT plus
Living Streets Kings Cross
Living Streets Merton
Living Streets Southwark
London General
London Omnibus Traction Society
London TravelWatch
Metroline Travel Limited/ Metroline West Limited
National Express
PCS
Stagecoach
Streatham Action Transport Group
SUSTRANS
The Big Bus Company Ltd.
Transport Focus
Transport Focus
Unite the Union
Women in Transport

Accessibility groups

Inspired Alliance, Lambeth
Access in London
Action on Disability and Work UK
Action on Hearing Loss
Age UK London

Asian People's Disability Alliance
Attitude is Everything
Business Disability Forum
Carers First
Disability Alliance
Disability Rights UK
Disabled Go
Disabled Motoring
Disabled Persons Transport Advisory Committee
Dogs for Good
European Dysmelia Reference Information Centre
Greater London Forum for Older People
Inclusion London
Independent Disability Advisory Group
JAMI (Jewish Association for Mental Health)
Lambeth Accessible Transport Services
Leonard Cheshire
London Older People's Strategy Group
Merton Disability Group
Merton Parenting Directory
National Federation of the Blind of the UK
Office for Disability Issues (DWP)
One Place East
PrioritEyes Ltd
Queen Elizabeth's Foundation for Disabled People
Research Institute for Disabled Consumers
Scope
Team Margot
The Association of Guide Dogs for the Blind
The British Dyslexia Association
The Royal Association of Deaf People (RAD)
Thomas Pocklington Trust
Trailblazers, Muscular Dystrophy UK
Transport Associates Network
Transport for All
Wheels for Wellbeing
Whizz Kidz

Business groups, employers, venues

Association of Town Centre Management
Federation of Small Businesses
Historic England
HMP Brixton
Imperial War Museum
Lambeth Town Hall
London Wildlife Trust
Merton Civic Centre
Morden Hall National Trust
Prince's Trust
The Royal Parks

Healthcare / Emergency services

Aspire
Brixton Hill Group Practice
Central London NHS Trust
City of London Police
Community Midwives Centre, Camberwell
Edith Cavell Surgery
Health Poverty Action
Kings College Hospital
London Ambulance Service
London Fire and Emergency Planning Authority
London Fire Brigade
Metropolitan Police Service
NHS Property Services
Penrose Surgery, Walworth
Royal College of Nursing
Streatham High Practice
Streatham Place Surgery
Wide Way Medical Centre, Mitcham

Local interest, community, schools, charity and faith groups

Beechwood Nursery School, Streatham Hill
Brixton Hill Islamic Centre
Brixton Hill Methodist Church
Brixton Mosque and Islamic Cultural Centre

Buses4homeless
Camberwell After-School Project
Camberwell Library
Camden Family Information Service
Corpus Christi Catholic Church, Brixton Hill
Crawford Primary School
Cricket Green School
Ferndale Community Sports Centre
Galop
Gendered Intelligence
GIRES
Harris Academy Merton
Harris Primary Academy Merton
Henry Cavendish Primary School, Streatham Hill
Hill Mead Primary School
Immanuel and St Andrew Church of England Primary School, Greyhound Lane
Keyworth Arts and Media Centre
Lambeth College
Lambeth Community Food Growing Project
Lambeth Family Information Service
Lambeth Food Partnership
Lambeth Islamic Cultural Centre
Lambeth Talk magazine
Lambeth Town Hall
Liberty Woodland School, Morden
Livity School, Streatham Hill
London Faiths Forum
London Gypsies & Travellers
London South Bank University
Loughborough Primary School
Melrose Secondary School, Mitcham
Metropolitan Tabernacle, Walworth
Mini Treasures Day Nursery, Morden
Mitcham Methodist Church
Morden Islamic Community Centre
Mumderground
Mumsnet
NCT
New Covenant Church, Streatham
New Park Road Church
North Brixton Islamic Cultural Centre
Nought to Five Plus nursery, Mitcham

Oak Tree Primary School, Mitcham
Oasis Academy Johanna
Reay Primary School, Vassall Road
Richard Atkins Primary School
Slade Gardens Community Play Association
South London Islamic Centre
Southwark Family Information Service
Southwark Resource Centre
St Andrew's Catholic Primary School, Streatham
St John Ruskin Primary School
St John The Devine, Vassall Road
St Leonard's Church Streatham
St Peter and St Paul RC Primary School, Mitcham
St Peters Church Walworth
St Peters Primary School, Walworth
St Thomas of Canterbury Catholic Primary School, Mitcham
Stonewall
Streatham and Clapham Prep School
Streatham Baptist Church
Streatham Central Church
Streatham Youth and Community Trust
Suzy Lamplugh
Tate Streatham Library
Tenderlinks Day Nursery, Streatham
Terrence Higgins Trust
The Church of St Olave, Mitcham
The Rose Arts London, Mitcham
Tooting and Mitcham Community Sports Centre
UAL London College of Communication
Wandle Industrial Museum

Appendix F: Demographics

Gender	Count (total)	%	Count (general responses only)	%	Count (Bus vehicle type campaign responses only)	%
Gender neutral/Agender	4	1%	1	<1%	3	3%
Man	233	43%	233	51%	0	0%
Non-binary	16	3%	4	1%	12	13%
Trans man	12	2%	1	<1%	11	12%
Trans woman	63	12%	2	<1%	61	69%
Woman	218	40%	216	47%	2	2%
I use a different term	1	<1%	1	<1%	0	0%
Total	547	100%	458	100%	89	100%

Ethnic group	Count (total)	%	Count (general responses only)	%	Count (Bus vehicle type campaign responses only)	%
Asian or Asian British – Bangladeshi	7	1%	7	2%	0	0%
Asian or Asian British – Chinese	8	2%	7	2%	1	1%
Asian or Asian British – Indian	8	2%	8	2%	0	0%
Asian or Asian British – Other	14	3%	11	3%	3	4%
Asian or Asian British – Pakistani	7	1%	7	2%	0	0%
Black or Black British – African	34	7%	34	8%	0	0%
Black or Black British – Caribbean	24	5%	24	6%	0	0%
Black or Black British – Other	5	1%	4	1%	1	1%
Mixed/Dual Heritage – Mixed Other	19	4%	13	3%	6	7%
Mixed/Dual Heritage – White and Asian	9	2%	8	2%	1	1%

Ethnic group	Count (total)	%	Count (general responses only)	%	Count (Bus vehicle type campaign responses only)	%
Mixed/Dual Heritage – White and Black African	2	0%	2	0%	0	0%
Mixed/Dual Heritage – White and Black Caribbean	9	2%	9	2%	0	0%
Other Ethnic Group	56	11%	2	0%	54	66%
Other Ethnic Group – Arab	1	<1%	1	<1%	0	0%
Other Ethnic Group – Kurdish	0	0%	0	0%	0	0%
Other Ethnic Group – Latin American	10	2%	9	2%	1	1%
Other Ethnic Group – Turkish	2	<1%	2	<1%	0	0%
White – British	211	41%	207	48%	4	5%
White – Irish	9	2%	8	2%	1	1%
White – Other	72	14%	63	15%	9	11%
Gypsy, Roma or Irish Traveller	3	1%	2	<1%	1	1%
Total	510	100%	428	100%	82	100%

Age group *	Count (total)	%	Count (general responses only)	%	Count (Bus vehicle type campaign responses only)	%
under 16	22	4%	6	1%	16	18%
16-20	100	19%	30	7%	70	79%
21-25	34	6%	31	7%	3	3%
26-30	42	8%	42	10%	0	0%
31-35	55	10%	55	13%	0	0%
36-40	47	9%	47	11%	0	0%
41-45	47	9%	47	11%	0	0%
46-50	29	5%	29	7%	0	0%
51-55	30	6%	30	7%	0	0%
56-60	35	7%	35	8%	0	0%
61-65	31	6%	31	7%	0	0%
66-70	31	6%	31	7%	0	0%
71+	25	5%	25	6%	0	0%
Total	528	100%	439	100%	89	100%

Disability	Count (total)	%	Count (general responses only)	%	Count (Bus vehicle type campaign responses only)	%
Yes	153	29%	68	16%	85	100%
No	367	71%	367	84%	0	0%
Total	520	100%	435	100%	85	100%

*Please note the age data is approximate