



# Sutton - Croydon bus changes

Consultation Report

September 2021

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## Executive summary

Between 15 October and 20 December 2020, we consulted on proposals for changes to 13 bus routes serving the London Boroughs of Sutton and Croydon.

We proposed changes to bus routes S1, S3, S4, 80, 164, 166, 312, 405, 407, 413, 434, 455 and 470. We also proposed the introduction of new three new bus routes, numbered S2, 439 and 443, and school bus 645 to support route 405.

Our proposals aimed to help make the bus network simpler, more efficient, accessible to key locations and developments, and ensure our resources were invested in the locations where customer demand is highest.

We received 949 responses to the consultation. Of these, 921 were from members of the public and 28 were from stakeholder and community organisations.

Overall, respondents neither supported nor opposed the introduction of the new bus routes. However, of those who gave an opinion, 35 per cent supported or strongly supported the proposals, 22 per cent opposed or strongly opposed them.

When considering how the proposals might affect their journey, 48 per cent of respondents considered there may be a negative impact, 26 per cent of respondents considered there may be a positive impact.

General comments in support of the proposals included that these could improve access and provide new journey options.

General comments opposed to the proposals raised concern of having to change bus to complete journeys, and reduced access, especially for those with mobility and accessibility issues.

A detailed analysis of comments received can be found in section one of this document, from page 6 and in Appendix A.

Stakeholder comments can be found in section 1.5 from page 10.

### Next steps

We have completed our analysis of the consultation replies and have made some amendments to our proposals.

We will continue with our original proposals for bus routes S1, 164, 312, 405 and 645, 407, 434, and 455; and the introduction of new three new bus routes, numbered S2, 439 and 443.

We will not now proceed to change bus route 80 and have revised our proposals for bus routes 166, 413, 470, S3, and S4 as shown in the following table:

Bus route	Revised proposal
80	Bus route 80 will remain on its current route, serving Her Majesty's Prison Downview. It's conversion to a double-deck bus service will still take place to ensure the route has enough space on board for customers.
166	<p>Bus route 166 will be rerouted via Pampisford Road as proposed, but will then run via Warham Road, South End, Katherine Street and Wellesley Road to central Croydon, instead of via Park Lane.</p> <p>The revised route will operate between Epsom and Purley Hospital as it does now.</p> <p>In Purley, subject to feasibility work with the London Borough of Croydon, we are investigating routing the 166 via Christchurch Road to enable it to serve Purley town centre. If this is not possible, then the 166 will run via Banstead Road and Russell Hill Road as originally proposed.</p>
413	Bus route 413 will not now reroute and extend to Belmont Station as proposed, it will remain on its existing route.
470	<p>Bus route 470 will now operate between Morden Station and Sutton Station only. It will be rerouted in the Sutton Common area via Marlborough Road, Dibden Road and Stayton Road with no change to its frequency or its hours of operation.</p> <p>South of Sutton Station route 470 will be replaced by new route S2 that will run between St Helier Station and Epsom via existing routes S4 and 470. It will operate every 20 minutes during the day Monday to Saturday and every 30 minutes evening and Sundays, with single deck buses.</p>
S3	Bus route S3 will not now end at Sutton Station. Its route will only be changed in the Sutton Common area as proposed.
S4	Bus route S4 will now operate between Waddon Marsh and Sutton town centre via route 455 and current route S4. Overton Grange will still be served by the S4.

Expected dates for the introduction of the route changes are to be confirmed and are subject to confirmation of future funding arrangements.

# 1. Summary of consultation responses

We received 949 responses to consultation. Section 3 from page 46 summarises further information about the respondents.

Table 1: Type of respondent in numbers

Type of respondents	Number of responses	%
Stakeholder	28	3
Public	921	97

## 1.1 Summary of question 1 - Which of these buses do you use and how often do you use them?

Of the 949 people who responded to the consultation, 785 (83 per cent) provided their usage behaviour to at least one of the bus routes with proposed changes. The remaining 17 per cent did not answer the question. The breakdown of usage by route can be seen in Table 2. Not all respondents answered whether they used each of the 13 bus routes affected by the proposals.

Table 2: Customer usage by bus route

Route	S1	S3	S4	80	164	166	312	405	407	413	434	455	470
Daily / nightly	36	34	42	80	26	17	19	26	85	18	22	71	24
2-3 times a week	50	54	68	67	37	33	12	20	63	16	19	42	32
Once a week	26	23	22	23	22	14	12	17	31	6	8	20	18
1-2 times a month	58	43	59	53	61	42	25	36	90	34	19	49	37
Rarely	108	98	75	103	115	96	72	82	87	76	60	72	101
Never	224	254	254	190	220	276	316	290	185	305	335	255	266

The frequencies have been grouped to visualise the usage of each bus route in Figure 1 below:

- **Frequently:** Daily/nightly or two to three times a week; and
- **Infrequently:** Once a week, one to two times a month or rarely

Figure 1: Bus route usage

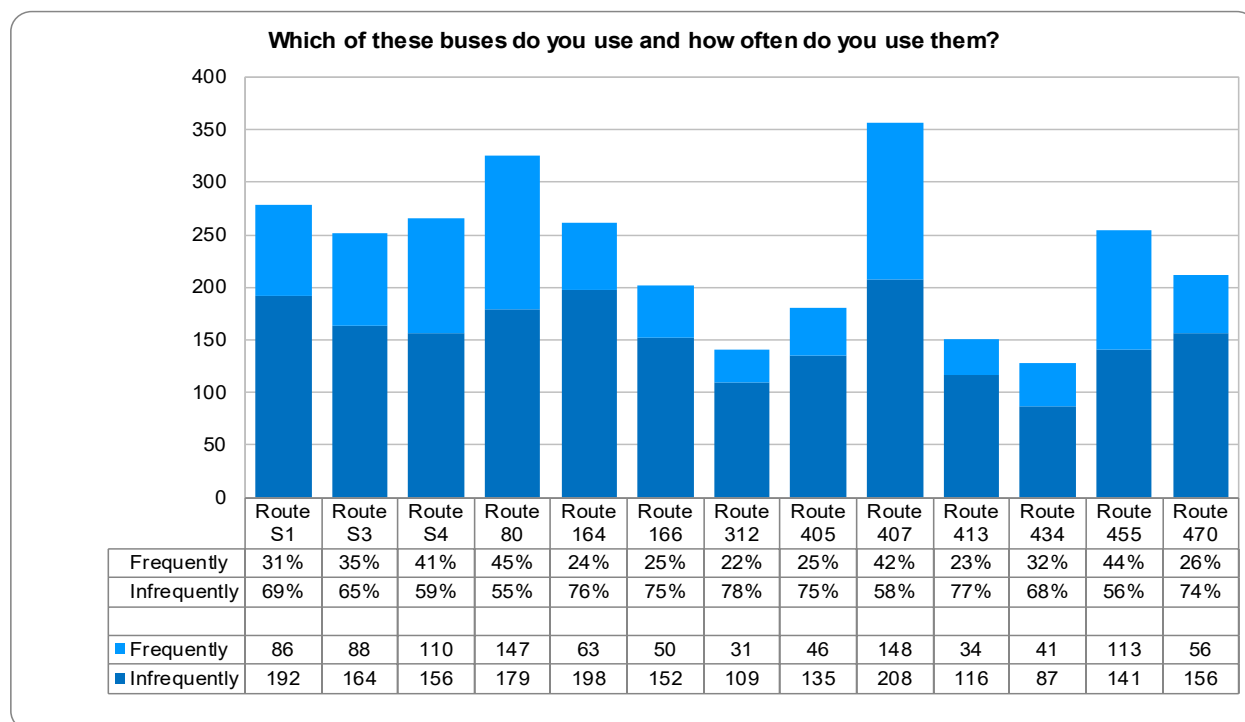


Figure 1 above shows the frequency of bus use by respondents, with those using the bus routes daily/nightly or two to three times a week identified as ‘frequent users’, while those that use the route once a week, one to two times a month or rarely, identified as ‘infrequent users’.

The bus routes with the largest proportion of frequent users were route 80 (45 per cent), followed by route 455 (44 per cent), route 407 (42 per cent) and route S4 (41 per cent). All remaining bus routes had a smaller proportion than 40 per cent using the service frequently, with route 312 (22 per cent) and route 413 (23 per cent) being the bus routes with the smallest proportion of users identifying as ‘frequent users’.

Meanwhile, route 312 had 78 per cent of users that infrequently used the service, followed by route 413 (77 per cent) and route 164 (76 per cent). The 405 and 166 had three quarters of respondents (75 per cent) using them infrequently.

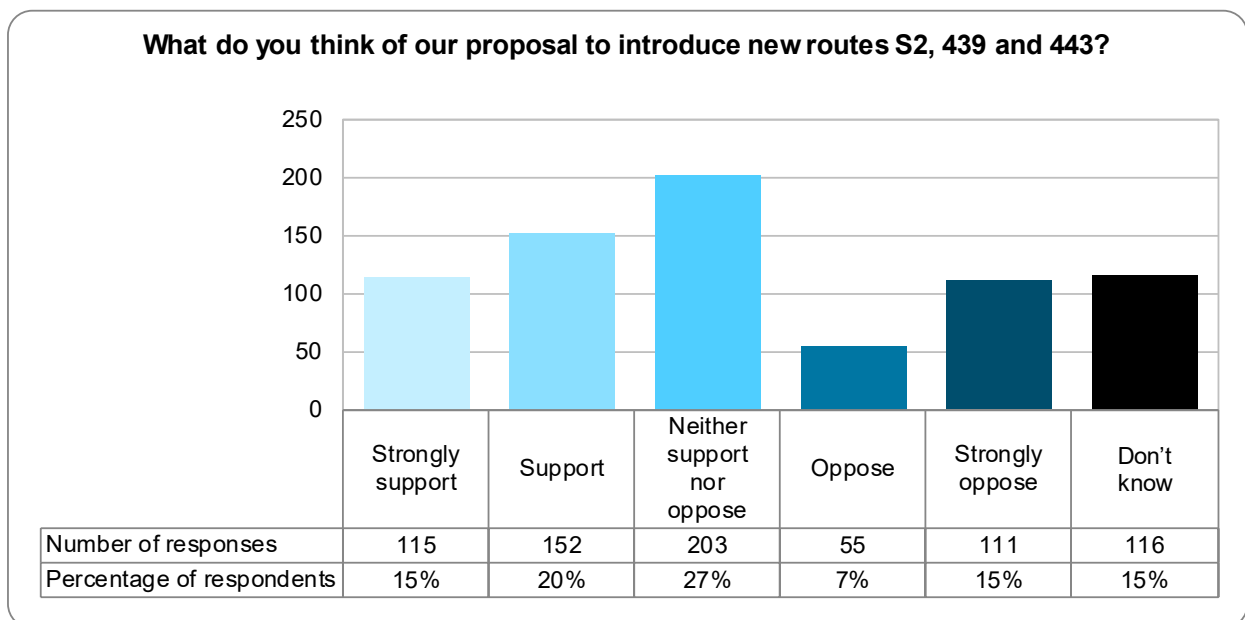
Overall, most users identified themselves as ‘infrequent users’, using the bus once a week or less frequently. However, there were a considerable minority of respondents

that used the bus service frequently – for example, four routes had more than 40 per cent of frequent users, three had more than 30 per cent, and six had more than 20 per cent. The bus route with the lowest proportion of frequent users was route 312 (22 per cent).

### 1.2 Summary of question 2 – What do you think our proposal to introduce new routes S2, 439 & 443?

Of the 949 people who responded to the consultation, 752 (79 per cent) responded to this question expressing their views on these proposed new routes. This is illustrated in Figure 2 below.

Figure 2: New routes S2, 439 and 443



The results in Figure 2 above indicate the largest proportion of respondents neither supported nor opposed the introduction of the new bus routes. However, of those who gave an opinion, 35 per cent supported the proposals (combined strongly support and support), while 22 per cent expressed their opposition (combined oppose and strongly oppose).

### 1.3 Summary of question 3 – Do you think our proposals will have an impact on your journey?

Of the 949 people who responded to the consultation, 841 (89 per cent) responded to this question. This is illustrated in Figure 3 below.



Figure 3: Journey impact

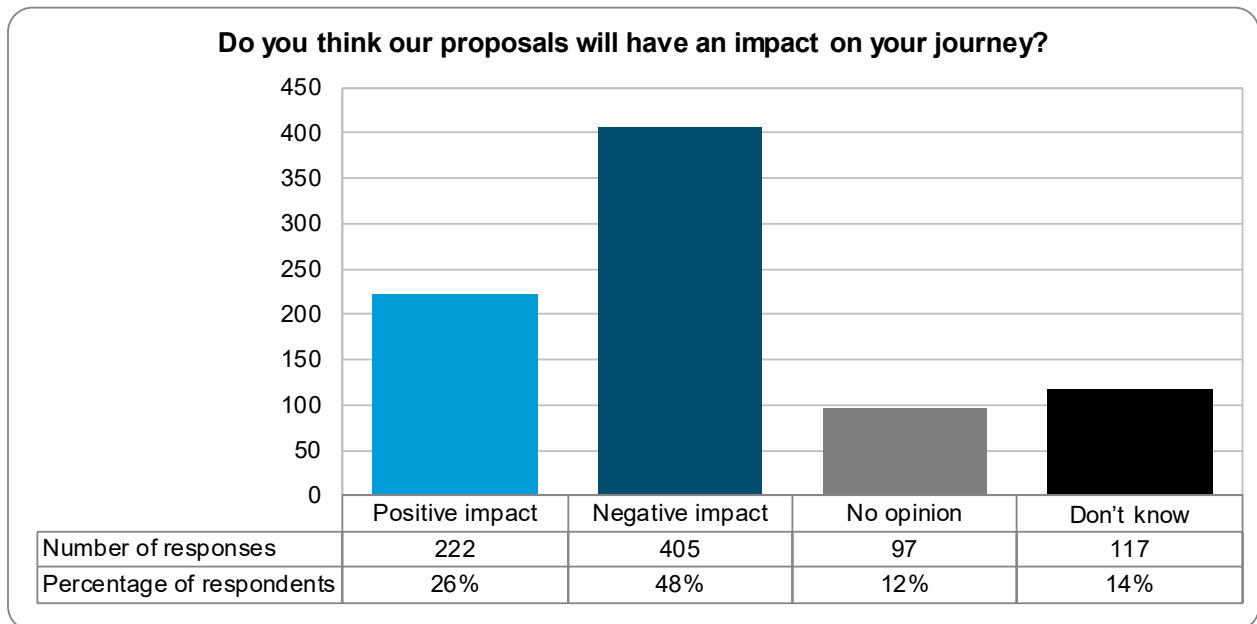


Figure 3 shows that the largest proportion of respondents giving an opinion on the impact of the bus service proposals were those that considered the proposals would have a negative impact on their journey (48 per cent) compared to those that stated the bus changes would have a positive impact (26 per cent). Fourteen per cent of the respondents said that they did not know, while 12 per cent said that they had no opinion either way.

#### **1.4 Summary of question 4 (open question) – Is there anything else you would like us to consider?**

Of the 949 people who responded to the consultation, 749 people (79 per cent) responded to this question with a total of 2,329 individual comments. Many respondents made multiple comments to raise issues within their answers, therefore the total number of comment issues identified is greater than the number of responses received.

Every response to the open question was read in full. All comments have been summarised and analysed based on the frequency that a comment was expressed, guided by a code frame. To summarise the results, every comment expressed by over two per cent of the respondents, answering this question, has been displayed. We have grouped the comments into the following four categories:

- General comments on the proposals, sub-divided by theme (level of support)

- Comments regarding the changes to existing routes, sub-divided into fourteen separate tables by impacted route
- Comments regarding new routes, sub-divided into three separate tables by impacted route
- Comments on the consultation process and the materials used
- Other comments or suggestions

A detailed breakdown of the comments made by the respondents answering this question can be found in **Error! Reference source not found.**: Detailed analysis of comments.

## **1.5 Stakeholder responses**

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. The key issues raised from both public and stakeholder responses can be found in Appendix A: Detailed analysis of comments.

### **1.5.1 Local authorities and statutory bodies**

#### **London Borough of Sutton, Councillor Manuel Abellan, Deputy Leader of the Council and Chair, Environment and Sustainable Transport**

Welcomed substantial proposals representing an additional potential 3,000 bus journeys a day and a £1 million plus additional investment in sustainable travel in the London Borough of Sutton (LB Sutton).

Proposals sought to address a number of long-standing issues, such as Sunday bus services to the Royal Marsden hospital, and in their present form, proposals would go some way to improve access to the London Cancer Hub and new Sutton acute care hospital, a key development and employment site in the borough.

Would like to see work continue with Highway Officers and Transport for London (TfL) on the Sutton Bus Review, to address long-standing issues such: as the shortfall in services to more outlying communities, like Clockhouse; the lack of cross-boundary services into Surrey; the improvement of services for school travel; and, to update the function and frequency of express services such as the X26.

Referenced comments during consultation, from members and communities about proposals to alter route alignments and split services, such as changes to the S3 service in the Dibdin Road area, raised at the last Public Transport Liaison Group meeting. In this case there were proposals by the Council to alter parking and waiting restrictions which would benefit bus access, but which were not picked up as part of

the routing discussions. Would therefore like to work together to ensure similar issues were not missed elsewhere. In particular this would help alleviate concerns raised concerns that the predominantly ageing community in the area would face a longer walk to catch a bus.

LB Sutton's 'Ambitious for Sutton' corporate plan committed to supporting residents to become and remain active and live well independently, particularly in later life, and to be a dementia-friendly borough. As part of this, the borough's transport ambitions and strategies included ensuring sustainable transport remained a viable option for older people. The proposals had been shared with Age UK and a number of other local older people's groups. TfL was urged to listen carefully to the responses from the elderly/disability groups to ensure changes were a real benefit to those customers.

Appended a copy of detailed comments and proposals compiled by Councillor Jill Whitehead in discussion with other ward members, urging TfL considers these fully in its review of consultation responses.

## **London Borough of Croydon**

The London Borough of Croydon (LB Croydon) stated its full support of the overall changes; but considered there may need to be some adjustments to the proposals to enable full benefits for its residents and businesses to be realised.

Comments on the detailed proposals included:

- Support in principle of a bus continuing to serve Pampisford Road, but concern with the potential impacts on journey times for customers by diverting the 166 from Brighton Road
- The 166 was noted as already a long route, with strategic connections to Epsom Hospital, Banstead, Coulsdon and Croydon. The extra journey time associated with serving Pampisford Road and South Croydon was a potential concern
- Would like to understand if there are alternative routes better placed to serve Pampisford Road, such as the 312
- Supported the extension of the 312 to Old Lodge Lane. Again, would like to understand the benefits/ disbenefits of the 312 (or another service) serving Pampisford Road rather than the 166
- Supported new route 443 but would like to understand the rationale of using Southbridge Road rather than central Croydon via Croydon High Street, Katherine Street, Fell Road and Croydon Flyover. The alternative routing would connect the Old Town area to Croydon town centre
- Appreciated the benefits of extending the 434 to Caterham but had local concerns with the removal of the section of the route via Northwood Avenue.
- An alternative would be to maintain the 434 service on Northwood Avenue and utilise the 439 to serve the top of Kenley

- In addition, while the Council offered support for a route to serve the top of Kenley, it would like to better understand the benefits / disbenefits of the route via Higher Drive and Foxley Hill Road (as currently shown for the 434 on the consultation plans) versus a route via Old Lodge Lane and Bencombe Road / Burcott Road. The latter route referenced above would provide Kenley with a bus service providing direct links to schools, Kenley, Purley and Reedham Station.

## **Surrey County Council**

Commented on bus routes included in the consultation that operated across the Greater London Authority border into Surrey. Noted overall, the changes were positive with an increase from five to six buses per hour departing from Caterham to Croydon, although considered that some of the rerouting missed main customer destinations. Comments by route follow:

### Route 166

- Reconsider a rerouting of the 166 along Pampisford Road that would extend the journey time for Surrey residents travelling to Croydon
- The journey was considered lengthy further additional journey time would not be a positive enhancement
- Stated the routeing would also miss serving Purley Hospital which was potentially an important destination

### Route 434

- The extension to Caterham was considered a positive enhancement

### Proposed new route 443

- Noting this new route would be a replacement for route 407 with four buses per hour, but concern if it did not serve central Croydon, as this was likely to be the main destination for customers

## **1.5.2 Emergency services and healthcare**

### **Epsom and St Helier University Hospital NHS Trust**

Strongly supported proposals and would be happy to contribute further once the consultation process was complete.

Set out details of its new Specialist Emergency Care Hospital (SECH) being built in Sutton, next to the Royal Marsden Hospital (RMH), expected to be operational late 2025. The SECH catchment areas were Merton, Morden, Sutton, Epsom, Banstead, and Leatherhead, and these areas also required connections to Epsom and St Helier Hospitals as they became district hospitals. The district hospitals would also require a connection to each other.

Good public transport connections for staff, patients, visitors and the wider community were paramount areas of concern for the Trust and it was pleased the bus proposals supported service improvements to the sites.

Welcomed routes serving the RMH entrance for the first time on a Sunday. Noted additional frequency on some routes and would be keen to know how this could be changed in the future if the need arose, such as during school travel peaks when demand for buses increases and staff, patients and visitors may not find space to board. It was important for the Trust that frequency balance was appropriate, and a clearer picture of route start and finish times would be very helpful for NHS staff working shifts.

Commented on individual routes as follows:

#### Proposed new route S2

- A route between Belmont and St Helier was welcomed as was the 413 route, as the additional evening and Sunday services on both these routes would enable staff and visitors to travel more easily off peak times

#### Route 413

- Would provide additional connections between Sutton, Belmont station and St Helier and at the point at which it terminated it would be a short walk to the SECH and RMH

#### Routes 80 and 164

- Frequency increases welcomed
- Proposals delivered a much-needed connection from Morden and Wimbledon to the SECH making it easier for those in the catchment area of Merton to reach it with direct connections to Morden and Wimbledon where they could join the 80 bus

#### Routes S1 and S3

- The S1 provided an additional link from Banstead to the SECH as the current offering was only the 166
- The S3 proposal would not provide a direct link to the SECH but by serving Sutton Station it would enable people to join other routes that did directly serve the SECH
- The SECH did not expect to serve the catchment area of London Borough of Croydon but the S4 proposed route did allow a connection from central Croydon to be made if necessary
- Also noted the 407 would provide an additional link between Croydon and Sutton town centres

## Route 166

- Would like further details about route changes for the 166 from Croydon to Epsom Hospital

The Trust also submitted comments on other aspects of public transport:

- Car-parking at the SECH would need to be supplemented by alternative means of travel and as a health care provider the Trust was keen to promote more sustainable, environmentally friendly ways of travel outside of driving cars
- A good public transport system that offered regular and well-connected routes would enable them to strongly promote options of travel outside of personal car usage
- Transport costs were a key requirement and the ability to use Oyster, Smart payment, bus/freedom passes as well as subsidised fares for those with disabilities was essential to staff, patients, visitors and the wider community, in particular those from the more deprived catchment areas
- Hopper style fares introduced in 2016 had helped to make bus travel more affordable, the Trust would like to see this facility continued
- All vehicles used on the routes should be fully accessible to enable those with mobility issues and other disabilities to board buses with the greatest amount of ease and where possible maintain their independence
- Bus stops should be fully accessible to people with mobility issues to help ensure door to door journeys for vulnerable groups are considered
- Noted in the past TfL had funded bus stop accessibility schemes in London, and would strongly support such a scheme across the proposed routes in the consultation
- Sought reassurance that ensured service levels would be maintained if there was an economic downturn, to ensure vulnerable groups were able to access healthcare
- The Trust recommended a review of bus services offered around the borders of Banstead and Leatherhead to see if any improvements could be made to provide residents beyond TfL boundaries better connections into London

### **1.5.3 Elected representatives**

#### **Councillor Robert Canning, Councillor Joy Prince, Councillor Andrew Pelling – Waddon ward, London Borough of Croydon**

Offered comments, observations and suggestions related to bus routes 166, 407 and X26 serving Waddon, as follows:

#### Route 407

- Supported the proposal to re-structure this route so that it only ran between Sutton and Croydon town centres. Waddon residents would benefit from improved reliability and regularity of the service

#### Route 166

- Supported rerouting along Pampisford Road, Haling Park Road and Warham Road (in place of the 455 along these roads) and on to West Croydon bus station provided that frequency of service was maintained under this proposed change. This was important given the large number of schools and homes in this part of Croydon
- Concerned with a proposed withdrawal of the route in the northern part of Waddon, leaving a gap in the service currently provided between West Croydon bus station and Purley Way (Waddon Marsh)
- Said that as new route S4 (in place of the 455 travelling west) would only start from Waddon Marsh, the overcrowded tram or the slow, unreliable and convoluted 289 service would not provide adequate or convenient alternatives
- With no plans to increase frequency on routes 407 and 410 that served Waddon Road and Waddon New Road to offset the proposed discontinuation of the 455 along these roads, customers travelling to and from these locations would face less frequent and more crowded services

#### Proposed new route 439

- Welcomed increased frequency of service and capacity along Purley Way in Waddon, and reinstatement of a bus-tram interchange at Waddon Marsh, next to a large number of local shops
- Particularly welcomed a new route, recognising the Croydon Local Plan is expected to see large numbers of new homes built around this part of Purley Way
- Benefitted residents of New South Quarter and elsewhere along the Purley Way travelling south towards Purley and Whyteleafe
- Noted many residents required travel to the town centre and West and East Croydon, and suggested the new route continued from Waddon Marsh to West Croydon bus station via Waddon Road and Waddon New Road. This would close a gap in service between Waddon Marsh and West Croydon due to the withdrawal of the 455

#### Proposed new route 443:

- Strongly supported and welcomed proposals for a new bus route to serve Old Town, as something that has been long called for
- Hoped the new route served residents of Southbridge Road and assumed the viability of running bus service along this narrow and congested road had been tested

- Although out of scope as part of the consultation, also added there was merit in extending route 433 route from its current end of line in Park Street to run via the Croydon Flyover and on to Old Town before continuing to West Croydon bus station along the route proposed for the new 443 service. This would provide Old Town residents with a service to Croydon town centre and East Croydon as well as more frequent services to West Croydon

Proposed new route 645:

- Supported a new school service between Waddon and Purley via Croydon town centre and Pampisford Road but unclear why it would start and finish in Waddon Road
- The service should start and end at Waddon Marsh to provide better interchange opportunities and also benefit school children living in the New South Quarter who were likely to want to use this service and would otherwise have to change buses or walk to Waddon Road
- Would like to see this new route run all day every day, rather than run only as a school service, especially given the proposed withdrawal of the 455 and the gap in service that this would otherwise leave between Waddon Marsh and West Croydon bus station and Croydon town centre

Comments were also received regarding bus route X26, out of scope for this consultation. In summary:

- Reiterated previous calls that the X26 should once again serve Waddon
- This could be achieved easily and at no cost by utilising the existing bus stops in Croydon Road next to the junction with Purley Way which were on the route taken by the X26, and would provide Waddon residents with a fast and direct service to East and West Croydon plus Sutton, and on to Kingston and Heathrow Airport

Also noted that as some of the changes proposed in this consultation are likely to result in an increase in the amount of interchange customers will need to make, installation of good quality bus shelters together with real time service information for customers at key interchange locations in Waddon was required.

### **Elliot Colburn MP, Member of Parliament for Carshalton and Wallington**

As Member of Parliament covering parts of the area where changes had been proposed, noted he was acutely aware of the need to improve local transport infrastructure and services. He had been contacted by many residents with regards to local bus services and the proposed changes, and asked for the following comments to be taken account of:



### Proposed new route S2

- Epsom and St Helier University Hospitals NHS Trust confirmed earlier in the year that a new £500 million hospital was to be built in the south of Sutton, close to Belmont station and adjacent to the Royal Marsden hospital. The new hospital would be part of a broader change to how local healthcare would be managed with improved services and healthcare outcomes
- Supported these plans and looked forward to working with the Trust to see this exciting project delivered over the coming years, however there was concern about the new hospital, due to the lack of transport infrastructure and services that currently serve the location
- To ensure the new healthcare model and hospital were a success, legitimate transport concerns needed to be addressed and was glad that increased bus services to Belmont were proposed. This would connect residents in the St Helier area of his constituency with the new hospital near Belmont; providing an essential connection for some patients, staff and visitors

### Routes 455 and S4

- Proposals to completely withdraw the 455 bus service could place greater pressure on the other Croydon-bound services (154, 410, 157, 407, etc); however, it was appreciated that few residents would actively choose this option to travel to central Croydon
- While initially disappointed to see this proposal, it was understood following conversations with TfL that customer numbers for the service had been unsustainably low (pre- COVID)
- Further, the Wallington-Waddon section of the route would be served by the new S4 route, so the connection with the Beddington Lane estate and nearby commercial estates would be maintained
- Those travelling on the current S4 route on the Roundshaw - Wallington town centre section would see an increase from a bus every 30 minutes to one every 20, Monday to Saturday daytimes, under the new proposals for the S4 to match the Wallington-Waddon parts of the service. They would also gain a 30-minute Sunday service. This would slightly improve inter-constituency transport for many residents in the Roundshaw and South Beddington area, who had historically been poorly served by local public transport infrastructure, and would better connect them with Wallington
- The proposed amended S4 route connected north Beddington residents with Belmont and the emerging new Sutton hospital and Royal Marsden through a bus service.
- Noted Beddington and Belmont were two of the furthest points in LB Sutton. Connecting these locations as a new hospital emerges was considered essential to ensure the success of the new local healthcare model and services and this proposal was strongly welcomed

### **Councillor Jenny Gaffney, Caterham Valley Parish Council**

Supported in principle the introduction of new route 443 but noted it should be routed via or terminate in central Croydon. Added this route was important to the local area and was well utilised.

As part of decision-making process there is a need to consider how removing a direct route to central Croydon from Caterham, with a requirement to change at Purley, would make bus travel very inconvenient for many people.

### **Councillor Marlene Heron, Sutton North ward, London Borough of Sutton**

Opposed proposed changes to bus route S3 that would mean it no longer served Stayton Road, Dibden Road and Marlborough Road, and this should be reconsidered.

Added that as Dibdin Road is on a hill, the many older residents in the area for 60+ years depend on the S3 bus. It provided them with the independence to get out alone and not have to rely on family and friends for help. Some were not able to walk down the hill to Stayton Road, nor able to walk up the hill to Sutton Common Road to catch the bus that enabled access to the High Street, and important medical appointments. As Covid-19 lockdown restrictions started to ease, many older people also looked forward to restarting social event and clubs. Yet the potential loss of the bus would make it impossible for some residents to get out, unless via lifts from neighbours or with the expense of a taxi.

Appreciated there can be difficulty with S3 bus drivers accessing Dibdin Road and Marlborough Road due to parked vehicles and this was causing delay further along the route, where customers waiting were not aware what was happening. There was also concern that if buses found the roads too narrow, then what issues may the emergency services also be having?

The following suggestions were offered as ones that may enable a change to the S3 service to be reconsidered:

- Yellow lines one side of the road at intervals down Stayton Road, Dibdin Road and Marlborough Road for no parking at certain times of the day to coincide with the S3 bus route times Monday – Saturday
- This would enable to bus and emergency services to access these roads. Residents and visitors would still be able to park their cars on one side of the road and after the restrictions end
- A smaller bus be used on the S3 route - similar to 'Go Sutton' vehicle

**Councillor Alun Jones, Caterham Valley ward, Tandridge District Council**

Caterham Valley residents valued the direct link by bus to central Croydon. Terminating at West Croydon while avoiding central Croydon would have a detrimental effect on a huge number of residents, and it was requested the proposed new 443 route either went via central Croydon or terminated in central Croydon, thus negating the requirement to change at Purley which would add time and inconvenience to the journey.

**Councillor Edward Joyce, Beddington South ward, London Borough of Sutton**

Objected to proposed changes to route 455 stating this route should not be altered and the larger 455 bus should stay in place.

The replacement with the S4 was not considered a good option as the bus was smaller and would also stop running at Waddon Marsh, adding that it should run all the way to Croydon.

The S4 was also a longer route so may be more subject to delay.

**Councillor James McDermott-Hill, Nonsuch ward, London Borough of Sutton**

Submitted comments related to bus route X26. This service was not included in the proposals, however there was concern locally about potential future changes to the route. Therefore, submissions were made in support of the route, as follows:

- Route X26 stop should remain in North Cheam
- The two stops that sandwich the North Cheam stop are Cheam Village and Worcester Park. The distance between these two stops is 1.8 miles
- Residents living between these two stops are nearly a mile each way from accessing the X26 stop. Most of those journeys would be taken on foot and for those who are less mobile and who would therefore rely more on public transport, this would present huge difficulties
- There had recently been huge progress in getting a development for the Victoria House site and in the next few years an increase in the housing provision due to that site, as well as increased economic footfall from the potential retail outlets that may come with it, was to be expected
- This would demand the appropriate infrastructure to accompany the increased provision and the X26, wide reaching in its route as it is, would represent a large part of that infrastructure
- The X26 also offered a much more direct and quicker route to major town centres, than other commuter-based bus routes such as the 213 and the 151 that offered slower routes away from main roads into Kingston and Carshalton and Wallington respectively, often down residential roads

- There also needed to be more express and direct routes to accompany commuter-based routes where needed, and North Cheam needed both
- The North Cheam crossroads represented a bisection of a much wider community often described as the gateway into Sutton from Surrey
- It had become a focal point for public transport in the borough of Sutton, with links to Morden and the London Underground, Epsom town centre and hospital, Cheam, Kingston, Sutton, Worcester Park and New Malden
- The X26 built on these links plus London's main airports, London Trams and the A3
- A removal of the X26 would remove North Cheam's links with both airports and the tram network, would remove quick access into Kingston, Sutton and Croydon and would weaken the surrounding areas to the west of the crossroads in terms of their overall public transport links
- Sutton, and North Cheam, had a high level of car ownership and removing the incentive for public transport would bring negative unintended consequences, particularly given the high levels of congestion the area already experiences in nearby Worcester Park and on the A3

**Councillor Tony Shields, Sutton South ward, London Borough of Sutton and Chair - Sutton South, Cheam & Belmont Local Committee**

Shared a copy of the Highfields Residents' Association response to consultation, included on page 27 of this report.

**Councillor Jill Whitehead, Chair Sutton Public Transport Liaison Group, London Borough of Sutton**

Supported proposed changes, subject to comments on individual routes, some of which it was considered may need further alterations, following consultation with ward councillors, members of the Public Transport Liaison Group (PTLG), residents' groups, local stakeholders, and council officers.

The detailed response submitted, reflected comments from Sutton North and Sutton South ward councillors, residents' groups including from Belmont and South Cheam Residents Association and Belmont Village. Comments are summarised as follows:

- Welcomed the S4 becoming the new S2 at the Sutton/Carshalton end of the route with frequency improvements but would like a further frequency increase during school travel times to avoid overcrowding.
- Concerned with S4 route changes at the Roundshaw/Beddington South end of the route due to a proposed withdrawal of the 455 route and extension of the S4 from Wilson's School to Purley Way along the existing 455 route
- Withdrawal of the 455 would increase journey times for customers from Roundshaw to Wallington town Centre for shopping, education and other purposes

- Concerned the S4 would no longer serve pupils for Overton Grange secondary school, off Grange Road, Sutton, who travelled from the east of the borough
- Supported proposal to extend the 164 to the Cancer Hub, and other services being rerouted to reach the Cancer Hub, Royal Marsden Hospital, new secondary school and new hospital site at Belmont
- Concerned with the S1 being re-routed via Cotswold Road rather than Belmont Station, particularly due to the impact on older residents including a number of care homes. Though noted the new S2 (formerly S4) would continue to serve Belmont Village, and the 470 ran nearby which could help alleviate concerns
- Suggested a future option could loop route 164 back to Sutton via Belmont Village, and the Belmont Heights development on Brighton Road to serve the new GP hub being built there. The new hub expected increased travel for GP resources being diverted from Belmont Village to Belmont Heights, with more travel between these two sites. However, access restrictions or exemptions for some vehicles between Dorset Road would need to be explored
- Supported rerouting the S1 in the St Helier area to shorten the journey and remove some of the junctions between Mitcham Junction Station and Wrythe Lane, while continuing to serve Banstead
- Supported changes to bus routes S3 and 413 and associated bus frequency increase that included a Sunday service. Noted this would support new development and homes in the Westmead Road area
- Raised concern at bus stop locations in Sutton town centre for proposed S3 and 413 routes. Noted the S3 and 413 would need to link up at one or more common bus stops on the gyratory to make it smoother for customers travelling beyond the town centre, and needing to change bus to complete their journey with minimal delay
- Accepted residents in the Cedar Road area near Sutton Station would no longer be on the S3 or 413 routes but supported the S3 starting and ending in Eaton Road, as reached via Cedar Road
- Concerned proposals for the S3 and 470 in the Stayton Road/Sutton Common Road area would remove the service from Dibdin and Marlborough Roads which had a high number of older people. This was considered unnecessary, noting in November 2020, a single yellow line was placed in Dibdin Road as part of the Sutton Parking Strategy, in order to prevent parked cars impeding buses during bus service hours
- Also concerned of buses entering Stayton Road from the by-pass (A217) at the Oldfields Road junction, as other vehicles were blocked from making this turn, to help stop rat-running. A change to two-way traffic would be considered a retrograde step, bringing issues, unless it was made plain it was a bus only facility
- Concerned with the proposed conversion of bus route 80 to double-deck bus due to noise, vibration and speeding in the Collingwood Road area

- Suggested the route be split via Gander Green Lane and via Sutton Common Road and be less frequent early in the morning, and late in the evening. Although valued by customers, use of the service was not considered heavy and the current frequency was causing disturbance to sleeping residents
- Considered a new service along the A217 Sutton by-pass between the Cancer Hub, Belmont Village and St Helier Hospital, to serve the new Rosehill Park Secondary 3 school due to open in the next couple of years, and help serve nearby Glenthorne Secondary School, Tesco's at Cheam Park Farm avoiding Sutton town centre
- Requested frequency improvements for bus route 470, and a preference for the route to remain single deck to ensure it could continue to pass under Sandy Lane railway bridge and heavily parked narrow roads in Cheam
- Noted the route was currently the only service running between Sutton and Epsom Hospital. It also served Nonsuch Park and Nonsuch Girls Grammar School
- The pandemic had led to a large increase in car use at the park and the A232 Cheam Road approach. The area was also hosting an NHS vaccination centre. In light of this a frequency increase from two to three buses per hour was suggested

The response to consultation referenced further bus related matters not in scope of the consultation. These were:

- The pandemic highlighted issues in LB Sutton with public transport access, in particular in areas of popular parkland such as Oaks Park in the Carshalton Beeches area which was not served by a bus route and had become increasingly congested as cars accessed the many amenities. It was suggested route 154 be extended to reach the area or a new service was introduced to manage demand
- Reiterated long-standing calls by the Council and school leaders for extra buses at school start and end times. This included frequency increases for the 154, 157, 407 and X26 routes that all served schools in the area. During the pandemic, demand had become more acute with school children in competition for buses at the same time of day
- Welcomed improvements in frequency of buses in Sutton, outside of the Bus Review, but noted this would need to be reviewed post-pandemic, as future working patterns and commuter demand adapts. Where possible they look forward to half hourly services becoming 15 or 20 minutes, and 15-minute services becoming 10-minute services, especially during school and commuter travel peaks

- A noted lack of buses serving the Clockhouse estate on the southern fringes of LB Sutton on the border with Coulsdon. Would like this revisited in the future if the estate is regenerated, when a potential split of bus route 463 could improve bus frequency and reliability for Clockhouse
- Bus route X26 importantly, needed to be more frequent. It should be increased from two buses per hour to three or four buses per hour. Noted the X26 as the only sub-orbital route in Sutton a borough not served by the Underground, Overground or Tram
- The X26 route was also noted as an essential bus route to (a) get people out of cars and (b) take residents to work, school, college, or for leisure purposes in neighbouring boroughs such as Croydon, Kingston and parts of Richmond and Hounslow. The only public transport alternative was a train to Clapham Junction, and a change of train to Kingston, Richmond or Hounslow. It was considered the TfL formula needs to be changed for this sort of cross- borough bus route
- Bus and car congestion in the Worcester Park area made bus changes difficult at present. The issue should be tackled with reference to nearby boroughs, especially in conjunction with the Royal Borough of Kingston upon Thames as many of the bus services pass along the same roads (e.g. 213) but on either side of the border between the two
- Would like to ensure LB Sutton benefitted from bus modernisation including an upgrade from Eurodiesel 5 or 6 to low carbon forms of transport such as electric and hydrogen buses, as befits a Climate Change borough. Said that too often, new bus contractors brought old higher carbon buses into service when contracts were changed, which impacted on air quality and did not fit in with the boroughs Air Quality Action Plan
- A suitable site should be found for Sutton Bus Garage which did not result in neighbour nuisance in terms of night-time noise and vibrations. This was also considered an issue at other sites in LB Sutton, including the bus stand at Churchill Road in Cheam

### **London Borough of Merton Conservative Group**

Supported proposed changes which would create greater capacity in the bus network in south-west London. Also noted that as part of the Government's investment in new healthcare provision, a direct bus service would be provided from Merton to the new emergency treatment centre in Sutton.

## **Steve O'Connell AM, London Assembly Member for Croydon and Sutton**

Broadly supported many of the proposals. Also endorsed the detailed consultation response submitted by the East Surrey Transport Committee (ESTC), noting it represented the views of a very wide range of local residents and organisations, and that in these difficult times, any initiative to improve the lives of local residents, particularly those who live in areas where local transport was sparse, was welcomed.

Assembly Member O'Connell stated he had been in contact with TfL over the lack of essential services in parts of his constituency, particularly in the Kenley area, and was pleased to see improvements long campaigned for were finally being put into place. He believed that, with the current financial restrictions, any additional funding should be particularly directed to these areas which for so long had been virtually ignored. Highlighted the following points regarding individual route proposals:

### Replacement of route 455 by route 312

- Welcomed proposals but supports the ESTC request for the new route to be extended along Pampisford Road via South Croydon Station
- Emphasised the loop via Purley Station should be maintained, with, as suggested by ESTC, an increased frequency, which was key

### New route 443

- Concurred with ESTC comments, and believed it essential this route continued to provide a service to central Croydon

### Route 434 and new route 439:

- With the emergence of the Kenley Growth Area and the increased development at the top of Kenley, a rethink of the current bus services was considered long overdue
- Welcomed improved services in area with the options the restructuring of route 434 and the introduction of route 439
- Hoped the service would be introduced by the end of 2021 bearing in mind the urgent need for improved services in the area
- Proposals should be modified to achieve the best result for residents, therefore supports ESTC's suggested amendments for the route. (Detailed on page 36 of this report.)

### Kenley and new route 439

- Welcomed the intention to serve the top of Kenley, though considers the 439 would be a better route than 434 for this, so the 439 could also serve and link Old Lodge Lane to Higher Drive
- This link had been asked for over a number of years and would provide a direct link from Old Lodge Lane to Hayes School, and from the top of Kenley to Beaumont School



- A detailed alternative route suggestion for the 439 was submitted that would connect Upper Kenley with Purley town centre. It was considered this option would provide a better opportunity to deliver a route to Upper Kenley sooner
- It was reiterated that delivering a route to Upper Kenley was very much a priority, and is on record as such
- As this would be a new route, the Kenley section should be tendered on a short-term contract and started in the near future, prior to any other changes

### **Caroline Pidgeon MBE AM, Liberal Democrat London Assembly Member**

Reiterated and fully supported consultation comments and recommendations made by Councillor Manuel Abellan on behalf of LB Sutton. Noted these had rightly highlighted there was more to be done to address more outlying communities such as Clockhouse; improve cross-boundary services into Surrey; improve services for school travel services, and update the role played by the X26 bus service.

Also referred to the detailed comments and proposals included in Cllr Abellan's response, from a number of Sutton ward councillors.

Highlighted in particular, comments related to route 80 and opposition to the use of double-deck bus on this route due to concerns around noise and vibration in the Collingwood Road area.

Added that residents along Collingwood Road had suffered for too long and there had been a number of complaints related to noise and vibration levels, including pictures that showed the impact of vibrations from vehicles travelling along Collingwood Road.

Noted the importance of close examination of concerns raised and consideration of alternative suggestions that the route could be split with half being routed via Gander Green Lane, and half via Sutton Common Road, with reduced frequency early morning and late evening.

Stated it was also vital that in addition to monitoring and enforcing the speed levels of buses in a 20mph area, additional measures be taken to minimise noise and vibration levels from buses.

#### **1.5.3. Local interest groups**

##### **Church Hill and Priory Residents Association (CHAPRA)**

Noted having viewed a plan of buses through Sutton that showed the X26 route not stopping at North Cheam, Queen Victoria, and that if this was the case, the group would strongly protest.

Questioned that as the X26 was not within the scope of the consultation, would it be subject to a change without a public consultation?

### **Coulsdon West Residents Association**

Concerned with changes to route 166, north of Purley town centre onwards.

The proposed rerouting meant the bus would not serve Purley town centre in the existing way. If the main Purley Downlands precinct stop was not served there would be a loss of a close, level, accessible route to the post office and various banks, the leisure centre, swimming pool, and other local businesses.

Of equal importance it was noted route 166 would not serve Purley Hospital, a key stop for the community. Purley Hospital was described as a busy outpatient clinic throughout the week, with a seven-day GP group practice and walk-in facility. Many residents, including residents of Coulsdon who moved to the practice following the closure of their own local practice, were registered here. They selected Purley Hospital due to ease of access. The current 166-stop for Purley Hospital offered close, level and accessible access and this was of particular importance for wheelchair users.

Added that if the 166 bus was rerouted to run up Pampisford Road, it would serve the rear of the hospital, with an extended walk to the entrance including the navigation of ramps and steps. This would be a more time-consuming route for the hospital and into Croydon. If other proposals for example, in Sutton, sought to improve access to healthcare, then this should also be the case for Purley.

At present the 166 provided the fastest possible direct access to Croydon town centre and it was considered this should be retained as has been the case for 60+ years.

Referring to the consultation process, it was noted that not all residents knew about the consultation or found the only method of response as online to be a barrier to taking part. The group asks that TfL considers taking recordings of views in the future.

### **East Coulsdon Residents' Association**

Strongly opposed a proposed diversion of route 166 via Purley Tesco, Pampisford Road and South Croydon as this would take the route away for Purley Hospital and add up to eight minutes to journey times. This change came less than year after the 405 was withdrawn from West Croydon.

Welcomed the extension of route 434 to Caterham which had been a request for many years. However, there was concern about the diversion from Northwood Avenue as this would make the journey time longer than necessary. Route 434 should remain routed along Northwood Avenue.

## **Hackbridge and Beddington Corner Neighbourhood Development Group**

The Hackbridge neighbourhood was designated as an area of intensification, delivering 15 per cent of LB Sutton's housing needs. Over the last five years the area's population had increased by over one third, with more development to come. This included a new Barratt Homes development, named New Mill Quarter. Noted previous plans to consider a bus interchange and re-routing the 151 through the estate is no longer possible, which they considered presented an opportunity with the consultation on the S1 route, to look at using Section 106 money from New Mill Quarter to extend the service into Hackbridge.

Comments were submitted regarding the proposed amendments to the S1 and 80 bus routes, which both ran close to central Hackbridge; as follows:

### **Route S1**

- Supported improved services to the Marsden Hospital and the new London Cancer Hub, noting development of the new health and education facilities on the old Sutton Hospital site required improved access.
- Disappointed there was not a proposal to extend the S1 bus from its current route along Mill Green (currently diverted from Mill Green Road to Goat Road), south to Hackbridge Corner. Adding there was a bus stand in Elm Road where the bus could terminate under this scenario
- The improved service would be particularly important once public transport customer numbers returned to normal, post Covid-19, as it would provide the only direct service from Hackbridge to the Royal Marsden, and to the new health facilities in Belmont

### **Route 80**

- Noted route 80 provided a valuable link from the Hackbridge area with Morden tube station. However, it currently terminated in Culvers Avenue, half a mile on foot from Hackbridge Corner
- While it was appreciated re-routing this bus to serve central Hackbridge would require major changes (as Culvers Avenue becomes pedestrian only on to London Road), consideration should be given to extending this service to link Morden Station with central Hackbridge

### **Hartley and District Residents Association**

Stated route 312 should follow the present 455 route to Croydon.

Concerned that missing out the loop in Purley placed customers travelling to the Tesco Superstore at risk because they would have to cross Brighton Road to reach their bus stop.

In addition, residents of Old Lodge Lane used the 455 to travel to Purley Station. The current stop for the station was noted as closer than the proposed stop on Brighton Road.

### **Highfields Residents' Association, Sutton South, Cheam and Belmont Local Committee of the London Borough of Sutton**

Offered an alternative proposal for the S3 to keep its existing route along Cedar Road and extend the route eastwards to serve a wider catchment area and a more suitable termination points as indicated on a map supplied with the response to consultation.

Suggested the route could proceed from Sutton Station, southward along Brighton Road, via Cedar Road, then Eaton Road to Coniston Gardens, turning right and terminating where the road was wider, and a high fence could screen the bus from nearby properties. This was also a short walk to nearby Cumnor Road, Rutherford Close, Hillcroome Road and Mayfield Road.

Towards Sutton Station two route suggestions were offered. The first option would proceed west along the remainder of Eaton Road to its junction with Langley Park Road, right to the Langley Park Road junction with Cedar Road, west into Cedar Road and continue along its existing route to Sutton Station. The second option would see the bus reversed around the corner into Coniston Gardens where it would terminate on Eaton Road facing north. It would then proceed north down Eaton Road and continue to Sutton Station. It was considered this route would benefit residents in the eastern section of Eaton Road but noted it would require an additional turn at the Eaton Road/Cedar Road junction.

Also noted there may be objection to the proposals due to potentially difficult turns into and out of Eaton Road and Cedar Road.

### **Kenley and District Residents' Association**

Submitted observations and some suggested revisions to the proposals as follows:

Routes 455 and 312 (Old Lodge Lane area)

- Welcomed the withdrawal of route 455 and the proposed replacement 312 extended route (including looping via Purley Station like the 455 does currently)

- Also commented that existing route 455 frequently failed to serve Old Lodge Lane end of the route

#### Routes 407 and 433 (A22 Godstone Road (Purley to Whyteleafe)

- Welcomed splitting route 407 running between central Croydon and Sutton and the introduction of route 443 between West Croydon and Caterham at four buses per hour, noting this should be more reliable than the existing 407 (with five buses per hour) between Purley and Caterham
- While the introduction of route 443 between West Croydon and Caterham was welcomed, it should continue to serve central Croydon as the main customer objective - for retail shopping and mainline rail connections from East Croydon

#### Route 434

- Welcomed an extension of route 434 to Caterham as this would provide a direct link from Chipstead Valley, Coulsdon and Woodcote to Caterham
- The route should not be removed from Northwood Avenue as this would break links to Woodcote School and Coulsdon - and taking that service away from the residents on that route - particularly the long Northwood Avenue.

#### Kenley and new route 439

- Welcomed the intention to serve the top of Kenley, which local residents had said had been promised some 40 years ago
- Stated a preference for the 439 to travel from Purley to Kenley via the A22 Godstone Road turning into Hayes Lane at Kenley then via Park Lane and Wattendon Road, Higher Drive, down the steep hills of Bencombe/Burcott Roads then Old Lodge Lane and Brighton Road terminating in Purley Town Centre, with a reverse service operating the other way round - on a similar timing schedule
- This would provide a direct link from Old Lodge Lane to Hayes School and from the upper part of Kenley to Beaumont School and Reedham Station
- Residents would also get access to both Purley Tesco, other shops and Purley train station
- The proposed new service to the top of Kenley was also in line with Kenley Good Growth Fund proposals set up to improve links in Kenley as soon as possible to cater for the rapid intensification

#### Programme/ timescale

- Understood the introduction of revised routes required examination of consultation responses
- The immediate priority for the association was to provide a bus service to the top of Kenley

- Using the above suggested route for the new 439, this section of the route could be tendered separately and started early and an extension to Waddon could be implemented as and when the rest of the changes take place

### **Mayfield Road Residents Association**

Considered the current bus service from south of Croydon as well-balanced with routes to north centre (routes 166 and 403), south centre (routes 405 and 412), north (route 60), east (routes 119 and 466), northeast (route 312) and west (407 and 455).

While the area may be able to lose one bus route where there are two, the association would not want to see it lose two routes. Stated a preference to keep route 166 due to increased use of Epsom Hospital, and could accept the loss of the 312. It was considered unreasonable to lose the two routes to the west, 407 and 455.

Strongly disagreed with a change to route 407. While a split to the route could be accepted, to improve reliability, the route should cover its lost section at least to the Swan & Sugar Loaf, to avoid a further route terminating in the town centre. Added that despite a fall in use of Croydon town centre, route 407 remained busy during the day.

The Association also noted the proposals would create a net loss of one route between the Swan & Sugar Loaf and South Croydon Bus Garage. While this may be acceptable off-peak, during the morning peak the northbound 60, 166, 407 and 466 are full by the time they reached this section of the route and many people from the Purley Oaks area walk to the bus garage to get a chance to board the 312.

Under the proposals, there would be no buses starting from the bus garage and it was suggested this could be mitigated by more garage journeys on routes 60, 166 and 466, or by a continuation of the 407 to the Royal Oak or Purley. Added that should Arriva win the service contract for route 407 it should also be extended to the bus garage – along with route 468.

Some compensatory early journeys to East Croydon Station on other routes would also be needed, as the 312 provided the early service from the Garage between the last N68 at 04.35 and the first 466 at 05.38 and these early buses were very busy.

## **1.5.4 Local business groups**

### **KIPPA BID Ltd**

KIPPA is the Business Improvement District for the Kimpton Industrial Park in Sutton. The S3 bus route serves the industrial park.

The BID was concerned that it seemed changes to the S3 may affect some KIPPA members depending on where they live on the route. The S3 was noted as well used by members to travel to and from work and most of the companies within Kimpton Industrial Park were continuing to trade in lockdown.

## **1.5.5 Accessibility groups**

### **Croydon Mobility Forum**

The Croydon Mobility Forum's main scope is to review and make recommendations to improve access and facilities for people with disabilities and older persons into, around and out of the London Borough of Croydon.

While the principle of the proposed changes was supported, the forum offered the following comments to further aid improvements, on a route by route basis as follows:

#### **Route 407 and 443**

- Supported splitting the 407 into two routes to allow a higher frequency over the busiest section between central Croydon and Sutton. However, new route 443 must serve central Croydon as this was considered to be the main customer objective from locations from Caterham to Kenley
- Missing out central Croydon and making the majority of customers change buses would cause hardship to those with reduced mobility who need a through-route
- Supported the principle of a service to Old Town, an area not served by public transport. However, this needed to be a service that connected the area to both central and West Croydon and if possible to East Croydon station. In the last Croydon central changes Old Town was to be served by an extension of route 433. This would seem to be a better option than 443

#### **Route 166**

- Noted as a long route and that a proposed diversion via the Purley train station loop would only add another five minutes on to its journey to central Croydon. Considered there was no need for the 166 to do this loop as customers could transfer to the train further south at Chipstead, Woodmansterne and Coulsdon Town train stations

- Said the route also needed to continue to serve the front entrance to Purley Hospital. The rear entrance is accessed by either steps or a road that is too steep for wheelchair users

#### Routes 312 and 455

- Welcomed the replacement of route 455 to Old Lodge Lane with route 312 at a higher frequency. However, the residents of Old Lodge Lane were the ones who needed to access the Purley train station loop and the 312 should replace the 455 around the Purley loop

#### Route 434

- Welcomed the extension to Caterham. However, this should still remain in Northwood Avenue so that the journey time between Purley and Caterham remained compatible with route 443 making them a genuinely integrated service between Caterham and Purley

#### Route 439

- Welcomed the proposal for a new route for Kenley and supported its route to the top of Kenley
- Welcomed the new link to Waddon Marsh tram stop
- Noted Purley Way south of Waddon as playing fields and greenbelt. A better routing would be via Pampisford Road, providing direct links from the tram stop and the proposed residential development, along the northern part of the Purley Way, and the schools in Pampisford Road, noting in particular, St Giles School for children with special educational needs

### **1.5.6 Transport groups**

#### **Croydon Transport Focus**

Commented on the objectives of the consultation as follows:

- Agreement in principle with proposals to restructure routes 407 and 455, noting current difficulties with reliability at the Godstone Road and Old Lodge Lane ends of the routes. Added the primary objective must be to provide a reliable service here as there were no other bus options, and customers could be severely impacted due to delays elsewhere
- Essential to better integrate bus service timetables with train services to and from central London at Purley and Upper Warlingham train stations to be more compatible with the 30-minute service interval on every train service in this area. The proposed extension of route 312 to Old Lodge Lane on its existing 12 to 20-minute service interval would not resolve this mismatch



- Bus timetables should also be integrated at bus stops along Pampisford Road to provide a more evenly spaced service. Noted existing route 455, and proposed replacement route 166, would not achieve this with their current 20-minute service intervals on weekday daytimes, creating an irregular combined service to and from central Croydon
- Proposed new route 443 through the Old Town area of Croydon must not reduce access to central Croydon for existing route 407 customers. Noting it will be vital to support the fragile economy during the post-Covid recovery by maintaining and improving access to Croydon town centre for public transport users. Diverting bus routes away from the centre would contravene this key objective
- Alternative options should be evaluated for Old Town as the proposed new service to Waddon Marsh (route 439) duplicated route 289 north of Purley. Alternative routes in that area could greatly enhance its usefulness
- Replacement of route 455 in the Waddon Marsh and Wallington areas required improved solutions
- Noted improvement in access to the retail part of Brighton Road for Old Lodge Lane customers the replacement of route 455 by route 312 would enable, also improving access to the front entrance Purley Hospital for Old Lodge Lane users. However, the general unsatisfactory nature of the routeings within Purley town centre for buses serving Pampisford Road remained of concern

Submitted detailed comments and suggestions related to existing routes 166, 312, 407, 434, 455, and S4, and new routes 439 and 443 as follows:

#### Routes 455 and 312

- Retain route 455 between Old Lodge Lane (Canons Hill) and West Croydon bus station (or Reeves Corner), with weekday daytime frequency increases to four buses per hour scheduled for timely connections with trains to London from Purley train station
- Adjust route 405 timetables to fully integrate with route 455 along Pampisford Road. Or consider diverting an extended route 312 via Pampisford Road from Canons Hill, plus a frequency increase to integrate with trains at Purley and with bus route 405. This could enable route 312 to introduce a direct link between Pampisford Road and East Croydon train station; noting with this option, route 405 would need to be restored between Park Street and West Croydon bus station to maintain links from Pampisford Road to the Whitgift Centre and West Croydon interchange
- Route 455, or an extended/diverted route 312 must continue to serve stops M and P in Godstone Road, in both directions, in order to serve Purley train station and other facilities in Purley town centre. Northbound stops in Banstead Road (stop Y) and in Pampisford Road (stop PA) were not considered acceptable substitutes

- Route 434 towards Higher Drive and route 455 (or 312) towards Old Lodge Lane should depart from a common stop (M) in Purley

#### Route 166

- Route 166 should remain on Brighton Road between Purley and South Croydon as a reroute via Pampisford Road would further extend lengthy journey times with no reliability improvement for Pampisford Road
- Noted routes 166 and 405 as vulnerable to delay through Coulsdon town centre and subject to pressure due to high demand if longer distance customers, displaced from route 60 due to disruption need to board. When this is the case, services are already full by the time they reach Pampisford Road
- Diverting route 166 via Pampisford Road would reduce access to Purley Hospital and Purley town centre for customers from Chipstead Valley. Improving access for Old Lodge Lane customers must not be at the expense of Chipstead Valley users

#### New route 443

- Northbound journeys from Caterham should be timed to provide connections into fast train services at Purley. A 15-minute daytime service interval proposed for route 443 should make this simple to achieve
- In West Croydon bus station, southbound departures must be from a common stop with route 166 towards Brighton Road
- A 15/20-minute service interval provided by route 443 to Old Town might not attract many users, given the availability of alternative high-frequency bus and tram services within walking distance.
- Considered any benefit to Old Town residents would outweigh the major disbenefit to existing route 407 customers currently using popular stops at Croydon Library, Fairfield Halls, and Whitgift Centre
- An alternative evaluation should be made to serve Old Town by extending route 450 or route 250 that would increase frequency and improve access to the town centre by adding stops at Centrale and Reeves Corner, and to Broad Green, Thornton Heath and Croydon University Hospital
- Terminating at mid or South Croydon could facilitate direct interchange with southbound routes 119, 312, 405, 412, and 466, which were not available at West Croydon
- Provided a number of additionally stops route 443 should serve in South Croydon, if it is decided to proceed to route the 443 via Old Town. This would reduce walking distances for customers of the South End restaurant quarter, and provide same stop interchanges with northbound bus routes 119/312/466 towards East Croydon train station and with southbound routes 403/412

#### Route 434

- Welcomed the extension to Caterham as a more useful terminus than the current Wapses Lodge Roundabout

- Timetables should be planned to avoid bunching with route 443 over the common section between Whyteleafe and Caterham with timely connections with trains to and from Upper Warlingham and Purley train stations

#### New route 439

- Noted the section along Godstone Road as a duplication of route 443 between Kenley and Wapses Lodge, adding if it was not possible to terminate this route at Kenley train station, then a more useful routing could be found along Valley Road and Beverley Road to terminate at Whyteleafe town centre. This would keep a direct and more frequent route to central Purley from those roads
- North of Purley, route 439 should reroute via Pampisford Road and Waddon Estate to provide a direct link to the shops and tram stop at Waddon Marsh from those residential areas. A suggested route in the Waddon area could either be via Haling Park Road and Denning Avenue or, assuming that the route would be operated with small buses, better access to Waddon Estate may be possible via Waddon Way and Goodwin Road
- Consider a short extension beyond Waddon Marsh direct along the eastern end of Beddington Farm Road and Marlowe Way, to terminate at Beddington Asda to provide a public transport link across Five Ways on the unserved southeast to northwest axis

#### Routes 407 and 410

- Route 407 to and from Sutton must continue to serve stops at Whitgift Centre, Wellesley Road and in mid-Croydon
- Towards Wallington routes 407 and 410 should serve Electric House (stop WY) as the first common westbound stop for these routes in Wellesley Road

#### Route S4

- Welcomed an extension from Roundshaw to Waddon Marsh maintaining access to shops, leisure and employment, and links tram services at Therapia Lane
- A withdrawal of route 455 between West Croydon and Waddon Marsh would create difficulty for customers travelling from Thornton Heath and Norbury to Valley Park and Beddington Lane. They would have to travel via mid-Croydon to join westbound trams, or change bus twice if using route 289 as the intermediate link between Thornton Heath Pond and Waddon Marsh
- Consider a further extension of route S4 to Thornton Heath Pond via Canterbury Road to cater for 455 journeys between West Croydon and Waddon Marsh. This would also provide local access to retail and employment sites for residents in the Canterbury Road area and a direct link to Croydon University Hospital for residents of the Franklin Way Estate. In this scenario users of route S4 would gain interchange at Thornton Heath Pond with high frequency routes 60, 109, 198, and 250 to most parts of Thornton Heath, Norbury, and Streatham

- Consider a short diversion of S4 via Onslow Gardens and Crawley Gardens so it serves stops M and N in Wallington town centre, and a common stop routes 154 and 455

#### Route 455

- Comments were submitted regarding routes 403 and 412 following route changes in November 2019 that saw routes terminating mid-Croydon and not continuing to West Croydon
- It was considered there is a significant fall in ridership on route 412 to routes no longer serving popular stops at the Whitgift Centre and West Croydon, and a common southbound stop with route 403
- Noting planned highway works in Wellesley Road in connection with redevelopment of the Whitgift Centre cited as one of the reasons for the cutback, but also noting that project is postponed
- Proposed changes to route 455 would result in a net reduction of three buses per hour along Wellesley Road
- Therefore route 412 should be restored through to West Croydon, to better supporting the fragile town centre economy, and regain its common stops with route 403

### **East Surrey Transport Committee**

East Surrey Transport Committee represents users of the bus and rail network in the boroughs of Croydon, Sutton and in North East Surrey. Its committee includes representatives from local residents' associations and Parish Councils.

The committee considered the proposals would be an improvement to the bus network in Sutton and Croydon. However, a number of the proposals missed customer objectives and local links. It suggested a small number of changes could improve the proposals without altering the principle changes.

Comments were submitted by route, as follows:

#### Route 455

- Welcome the withdrawal of route 455 and the replacement with other routes
- Considered route 455 has been a difficult circuitous route which has been hard to regulate and frequently fails to serve Old Lodge Lane end of the route

#### Route 166

- Concerned over the diversion of 166 along Pampisford Road and the Purley loop and are of the view that route 166 should remain as it is
- This is the trunk route from Epsom Hospital, Banstead, Chipstead and Coulsdon West to Croydon

- Diverting via the 455 route along Pampisford Road and via South Croydon station would add up to eight minutes to the journey time on what is already a long journey. It would also remove 166 from a number of customer objectives such as Purley Hospital and Purley swimming pool

#### Route 312

- Welcomed the extension of route 312 to Old Lodge Lane. However, it should be extended over route 455 along Pampisford Road via South Croydon station. This would maintain links for Old Lodge Lane to the three schools in and from Pampisford Road and to the two schools in Old Lodge Lane. It would also provide additional direct journey opportunities from the south of the borough to Addiscombe and Norwood Junction
- Expect route 312 to maintain the loop via Purley train station that 455 does at present. The consultation did not specify a frequency, and it is requested this be four buses per hours runs

#### Route 405

- Supported renumbering school buses to 645

#### Route 407

- Supported splitting the route to run between central Croydon and Sutton only at a frequency of 5 buses per hour and the introduction of route 443 between West Croydon and Caterham noting this would be more reliable

#### Route 443

- Welcome the introduction of route 443 between West Croydon and Caterham at a frequency of 4 buses per hour as a reliability improvement but are concerned the route did not, and should, serve central Croydon as the main customer objective
- Concern that a via Southbridge Road is too narrow to provide bus stops
- Suggested the route to West Croydon via Old Town as Croydon High Street, Katherine Street, Fell Road and Croydon Flyover. This would link Old Town with a service to both West Croydon and central Croydon

#### Route 434

- Welcomed an extension to Caterham as this met a long-standing request for a direct link from Chipstead Valley, Coulsdon and Woodcote to Caterham
- Opposed the removal of the 434 from Northwood Avenue as this would break links to Woodcote School and Coulsdon
- Supported a diversion via the top of Kenley but noted this would add around five minutes to the journey between Purley and Caterham. This made it a less viable alternative to the 443 replacement of 407, while the present route via Northwood Avenue was only two minutes longer

#### Route 439

- Consider diverting via Pampisford Road and Waddon Way instead of Purley Way which at the northern section consists of green belt land. Using this alternative could create links to:
  - the proposed Waddon intensification plan area and new homes
  - three schools along Pampisford Road
  - the rear of Purley Hospital as its much nearer than Purley town centre stop
  - Pampisford Road and Waddon Marsh tram stop

#### Route 439 in Kenley

- Support a bus route to serve the top of Kenley but consider the 439 would be a better route than 434 as it could serve and link Old Lodge Lane to Higher Drive which is a long-standing request of residents in these areas
- Two suggested routes were submitted that covered the step routes via Bencombe Road and Burcott Road
- Routes would also provide a direct link from Old Lodge Lane to Hayes School and from the upper part of Kenley to Beaumont School and Reedham Station

#### Route S4

- Suggested the opportunity is taken to divert route S4 in Carshalton on the Hill to run via Metcalfe Avenue to serve additional properties not served e.g. the QEF mobility centre, the Lavender Oaks Care home, Oaks Park High School and close to the northern entrance to Oaks Park

The Committee stated its immediate priority was to provide a bus service to the top of Kenley and asked that we consider tendering this section of the route separately to save time with implementation. This would better align with proposals from the Kenley Good Growth Fund, set up to improve links in the area to cater for rapid intensification.

The committee also included comments on other services not in scope of the consultation, as follows:

- Routes 154, 405 and 412 should be extended to East Croydon when the new station is moved north to Lansdowne Road
- Route 264 should be extended back to Central Croydon in order to provide a link to St Georges Hospital to and from all other routes in Croydon
- Route 433 should be extended to West Croydon via Old Town and Tamworth Road as was proposed under the previous central Croydon changes This may be a better option than 443 as it also provided a link to East Croydon.

## **1.6 Petitions and campaigns**

There were no petitions or campaigns submitted in response to the proposals.

## **2. About the consultation**

### **2.1 Purpose**

The objectives of the consultation were:

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

### **2.2 Potential outcomes**

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the scheme as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with a revised scheme
- Following careful consideration of the consultation responses, we decide not to proceed with the scheme

Our conclusion and next steps are set out in section four, from page 47.

### **2.3 Who we consulted**

We consulted with local and pan-London stakeholders including local elected representatives, the London Boroughs of Sutton and Croydon, London TravelWatch, and local resident and community groups.

A full list of the stakeholders consulted can be found in Appendix D: List of stakeholders consulted.

We consulted with registered users of bus routes S1, S3, S4, 80, 164, 166, 312, 405, 407, 413, 434, 455 and 470. We also placed publicity at bus stops in key locations across Sutton, Croydon and Merton to make the travelling public aware of our proposals.

## **2.4 Dates and duration**

The consultation ran for a period of nine weeks and three days from Thursday 15 October to Sunday 20 December 2020.

The planned closure date for comments was Sunday 29 November. In light of a further national lockdown due to Covid-19 outbreak, we extended the closure date of the consultation by three weeks, to Sunday 20 December, to allow more time for people to respond.

## **2.5 What we asked**

Our questionnaire was designed to understand how frequently people used the bus routes; the level of support for the changes proposed; whether our proposals would have an impact on their journey and to find out if they have any other concerns, comments or suggestions. We also sought views on the overall quality of the consultation and asked some equality monitoring questions.

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

## **2.6 Methods of responding**

We made a number of channels available, through which people could respond to this consultation.

It was possible for respondents to complete a consultation questionnaire by visiting our website: [www.consultations.tfl.gov.uk/buses/sutton-croydon-bus-changes/](http://www.consultations.tfl.gov.uk/buses/sutton-croydon-bus-changes/)

Comments could also be submitted by email to [consultations@tfl.gov.uk](mailto:consultations@tfl.gov.uk) or in writing to FREEPOST TFL CONSULTATIONS.

## **2.7 Consultation materials and publicity**

We sent emails to local and pan-London stakeholders asking for their views on our proposals.

We placed posters at bus stops in key locations asking local residents, customers and general public to have their say on our proposals.



We sent an electronic message to Oyster card users that had registered to receive updates about bus routes S1, S3, S4, 80, 164, 166, 312, 405, 407, 413, 434, 455 and 470.

We sent a subsequent email to stakeholders to inform them of the extension to the consultation closure dates as referenced in section 2.4.

Copies of stakeholder emails, the customers' electronic message and publicity poster can be found in Appendix C: Consultation materials.

## 2.8 Equalities Assessment

We considered the impacts of bus service change proposals on equality groups throughout the planning process ensuring, where possible, effective mitigations are in place where no viable alternative is available.

Prior to launching this consultation, we carried out an Equality Impact Assessment (EqIA) which detailed the impact either positive or negative our proposals would have locally.

Table 3 below summarise the effects of the proposed changes on existing customers if all the proposals were to go ahead.

Table 3:

Route	80	164	166	312	407	413	434
<b>No Change</b>	11,563	10,016	4,071	5,647	4,500	3,330	975
<b>Higher Frequency</b>	2,725	0	0	0	0	0	80
<b>Lower Frequency</b>	191	0	0	0	5,400	25	0
<b>Broken Links</b>	98	0	301	0	1,300	58	45
<b>No Service</b>	0	0	0	0	0	0	0
<b>Total</b>	<b>14,577</b>	<b>10,016</b>	<b>4,372</b>	<b>5,647</b>	<b>11,200</b>	<b>3,413</b>	<b>1,100</b>

Route	455	470	S1	S3	S4	Total	%
<b>No Change</b>	2,515	2,889	7,046	1,502	0	<b>54,054</b>	<b>76.6%</b>
<b>Higher Frequency</b>	865	57	0	652	2,403	<b>6,782</b>	<b>9.6%</b>
<b>Lower Frequency</b>	358	0	37	122	49	<b>6,182</b>	<b>8.8%</b>
<b>Broken Links</b>	696	67	190	289	321	<b>3,365</b>	<b>4.8%</b>
<b>No Service</b>	0	0	0	213	0	<b>213</b>	<b>0.3%</b>
<b>Total</b>	<b>4,434</b>	<b>3,013</b>	<b>7,273</b>	<b>2,778</b>	<b>2,773</b>	<b>70,596</b>	<b>100.0%</b>

Table 3 showed nearly 77 per cent of customers would see no change to their bus service, nearly 10 per cent would have a higher frequency bus service, nearly nine per cent a lower frequency, under five per cent would no longer be able to make their

journey on one bus, and less than one per cent of customers would no longer have a bus service.

Additionally, around 3,200 new trips were expected to be made each weekday due to new direct journey opportunities and increased bus frequencies. Two thousand extra trips on Sundays were forecast due to proposed new Sunday services on existing routes S3 and S4.

There were also expected to be reliability improvements for current routes 407, 455, S3 and S4 customers.

The proposed revised network also provided additional capacity in areas where there is growing demand. Additional trips arising from these developments were not included in the tables.

We have taken feedback received during consultation to better understand the implications for customers following these changes and have updated our EqIA document.

## **2.9 Analysis of consultation responses**

The comments we received in response to the consultation were independently analysed by WSP, one of our suppliers.

WSP developed analysis code frames to capture all comments and how often these were made.

WSP's approach was divided into two key stages as follows:

- Coding responses to the 'open' question as submitted via the online consultation questionnaire and comments made by email, letter or telephone
- Analysis of the 'closed' and coded 'open' question data, including cross-tabulating the 'closed' question based on respondent demographics

A data 'code frame' was established for the open question. This code frame acted as a database from which codes were assigned to responses based on the comments expressed by the respondent in the respective question.

For maximum accuracy, all coding was undertaken manually rather than using software-driven 'auto-coding' methods to ensure the correct capture of figures of speech and vernacular.

WSPs coding team carefully read, assimilated, analysed and extrapolated the themes, insights and meanings before coding the responses. This led to the development of a

'code' which referenced insights captured within responses. The codes were then used to help group text in a concise and clear manner.

Each response then had relevant codes allocated to identify the key themes within the comments. New codes were added to the code frame as new issues or topics emerged. This process continued throughout the data processing exercise.

Both public and stakeholder responses were used to develop the code frame and these responses were all coded using the same code frame. For the subsequent analysis, however, public and stakeholder comments were treated separately.

The code frames were approved by us before any mass-coding took place.

### 3. About the respondents

A summary of the responses to the 'About the respondent' questions can be found in this section.

#### 3.1 Number of respondents

Table 4:

<b>Respondents</b>	<b>Total</b>	<b>%</b>
Stakeholder responses	28	97
Public responses	921	3
Total	949	100

#### 3.2 How respondents heard about the consultation

Table 5:

<b>How respondents heard</b>	<b>Total</b>	<b>%</b>
Email from TfL	349	47
Social media	178	24
TfL website	48	6
In the press	39	5
Letter from TfL	4	1
Other sources	128	17
Not answered	203	n/a

### 3.3 Methods of responding

Table 6: Stakeholder and public responses

Methods of responding	Total	%
Website	790	83
Email	158	17

### 3.4 Who responded

Respondents were able to select more than one option in the questionnaire. Therefore, the total number of respondent types selected is greater than the number respondents:

Table 7:

Respondent type	Total	%
Local resident	777	84
Local employee	143	15
Local business owner	13	1.4
Visitor to the area	27	3
Commuter	102	11
Not local but interested in the scheme	11	1.2
Other	19	2
Not answered	144	n/a

### 3.5 Postcodes of respondents

Of the 949 people that responded to the consultation, 689 (73 per cent) gave us their postcode. The following map shows the distribution of the 689 respondents within the London Boroughs of Sutton and Croydon.

Figure 4:

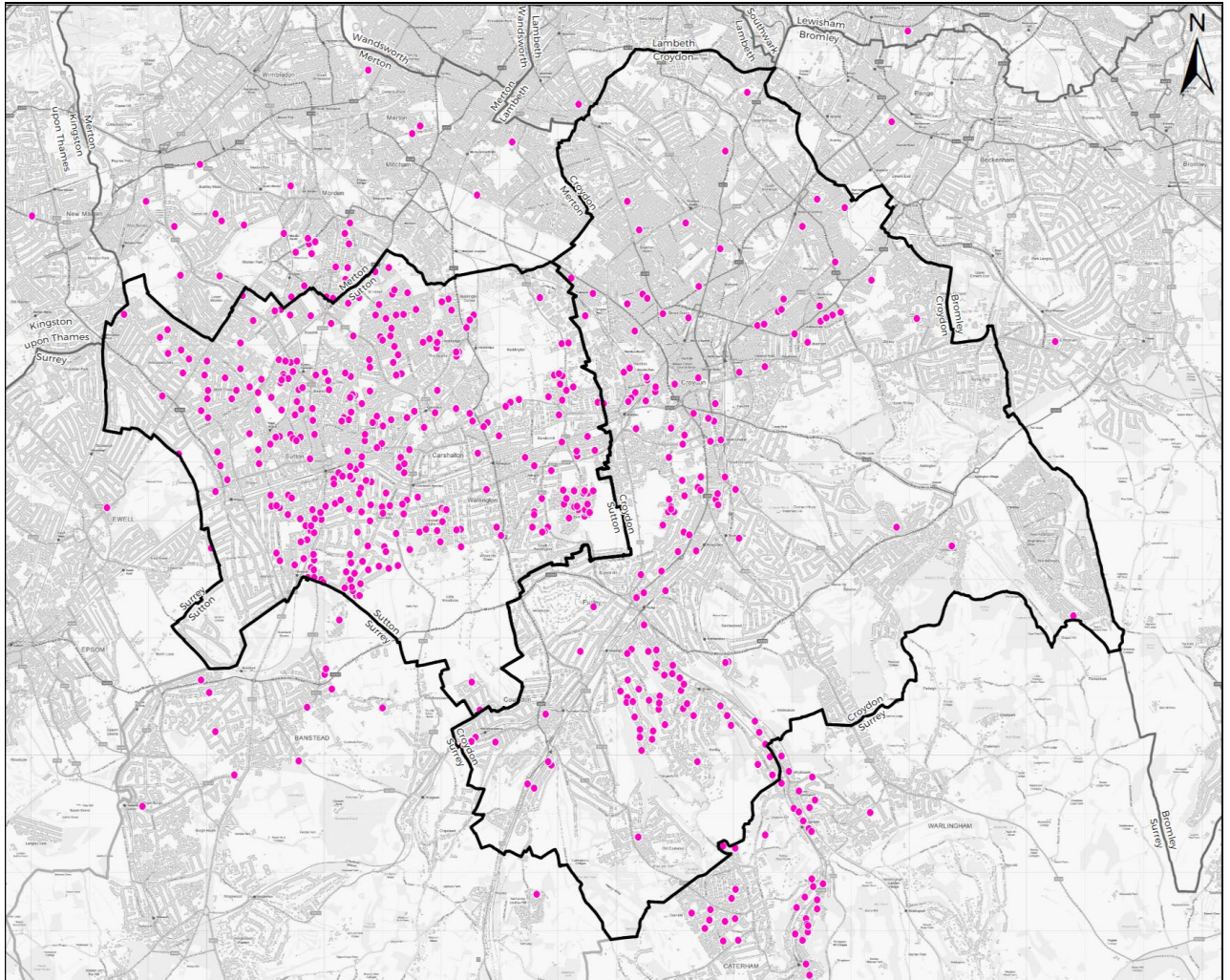


Table 8 below shows respondents by postcode. We have highlighted postcodes provided by 10 or more respondents.

Table 8:

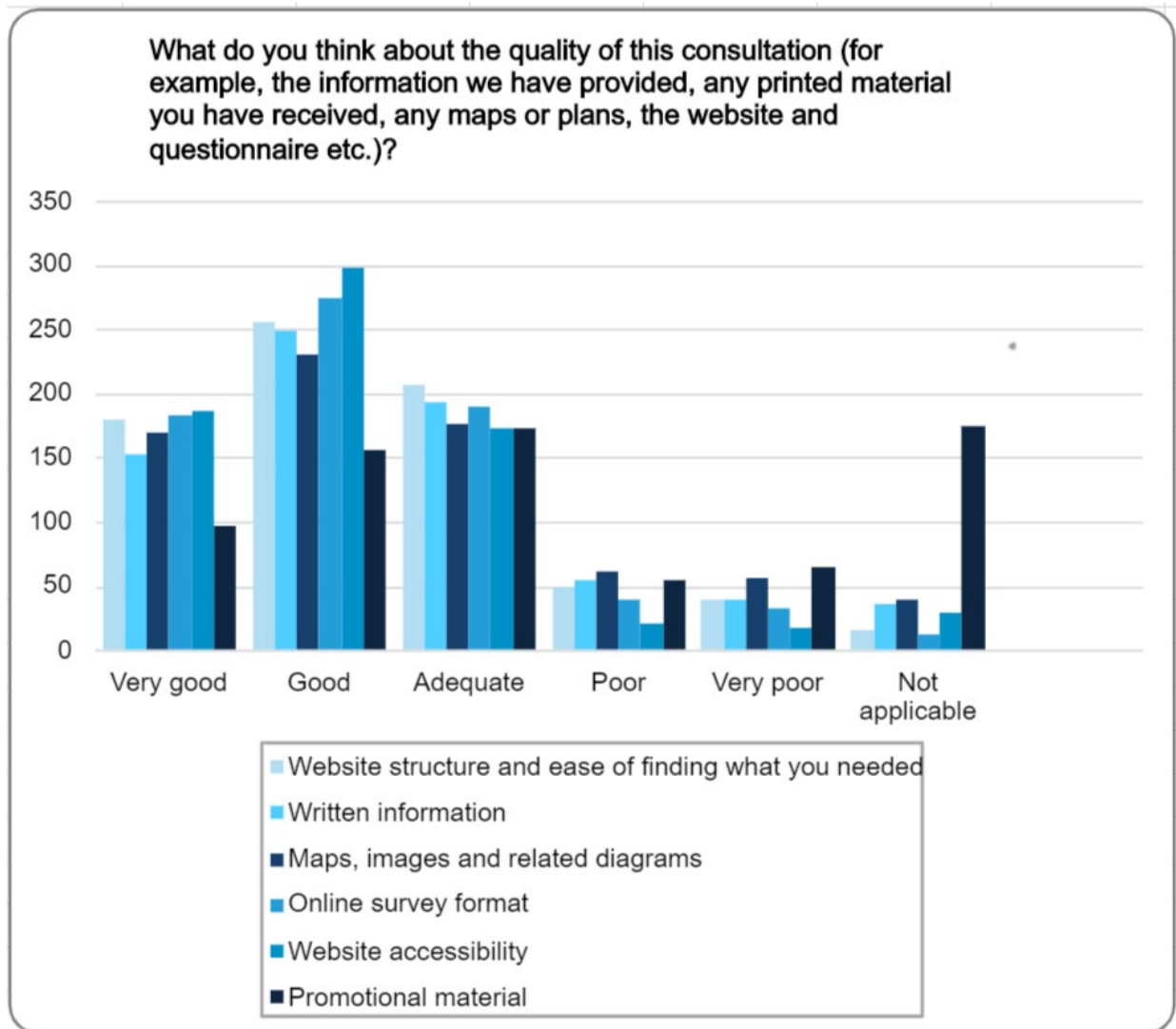
Postcode	No. of respondents	% of overall consultation response
SM2 5	61	8.9
SM5 4	39	5.7
SM6 9	38	5.5
SM1 2	31	4.5
CR0 4	30	4.4
CR8 5	30	4.4
SM2 6	28	4.1
CR2 6	25	3.6
SM1 3	23	3.3
CR8 2	21	3.0
SM5 1	21	3.0
CR3 6	19	2.8
SM1 4	19	2.8
SM5 2	18	2.6
SM3 9	17	2.5
CR3 0	16	2.3
SM4 6	15	2.2
SM6 8	14	2.0
CR8 4	12	1.7
SM1 1	12	1.7
SM6 7	12	1.7
CR3 5	10	1.5

### 3.6 Comments on the consultation process and material

Of the 949 people that responded to the consultation, 720 (76 per cent) commented on the consultation process and the materials we used. Figure 4 below summarises the responses to questions we asked about the quality of our consultation.

Respondents were able to select more than one option in the questionnaire. Therefore, the total number of responses to each option selected is greater than the number respondents:

Figure 4: Quality of the consultation



## **4. Response to key issues raised and next steps**

Our response to key issues raised and next steps are outlined below:

### **4.1 Response to key issues raised**

Responses to the main issues raised during this consultation are categorised by bus route (in numerical order), and as comments in general. Some issues related to topics that were not part of our proposals. These are detailed in section 4.1.19: Out of scope

#### **4.1.1 Bus route 80**

##### **Concern at the loss of a bus service to Her Majesty's Prison Downview**

The revised proposals mean that route 80 will continue to serve HMP Downview.

##### **Concern related to noise and vibration along Collingwood Road**

While we appreciate public transport can cause some disruption when it operates in London, we do try to minimise this as much as possible through good vehicle maintenance and by operating buses in line with highway restrictions. The London Borough of Sutton is the Highway Authority for Collingwood Road and its officers determine what size and weight of vehicle is allowed to pass along it. While we do not accept that buses cause damage from vibration, and this is supported by research by different bodies, we are willing to monitor this situation to help address concerns if this is requested.

##### **Alternative route suggestions**

Many respondents noted they would like to see route 80 extended to Banstead. This was considered. However, while the higher level of service offered by route 80 compared to route S1 showed there was not sufficient customer demand to justify the extension, we will keep this under review.

A split of route 80 with one half running via Gander Green and one half running via Sutton Common Road, with a reduced frequency during early mornings and late evenings was also suggested. Our data shows around 1,400 customers (10 per cent of bus route 80 customers) use this section of the route and would have a reduced service if it were split. The service is important to the many customers that use early morning and late evening services when travelling to and from their places of work.

It was also suggested we consider extending the route to link Morden Station with central Hackbridge. We explored this option and found a large number of route 80 customers are already within 400 metres of direct bus services to Hackbridge via



routes 151 and 157. Therefore, a further extension would not demonstrate good value for money.

#### **4.1.2 Bus route 164**

##### **More space to board the bus**

Capacity enhancements were suggested for route 164, with the use of larger vehicles on the route to create more space for customers. This was examined and the single deck buses operating on the 164 provide adequate capacity for loads at busy times. This will be kept under review.

#### **4.1.3 Bus route 166**

##### **Concern related to extra journey times and reduced access in Purley**

There was concern the proposal for bus route 166 to run via Pampisford Road would lead to increased journey times due to the longer route.

Respondents also opposed the loss of the 166 serving Purley town centre and Purley Hospital.

##### **Alternative route suggestions**

These included that the 166 should access South Croydon, Croydon Old Town and West Croydon; and that it should continue to serve Purley and Epsom.

Taking account of the feedback received we have revised our proposals in order to substantially reduce the increase in journey time. The 166 will be rerouted via Pampisford Road as originally proposed but will now run via South End rather than Park Lane to central Croydon.

The revised route will therefore remain unchanged between Epsom Hospital and Purley, then it will run via Pampisford Road, Warham Road, South End, Katherine Street and Wellesley Road to West Croydon.

##### **Access to Purley town centre**

We will also work with LB Croydon to investigate the feasibility of changing route 166 in Purley to run via Brighton Road and Christchurch Road to Pampisford Road. We consider this option may allow the route to better serve Purley town centre before reaching Pampisford Road. If this change is not feasible then the route will run via Banstead Road and Russell Hill Road as originally proposed.

## **Reduced service levels at Waddon Marsh**

We note concerns there would be a reduced bus service between West Croydon bus station and Waddon Marsh, related to the removal of the 455 service. We consider there is adequate capacity to accommodate the level of customer demand, including via London Trams services that offer fully accessible, faster journey times to a number of locations. London Trams services are the same fare as buses and can also be used with our Hopper fare, with unlimited journeys, made within one hour of touching in at the Oyster reader.

We will also continue to review capacity against demand for all our bus services to ensure any issues can be addressed.

### **4.1.4 Bus route 312**

#### **The route should serve Purley town centre**

Many respondents would like the 312 to serve the Purley town centre loop (gyratory), Old Lodge Lane and Purley Station under these proposals, instead of the 455. If the 312 route served all stops on the gyratory, we would see a journey time increase of approximately three minutes. We have therefore concluded that running this service via Brighton Road is a more attractive option for customers.

However, we recognise customers would prefer easier access to the town centre via this route, and we intend to review bus stop locations on Brighton Road, south of the gyratory to see if the northbound 312 bus stop can be moved closed to Purley.

#### **The route should serve Pampisford Road**

Respondents also suggested the 312 route should serve Pampisford Road.

We examined this scenario when planning our proposals, however this change would result in no service between Pampisford Road and Wellesley Road in West Croydon, and the broken link in the route would affect approximately 700 customers that use the route each day.

### **4.1.5 Bus route 405**

#### **Access to East Croydon**

In general comments some respondents would like to see bus route 405 extended to East Croydon in conjunction with Network Rail proposals to move the mainline train station 100 metres north to Lansdowne Road.

We work closely with LB Croydon regarding bus routes, and bus stand space in the town centre. We have an aspiration to secure terminating space for buses near to East

Croydon station to help improve connectivity as much as possible and will continue to discuss this with LB Croydon officers.

### **Conversion of school day only journey to route 645**

Respondents questioned the rationale of new route 645 ending in Waddon Road as Waddon Marsh was considered more suitable.

Our current customer demand data showed that very few children travelled between points west of Waddon Marsh and the schools on Pampisford Road. However, we will monitor this situation and should it change, then we will consider running the 645 further west, as suggested.

### **4.1.6 Bus route 407**

#### **Opposition to the loss of route 407 in South Croydon**

The 407 in south Croydon was cited as a well used route back from Croydon town centre and it should be extended to at least South Croydon Bus Garage for convenience of customers.

Our data suggests approximately 490 customers each day travel across South Croydon on route 407. This equates to around five per cent of total usage of the route. We recognise that in future these customers will have to change buses to complete their journey. However, the proposed changes are designed to make the service more reliable, and many more users of the bus route will benefit as a result of this change.

#### **The route should continue to serve Croydon town centre including its shopping centres and bus stops at Electric House**

Respondents told us they did not want reduced access to Croydon town centre as a result of new route 443, and the 407 should continue to serve the mid-Croydon area.

Around 750 or seven per cent of route 407 customers, use the 407 to access central Croydon, and we recognise they will need to change buses to complete their journey in the future.

However, the new routeing for the 407 will provide a service for customers in the Old Town area for the first time, providing direct access and a new transport links to West Croydon, South Croydon, Purley and Caterham.

#### **4.1.7 Bus route 413**

##### **Sutton town centre bus stops**

Under our original proposals we were asked to consider providing more common stops in the town centre to make it easier to change bus.

We have since revised our proposals for some Sutton bus routes and the 413 will now remain on its existing route.

#### **4.1.8 Bus route 434**

##### **Concern the route would no longer serve Northwood Avenue**

There was concern with the removal of route 434 from Northwood Avenue and it was suggested this service be maintained, with new route 439 used to serve the top of Kenley.

New route 439 will serve Northwood Avenue instead of route 434. Altering the 434 and 439 proposals has been found to increase costs substantially and would no longer offer value for money or justify the changes

Approximately 60 trips per day will now have to walk or change buses to complete their journey as a result of these changes due to these changes. We recognise this will be inconvenient for some customers but consider the overall benefit of a new route into Kenley will be welcomed.

##### **Alternative route suggestions**

It was suggested we consider using route 434 to improve connections to Caterham as this area was considered to be underserved by public transport

We looked at a number of alternative routeings in the Caterham area including serving all of Hayes Lane and providing a TfL service to link Caterham Valley with Caterham-on-the-Hill. However, either the roads were unsuitable for bus operation, or the options greatly increased costs; meaning this could not be justified based on the expected additional demand.

#### **4.1.9 Bus route 439**

##### **Introduce the route sooner**

Kenley residents have held long standing wishes for a bus route into Kenley and would like to see new route 439 introduce as soon as possible.

We are also keen for our services to meet demand as soon as possible.

Expected dates for the introduction of the route changes are to be confirmed and are subject to confirmation of future funding arrangements.

## Alternative route suggestions

- Kenley

It was suggested route 439 should serve the top of Kenley instead of route 434, to allow the new route to serve Old Lodge Lane and Higher Drive via Bencombe Road and Burcott Road.

We have explored this option and have found that altering the 434 and 439 proposals would increase costs substantially and would no longer offer value for money to justify the changes.

Rerouting the 439 or the 434 to serve Old Lodge Lane also increased journey times into Purley by approximately three minutes without any significant accessibility improvements in the area.

- Purley

It was also suggested new route 439 should travel to Purley via Godstone Road. While this could slightly improve journey times for longer distance customers it would mean that Northwood Avenue and Valley Road were no longer served directly. Due to the limited number of crossing points of the rail line, these areas are relatively remote from the rest of the bus network and we are keen to maintain the bus routes here.

- Pampisford Road

It was suggested new route 439 be routed via Pampisford Road to create more links, including to St Giles SEN (special educational needs) School, Waddon Marsh tram stop, and the rear of Purley Hospital.

By serving the Purley Way new route 439 will assist with capacity on route 289 during the busiest times. However, we will note these suggestions and will be keeping bus services in the area under consideration as the Purley Way Masterplan develops.

- Beyond Waddon Marsh to Asda

An extension of new route 439 beyond Waddon Marsh tram stop to terminate at Beddington Asda was also suggested. At the moment there is insufficient demand in the area to justify this extension. However, as above, this suggestion will be kept under consideration as the Purley Way Masterplan develops.

#### **4.1.10 Bus route 443**

##### **Via Southbridge Road**

Our proposals include the introduction of new bus route 443 from Caterham to West Croydon Bus Station, replacing existing route 407 between Caterham and South Croydon, then serving Croydon Old Town via Southbridge Road.

Some respondents suggested the route accessed Croydon Old Town via High Street, Katherine Street, Fell Road and the Croydon Flyover instead of via Southbridge Road, and wanted to understand our rationale for this.

While we recognise a route to Old Town via the existing 407 bus route would retain links from Caterham and Godstone Road to central Croydon, this route would increase journey times for Old Town customers, and for customers south of Croydon wishing to access West Croydon. A route via central Croydon would also substantially increase operating costs across the new bus route.

There is also support for a route via Southbridge Road provided it is suitable for buses, and not too narrow. This would be determined by carrying out a bus route test.

##### **Bus stop arrangements in central Croydon**

It is suggested new route 443 should share a common bus stop with bus route 166 towards Brighton Road. At this stage, detailed bus stopping arrangements at West Croydon are not confirmed, but we will consider this suggestion when finalising our plans. We also consider customers may see more benefit in a shared stop between bus routes 443 and 166 and other services towards Reeves Corner.

##### **Serving Croydon Old Town**

We were asked to consider alternative options to serve Croydon Old Town such as via an extension of bus routes 450 or 250, with the new route 443 ending in South Croydon where it could easily interchange with other southbound bus routes. When developing our proposals, other options we explored resulted in significantly increased running costs and were not cost effective or justifiable when balanced with expected customer benefits.

#### **4.1.11 Bus route 455**

##### **Waddon Marsh**

Concern has been raised about the removal of bus route 455 from Waddon Marsh and between Waddon Marsh and West Croydon. Increased bus journey times, inconvenience for customers from Thornton Heath and Norbury wanting to access Valley Park and Beddington Lane, and a general reduction of access and connections were cited. It was suggested bus route S4 be extended to compensate for this.

Customers would be able to interchange between bus routes 289 and S4 on Purley Way. There would be an approximate 100m walk between sheltered bus stops via a controlled pedestrian crossing on the Purley Way.

We recognise some customers would need to change bus, change from bus to tram or walk to complete their journey as a result of this change. Our data shows this would affect approximately 1,100 current route 455 customers each day in total. While this is a significant number, the ability to deploy resources elsewhere as a result of this plan, does enable us to benefit many more customers.

Extending bus route S4 to West Croydon was investigated. This would mean that around 340 customers a day would no longer have to change buses. However, this option did not demonstrate good value when balancing costs with customer benefits.

While journey times will increase for some customers, others will see a reduction in journey times, notably between Old Lodge Lane and central Croydon. In addition, the revised proposals for the 166, running direct via South End will reduce the number of people seeing a journey time increase.

## **Purley**

Respondents considered a revised route for the 455 should serve bus stops M and P on Godstone Road. However, if we were to serve all bus stops within the Purley Cross gyratory we would expect to see increased journey times of up three minutes. We consider it more beneficial to run the service direct via Brighton Road, but also intend to review stop locations in the area, to see if the northbound bus stop on Brighton Road can be moved closer to Purley.

### **4.1.12 Bus route 470**

We proposed to re-route bus route 470 to run two-way via Stayton Road and Oldfields Road. Concern was raised about the suitability of these roads for a bus route. It was also noted the route should remain a single-deck bus to allow the service to continue to pass under Sandy Lane bridge.

Our proposals for bus route 470 have been revised. It will now operate between Morden Station and Sutton Station only. It will be rerouted in the Sutton Common area to run via Marlborough Road, Dibden Road and Stayton Road. There will be no changes to frequencies or hours of operation on this part of the service. South of Sutton the 470 will be replaced by new route S2, which will operate between St Helier Station and Epsom via existing bus routes S4 and 470. The S2 will operate with a single-deck bus, running every 20 minutes Monday to Saturday daytimes, and every 30 minutes all evenings and on Sundays.

## **Stayton Road and Oldfields Road**

The revised proposals for the 470 mean that there is no need to alter the junction of Stayton Road and Oldfields Road.

### **4.1.13 Bus route S1**

Common route suggestions included serving Banstead, Belmont, and Sutton train stations. It was also suggested the route should be extended along Mill Green, to end at the Elm Road bus stand in Hackbridge.

Approximately 1,800 customers can only use the S1 route to get to Mitcham. If the service ended in Hackbridge as suggested, it would no longer be able to serve Mitcham and the impact on these customers would be too great.

Route S1 will continue to serve Sutton station. It will no longer serve Belmont Station, meaning 190 customers a day will no longer have a direct service. Customers will be able to change at Sutton station or on Brighton Road or walk along Downs Road.

The change to routeing will mean that the S1 better serves Royal Marsden Hospital and the London Cancer Hub.

Serving Banstead Station was investigated. However, there would be insufficient additional demand to justify the extra cost and there is not a suitable location to turn a bus near the station.

### **4.1.14 Bus route S2**

The introduction of new bus route S2 was generally supported and considered a welcome addition. However, a frequency increase was suggested at the Sutton/Carshalton end of the route during school travel times to avoid overcrowding.

As part of our ongoing review of the bus network, when we introduce new routes, these are routinely monitored to help ensure demand meets capacity as much as possible. We will keep the new route under review and look to adjust the service if required, once usage patterns have settled.

### **4.1.15 Bus route S3**

Our original proposal for bus route S3 meant it would no longer operate between Sutton and Belmont train stations. We were asked to reconsider this change to the route.

It was also suggested the route should serve a number of other roads, including Cedar Road, Langley Park Road, Eaton Road and Dibdin Road.



Based on the feedback received, we have decided to revise our proposals for the S3 route. It will not now end at Sutton train station. Its route will only be changed in the Sutton Common area as originally proposed.

This means that Cedar Road, Langley Park Road and Lind Road will still be served by the S3. Dibden Road and Marlborough Road will now be served by the revised proposals for route 470.

#### **4.1.16 Bus route S4**

##### **Alternative route suggestions**

Common route suggestions for bus route S4 included;

- An extension of the route to cover Sutton town centre and Sutton train station
- an extension to Croydon – including to Thornton Heath Pond via Canterbury Road to cater for the removal of bus route 455 journeys between West Croydon and Waddon Marsh
- A diversion in Carshalton on the Hill to run via Metcalfe Avenue
- A diversion via Onslow Gardens and Crawley Gardens to serves stops M and N in Wallington town centre, and link with common stop for bus routes 154 and 455

When developing these proposals, various route suggestions were explored, and as a result of the feedback we have receive, we have now decided to change our plans for the S4. This will now run between Waddon Marsh and Sutton town centre along the same routing as bus route 455.

We explored a potential extension of the S4 route to Croydon and concluded there is currently insufficient customer demand in the area to justify this. However, this option will be kept under consideration as the Purley Way Masterplan develops and as part of our continual review of the bus network.

A diversion of the S4 in Carshalton on the Hill was also considered and was found to require the introduction of substantial parking restrictions in the area, and the removal of an existing road closure on Metcalfe Avenue. We will therefore discuss the feasibility of this in more detail with LB Sutton.

A diversion in Wallington to serve Onslow Gardens and Crawley Gardens could have some benefit to approximately 500 customers each day, with the creation of a common bus stop in Wallington town centre for bus routes towards Roundshaw and Carshalton on the Hill. However, it would also cause a slight increase in journey times for a large number of customers. The diversion suggested would also involve a number of turns at junctions that are not controlled by traffic lights, and this may lead to issues with unreliability.

## **Overton Grange School**

There was concern our proposals for bus route S4 meant it would no longer serve Overton Grange School in Sutton.

As above, our proposals for the S4 have been changed and the service will now run between Waddon Marsh and Sutton town centre along the same routing as bus route 455. Overton Grange School will continue to be served by the S4.

### **4.1.17 General comments**

- Concern about longer journey times
- Loss of connectivity and having to change bus to complete a journey, including reduced access to schools and education, and places of employment
- General access issues / having to walk further / mobility issues
- Less travel options, particularly for those relying on buses
- The suitability of some roads becoming a bus route

We recognise that as a result of these proposals, some journeys that are currently completed on one bus will require customers to change bus in order to reach their destination.

Where possible, the changes have been designed to allow customers to reach their destination by interchanging with alternative bus routes at the same or at an adjacent stop. Our Hopper fare also allows customers to interchange between bus and tram routes as long as this is within 60 minutes of starting their journey. Customers are advised to interchange at their earliest opportunity along their route.

Buses remain the most accessible form of public transport in London and our drivers will do as much as they can to assist disabled people using our bus network. Drivers are advised to ask anyone in the disabled space to make room to accommodate Wheelchair users and priority seats for ambulant disabled people, older people and pregnant mothers. This will help ensure that disabled customers retain priority when changing buses.

We understand that interchanging can be difficult for our disabled customers or those needing a priority seating, which are not always immediately available on busy routes. In 2019 we refreshed information and guidance given to bus drivers on effectively managing boarding/alighting by a wheelchair user as well as access to the wheelchair space; this included guidance on helping other customers with disabilities, some of which may be invisible disabilities.

## **Environmental concerns**

Concern was raised generally regarding noise and vibration caused by buses. There was also a request that all buses in Sutton be upgraded from Eurodiesel V to low carbon options.

All our 9,000 buses operating across London now meet or exceed Euro VI emission standards, the same emissions standard as the Ultra Low Emission Zone. Euro VI is the latest emission standard for vehicles reducing emissions of NOx by up to 95%.

The core fleet is made up of zero emission (at the tailpipe) buses, new Euro VI standard buses, buses retrofitted to Euro VI standards and hybrid Euro VI standard buses. (Meal relief buses, training buses and additional school buses provided to help with social distancing are not included in the core fleet.)

Our growing fleet of greener buses now includes 500 zero emission at the tailpipe double-deck and single-deck buses, and all new single deck buses entering the fleet are zero emission, a mix of hydrogen buses and electric buses. These buses will contribute to improving air quality and are also much quieter, with lower vibration levels.

## **Timetables**

We were asked to consider addition of more early morning bus services to East Croydon, such as on bus route 312 to compensate for the change to route 407. When we are ready to prepare detailed service specifications for these changes, early morning bus usage will be analysed to see if additional services are required and can be justified.

We were also asked to look at aligning new bus timetable with local train timetables for national rail services between central London and Purley, Upper Warlingham, and Pampisford Road. It is not always possible to align train and bus timings as often, service frequencies are not compatible. However, we will consider this where possible, when detailed service specifications are being prepared.

### **4.1.18 Out of scope**

The following feedback received related to bus services in Sutton and Croydon in general, and to bus routes that were not included in our proposals:

#### **Bus routes 154 and 157**

Some respondents would like to see bus routes 154 and 157 extended to East Croydon in conjunction with Network Rail proposals to move the mainline train station 100 metres north to Lansdowne Road.

We work closely with LB Croydon regarding bus routes, and bus stand space in the town centre. We have an aspiration to secure terminating space for buses near to East Croydon station to help improve connectivity as much as possible and will continue to discuss this with LB Croydon officers.

A capacity increase was also suggested as both routes were used for access to school. At the moment there is sufficient capacity on these routes to meet customer demand at the busiest times of the day, however we will keep this under review as part of our ongoing review of the London bus network.

### **Bus route 264**

It was suggested this route be extended back to central Croydon to provide a link to St Georges Hospital from all other routes. Most areas of Croydon still have a direct service to West Croydon where customers can interchange to and from route 264. However, if further changes are made to where routes terminate in central Croydon in the future, access to St Georges Hospital will be considered further.

### **Bus route 433**

Changes were suggested to route 433 that were considered to be more suitable options than those in our proposals, for improving links to Old Town and central Croydon, due to the 433 link to East Croydon.

We explored these options when developing the proposals. The cost of a change to the 433 was far higher than the cost of the 407 and 443 changes. There was also less customer benefit in changing the 433, when compared to the proposals for the 407 and the 443. We concluded the cost of a change to the 433 could not be justified due to the reduced benefit.

### **Bus route X26**

There was some concern expressed about a potential change or removal of all or part of the X26 bus service that operates through both Sutton and Croydon to Heathrow Airport. We can confirm there is no plan to alter this service at the present time.

We were also asked to consider changes to the route such as an additional stop in Waddon, or for the service to run more often.

The X26 service is designed to provide fast long-distance journey opportunities. Introducing additional stops would slow the service down. Customers from the Waddon area can use route 410 or 443 (currently 407) to reach Wallington Green where they can change to the X26.

We have no plans to increase the frequency of the X26 service at this time, but this will be kept under review.

## **Sutton Bus Garage**

We were asked to consider a potential closure and relocation of Sutton bus garage. Separate to consultation, earlier in 2021 we facilitated a meeting with local residents, councillors and LB Sutton officers that looked at a potential move in more detail. At the meeting it was acknowledged that moving the garage would not be easy and could take time. Nonetheless, attendees agreed to explore initial options for potential new locations. Any potential, future relocation of the bus garage is a matter for our bus operator, as owners of the asset and LB Sutton as the local authority.

## **Clockhouse Estate**

We were asked to look at making improvements to bus services in the Clockhouse Estate area of Sutton, close to the border with Coulsdon. This area was examined as part of our bus study and when evaluating various restructuring options. Unfortunately, we did not identify suitable, value for money route options, when balanced with the potential inconvenience to very large number of existing customers and substantially increased operating costs.

We are aware of concerns about route 463 in the area and will keep this under review.

## **4.2 Next steps**

We intend to proceed with the changes to bus routes S1, 164, 312, 405 and 645, 407, 434, and 455; and the introduction of three new bus routes, numbered S2, 439 and 443.

We have revised our proposals for bus routes 80, 66, 413, 470, S3, and S4 as described within section 4.1 Response to key issues raised, and summarised on page 5 of the Executive Summary.

Expected dates for the introduction of the route changes are to be confirmed and are subject to confirmation of future funding arrangements. We will also provide public information to ensure our customers remain fully informed.

## Appendix A: Detailed analysis of comments

Question 4 in our survey was an open question designed to allow additional comments on the proposals. We asked: Is there anything else you would like us to consider?

Of the 949 people including 28 stakeholders who responded to the consultation, 749 respondents submitted comments in response to question 4, with a total of 2,329 individual comments.

Many respondents made multiple comments. Therefore, the total number of comments identified are greater than the number of responses received, and some responses referenced more than one codes.

There were a number of themes to the responses to these questions which were split between five categories - support, oppose, concern, suggest and other.

### General comments

Fifteen general comments about the proposals were made by over two per cent of respondents, which have been sub-divided into comments expressing support, concern or opposition.

Comments expressing support:

Most frequent comments (>2%)		
Comment title	Count	%
Support - In favour of proposals	37	5%
Support - Will improve access / give new route options	21	3%

Comments expressing concern:

Most frequent comments (>2%)		
Comment title	Count	%
Concern - Issues for those with mobility and accessibility issues (e.g. disabled / older people)	148	20%
Concern - Issues with access to school / education	66	9%
Concern - Issues with suitability of new routes (e.g. road width / parked cars / congestion)	66	9%

Most frequent comments (>2%)		
Concern - Proposals will worsen access to jobs / employment	56	7%
Concern - Insufficient bus capacity - more needed (including space for Covid-19 social distancing)	27	4%
Concern - Safety issues (e.g. anti-social behaviour)	15	2%

Comments expressing opposition:

Most frequent comments (>2%)		
Comment title	Count	%
Oppose - Will mean taking more buses / more changes	104	14%
Oppose - Buses using new routes and impacting on residents (including air quality concerns)	64	9%
Oppose - Will make journeys longer / more time-consuming	55	7%
Oppose - Loss of connectivity / access	40	5%
Oppose - Lack of alternatives for those without car / dependant on bus service	38	5%
Oppose - Will result in needing to walk further / more distance to access transport	37	5%
Oppose - Not in favour of proposals	15	2%

## Changes to existing routes

This section is structured into the existing routes with proposed changes showing comments which were expressed by more than two per cent of total respondents who answered the open question. In some cases where only few or no comments were expressed by more than two per cent of respondents, the top three comments are shown.

Route S1:

Most frequent comments (>2%)		
Comment title	Count	%
Suggest alternative routing for Service S1	26	3%
Oppose proposals for Service S1	13	2%
Support proposals for Service S1	12	2%

Route S3:

Most frequent comments (>2%)		
Comment title	Count	%
Oppose proposals for Service S3	68	9%
Suggest alternative routing for Service S3	24	3%
Support proposals for Service S3	8	1%

Route S4:

Most frequent comments (>2%)		
Comment title	Count	%
Oppose proposals for Service S4	76	10%
Suggest alternative routing for Service S4	38	5%
Support proposals for Service S4	13	2%



Route 80:

Most frequent comments (>2%)		
Comment title	Count	%
Oppose proposals for Service 80	27	4%
Concerned about loss of bus serving prison (HMP Downview)	20	3%
Support proposals for Service 80	15	2%
Suggest alternative routing for Service 80	15	2%

Route 164:

Most frequent comments (>2%)		
Comment title	Count	%
Support proposals for Service 164	14	2%
Suggest capacity enhancements / bigger buses on service 164	10	1%
Suggest alternative routing for Service 164	8	1%

Route 166:

Most frequent comments (>2%)		
Comment title	Count	%
Oppose proposals for Service 166	33	4%
Suggest alternative routing for Service 166	18	2%
Suggest more frequent 166 service	6	1%

Route 312:

Most frequent comments (>2%)		
Comment title	Count	%
Suggest alternative routing for Service 312	14	2%
Support proposals for Service 312	13	2%
Oppose proposals for Service 312	4	1%

Route 405:

Most frequent comments (>2%)		
Comment title	Count	%
Suggest alternative routing for Service 405	7	1%
Oppose proposals for Service 405	6	1%
Suggest more frequent 405 service	3	0%

Route 407:

Most frequent comments (>2%)		
Comment title	Count	%
Oppose proposals for Service 407	45	6%
Oppose loss of connection to East Croydon (Railway station)	24	3%
Suggest alternative routing for Service 407	19	3%
Support proposals for Service 407	18	2%

Route 413:

Most frequent comments (>2%)		
Comment title	Count	%
Support proposals for Service 413	11	1%
Oppose proposals for Service 413	6	1%
Suggest alternative routing for Service 413	3	0%
Suggest more frequent 413 service	3	0%

Route 434:

Most frequent comments (>2%)		
Comment title	Count	%
Support proposals for Service 434	31	4%
Suggest alternative routing for Service 434	18	2%
Oppose proposals for Service 434	15	2%

Route 455:

Most frequent comments (>2%)		
Comment title	Count	%
Concerned about loss of access / connections resulting from service 455 withdrawal	61	8%
Oppose withdrawal of Service 455	50	7%
Support / accept withdrawal of Service 455	13	2%

Route 470:

Most frequent comments (>2%)		
Comment title	Count	%
Concern over suitability of using Stayton Road and Oldfields Road	19	3%
Suggest alternative routing for Service 470	14	2%
Oppose proposals for Service 470	14	2%
Suggest more frequent 470 service	13	2%

Route 645:

Most frequent comments (>2%)		
Comment title	Count	%
Support proposals for Service 645	2	0%
Suggest alternative routing for service 645	2	0%
Suggest 24-hour service / Night bus on 645	1	0%
Oppose proposals for Service 645	1	0%

### New routes

This section is structured into the three new routes being proposed showing comments which were expressed by more than two per cent of total respondents who answered the open question. In some cases where only few or no comments were expressed by more than two per cent of respondents, the top three comments are shown.

Route S2:

Most frequent comments (>2%)		
Comment title	Count	%
Suggest alternative routing for Service S2	10	1%
Oppose proposals for Service S2	10	1%
Support proposed new bus Service S2	7	1%

Route 439:

Most frequent comments (>2%)		
Comment title	Count	%
Suggest alternative routing for Service 439	19	3%
Support proposed new bus Service 439	12	2%
Oppose proposals for Service 439	7	1%

Route 443:

Most frequent comments (>2%)		
Comment title	Count	%
Suggest alternative routing for Service 443	21	3%
Support proposed new bus Service 443	15	2%
Suggest earlier start / later finish time for service 443 (not 24 hour)	6	1%

### Other comments

Four other comments were made by over two per cent of respondents:

Most frequent comments (>2%)		
Comment title	Count	%
Suggest other bus routes / connections	97	13%
Other comment (out of scope) e.g. transport proposals elsewhere	89	12%
Need more information / question about proposals	70	10%
Other (unrelated comments)	22	3%

## Suggested routes

Respondents offered many route suggestions. For routes where route suggestions were expressed by more than two per cent of the respondents, the common suggestions have been summarised in the table below. Where a route is not listed in the table, fewer than two per cent of respondents made suggestions for that route.

### Suggested alternative routes

Bus route	Common route suggestions
S1	Common route suggestions include to Banstead station, Belmont station and Sutton station. Route to provide connections to Sutton town centre and hospitals (Royal Marsden, Epsom Hospital and Sutton hospital).
S3	Common route suggestions include Sutton station and Belmont station. Suggestions for route to pass through a number of roads including Cedar Road, Langley Park Road, Eaton Road and Dibdin Road.
S4	Common route suggestions included extension to cover Sutton Town Centre and Sutton Station, with many respondents also keen to see it extended to Croydon
80	Common route suggestions include to Banstead (expressed the most), Sutton town centre and Hackbridge
166	Common route suggestions include access to South Croydon and West Croydon. Other common routes include Purley, Epsom and Old Town
312	Common route suggestions include along Old Lodge Lane, ensuring it serves Purley Station
407	Common route suggestions include Purley, Sutton and Caterham. Responses also seek connections across South Croydon particularly the bus station and town centre area
434	Common route suggestions include ensuring Caterham hill and the valley are connected which is underserved
470	Common route suggestions include extending the route to Epsom Hospital and retain access to Sutton Common Station

### Comments on the consultation process and material

This section looks at the main comments from respondents related to the quality of the consultation, such as the process and the materials used.

Most frequent comments (>2%)		
Comment title	Count	%
Lack of publicity about the consultation including the absence of a letter-drop	40	6
Maps for consultation were not clear / difficult to understand	30	4
Consultation surveyed proposed new bus routes and not thoughts on changes to existing bus routes	15	2
Consultation text should be less word based and more visual	15	2

## Code frame

Below are the code frames used to analyse consultation responses to question 4 - Is there anything else you would like us to consider?

General comments (not specific to route)	
001	Support - In favour of proposals
002	Support - Will improve access / give new route options
003	Support - Proposals will improve access for school children
004	Support - Good forward planning / future proofing
005	Support - Will reduce delays / improve network reliability
040	Oppose - Not in favour of proposals
041	Oppose - Loss of connectivity / access
042	Oppose - Will result in needing to walk further / more distance to access transport
043	Oppose - Bad timing / not during pandemic
044	Oppose - Will reduce bus use / increase car use
045	Oppose - Will make journeys longer / more time-consuming
046	Oppose - Will mean taking more buses / more changes
047	Oppose - Proposals are confusing / complicated
048	Oppose - Lack of alternatives for those without car / dependant on bus service
049	Oppose - Impact of changes on surrounding bus network
050	Oppose - Buses using new routes and impacting on residents (including air quality concerns)
060	Concern - Insufficient bus capacity - more needed (including space for Covid-19 social distancing)
061	Concern - Issues with suitability of new routes (e.g. road width / parked cars / congestion)
062	Concern - Issues for those with mobility and accessibility issues (e.g. disabled / elderly)
063	Concern - Issues with access to school / education
064	Concern - Proposals will worsen access to jobs / employment
065	Concern - Safety issues (e.g anti-social behaviour)
066	Concern - Bus safety issues (e.g. speeding buses / poor driving)
067	Concern - Changes to buses will result in higher fares



**Comment on existing routes (S1, S3, S4, 80, 164, 166, 312, 405, 407, 413, 434, 455, 470 and 645)**

**Service S1 *Minor rerouting***

- 100 Support proposals for Service S1
- 101 Suggest alternative routing for Service S1
- 102 Suggest more frequent S1 service
- 103 Suggest capacity enhancements / bigger buses on service S1
- 104 Oppose any reduction on Service S1 frequency
- 105 Oppose proposals for Service S1

**Service S3 *Curtail route at Sutton so no longer serving Royal Marsden Hospital and some re-routing***

- 120 Support proposals for Service S3
- 121 Suggest alternative routing for Service S3
- 122 Suggest more frequent S3 service
- 123 Suggest capacity enhancements / bigger buses on service S3
- 124 Suggest providing a Sunday service on the S3
- 125 Oppose any reduction on Service S3 frequency
- 126 Oppose proposals for Service S3

**Service S4 *Curtail route to replace with S2 and re-routing***

- 140 Support proposals for Service S4
- 141 Suggest alternative routing for Service S4
- 142 Suggest more frequent S4 service
- 143 Suggest capacity enhancements / bigger buses on service S4
- 144 Oppose any reduction on Service S4 frequency
- 145 Oppose proposals for Service S4

**Service 80 *Curtail route short of HMP Downview to serve Royal Marsden Hospital***

- 160 Support proposals for Service 80
- 161 Suggest alternative routing for Service 80
- 162 Suggest more frequent 80 service
- 163 Suggest capacity enhancements / bigger buses on service 80
- 164 Oppose proposals for Service 80
- 165 Oppose any reduction on Service 80 frequency
- 166 Concerned about loss of bus serving prison (HMP Downview)

**Service 164 *Route extended from Sutton***

- 180 Support proposals for Service 164
- 181 Suggest alternative routing for Service 164
- 182 Suggest more frequent 164 service
- 183 Suggest capacity enhancements / bigger buses on service 164
- 184 Oppose any reduction on Service 164 frequency
- 185 Oppose proposals for Service 164

**Comment on existing routes (S1, S3, S4, 80, 164, 166, 312, 405, 407, 413, 434, 455, 470 and 645)**

**Service 166 *Re-routed to take over old 455 route (Pampisford Road)***

- 200 Support proposals for Service 166
- 201 Suggest alternative routing for Service 166
- 202 Suggest more frequent 166 service
- 203 Suggest capacity enhancements / bigger buses on service 166
- 204 Oppose any reduction on Service 166 frequency
- 205 Oppose proposals for Service 166
- 206 Suggest earlier start / later finish time for service 166

**Service 312 *Route extended from terminus in Croydon to serve old route 166 and 455***

- 220 Support proposals for Service 312
- 221 Suggest alternative routing for Service 312
- 222 Suggest more frequent 312 service
- 223 Suggest capacity enhancements / bigger buses on service 312
- 224 Oppose any reduction on Service 312 frequency
- 225 Oppose proposals for Service 312
- 226 Suggest 24-hour service / night bus on service 312

**Service 405 *Route curtailed to no longer serve West Croydon and terminate earlier, extended towards Redhill - no longer school day only service***

- 240 Support proposals for Service 405
- 241 Suggest alternative routing for Service 405
- 242 Suggest more frequent 405 service
- 243 Suggest capacity enhancements / bigger buses on service 405
- 244 Oppose any reduction on Service 405 frequency
- 245 Oppose proposals for Service 405

**Service 407 *Route curtailed to Croydon (no longer serves Caterham)***

- 260 Support proposals for Service 407
- 261 Suggest alternative routing for Service 407
- 262 Suggest more frequent 407 service
- 263 Suggest capacity enhancements / bigger buses on service 407
- 264 Oppose any reduction on Service 407 frequency
- 265 Oppose loss of connection to East Croydon (Railway station)
- 266 Oppose proposals for Service 407

**Service 413 *Re-routing in Sutton***

- 280 Support proposals for Service 413
- 281 Suggest alternative routing for Service 413
- 282 Suggest more frequent 413 service

**Comment on existing routes (S1, S3, S4, 80, 164, 166, 312, 405, 407, 413, 434, 455, 470 and 645)**

- 283 Suggest capacity enhancements / bigger buses on service 413
- 284 Oppose any reduction on Service 413 frequency
- 285 Oppose proposals for Service 413

**Service 434 *Extension of route to Caterham and some rerouting***

- 300 Support proposals for Service 434
- 301 Suggest alternative routing for Service 434
- 302 Suggest more frequent 434 service
- 303 Suggest capacity enhancements / bigger buses on service 434
- 304 Oppose any reduction on Service 434 frequency
- 305 Oppose proposals for Service 434

**Service 455 *Route withdrawn entirely***

- 320 Support / accept withdrawal of Service 455
- 321 Oppose withdrawal of Service 455  
Concerned about loss of access / connections resulting from service 455 withdrawal
- 322

**Service 470 *Re-routing near Sutton Common***

- 340 Support proposals for Service 470
- 341 Suggest alternative routing for Service 470
- 343 Suggest more frequent 470 service
- 344 Suggest capacity enhancements / bigger buses on service 470
- 345 Suggest providing a Sunday service on the 470
- 346 Oppose any reduction on Service 470 frequency
- 347 Oppose proposals for Service 470
- 348 Concern over suitability of using Stayton Road and Oldfields Road

**Service 645 *Renumbering of school-day only service 405 trips (Waddon to Purley via Croydon)***

- 360 Support proposals for Service 645
- 361 Suggest alternative routing for service 645
- 362 Suggest 24-hour service / nightbus on 645
- 363 Suggest earlier start / later finish time for service 645 (not 24 hour)
- 364 Concern over suitability of proposed 645 route (i.e. route characteristics)
- 365 Oppose proposals for Service 645

**Comment on proposed new routes (S2, 439 and 443)**

**Service S2 *New route St Helier to Waddon Marsh (partially replaces S4 and 455 routes)***

- 400 Support proposed new bus Service S2
- 401 Suggest alternative routing for Service S2

### Comment on proposed new routes (S2, 439 and 443)

- 402 Suggest 24-hour service / night bus on S2
- 403 Suggest earlier start / later finish time for service S2 (not 24 hour)
- 404 Concern over suitability of proposed S2 route (i.e. route characteristics)
- 405 Oppose proposals for Service S2

### Service 439 *New route Manor Park to Waddon Marsh*

- 420 Support proposed new bus Service 439
- 421 Suggest alternative routing for Service 439
- 422 Suggest 24 hour service / nightbus on 439
- 423 Suggest earlier start / later finish time for service 439 (not 24 hour)
- 424 Concern over suitability of proposed 439 route (i.e. route characteristics)
- 425 Oppose proposals for Service 439

### Service 443 *New route Caterham to West Croydon*

- 440 Support proposed new bus Service 443
- 441 Suggest alternative routing for Service 443
- 442 Suggest 24-hour service / night bus on 443
- 443 Suggest earlier start / later finish time for service 443 (not 24 hour)
- 444 Concern over suitability of proposed 443 route (i.e. route characteristics)
- 445 Oppose proposals for Service 443
- 446 Suggest more frequent service on route 443

### Comments directly relating to TfL or consultation

- 600 Criticism of Transport for London
- 601 Criticism of consultation (e.g. will not be listened to)
- 602 Criticism of suggested route numbering
- 603 Lack of publicity
- 604 Route maps unclear / too detailed
- 605 Consultation only surveyed new routes, and not changes
- 606 Consultation should have been split by borough
- 607 Be more visual, less word based

### Other

- 800 Not sure / confused by proposals
- 801 Need more information / question about proposals
- 802 Suggest other bus routes / connections
- 803 Consider using low emission / electric buses
- 804 Suggest earlier / later bus services (route not specified)
- 900 Other comment (out of scope) e.g. transport proposals elsewhere
- 999 Other (unrelated comments)

# Appendix B: Consultation questions

## About you

**What is your name?**

**What is your email address?**

This is optional, but if you enter your email address then you will be able to return to edit your response at any time until you submit it. You will also receive an acknowledgement email when you complete the consultation.

We will contact you to let you know when the results of the consultation are published and may use your details to update you on any future developments with the proposals.

[Sign up to receive notifications for all our consultations.](#)

**What is your postcode?**

You do not have to provide your postcode, but it is useful for analysis purposes. All personal details will be kept confidential.

**Are you (please tick all boxes that apply):**

Please select all that apply

- A local resident
- A local business owner
- Employed locally
- A visitor to the area
- A commuter to the area
- Not local but interested in the scheme
- A taxi/private hire vehicle driver
- Other (please specify)

**If responding on behalf of an organisation, business or campaign group, please provide us with the name:**

**Please note:** If you are responding on behalf of an organisation it should be in an official capacity.

**How did you find out about this consultation?**

Please select only one item

- Received an email from TfL
- Received a letter from TfL
- Read about in the press
- Saw it on the TfL website
- Social media
- Other (please specify)

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

	Very good	Good	Adequate	Poor	Very poor	Not applicable
Website structure & ease of finding what you needed						
Written information						
Maps, images & related diagrams						
Online survey format						
Website accessibility						
Promotional material						

**Do you have any further comments about the quality of the consultation material?**

## Equality Monitoring

Please tell us about yourself in this section. All information will be kept confidential and used for analysis purposes only. We are asking these questions to ensure our consultations reach all sections of the community and to improve the effectiveness of the way we communicate with our customers. You do not have to provide any personal information if you don't want to.

### Gender:

Please select only one item

- Male
- Female
- Trans female
- Trans male
- Gender neutral
- Prefer not to say

### Ethnic Group:

Please select only one item

- Asian or Asian British – Bangladeshi
- Asian or Asian British – Chinese
- Asian or Asian British – Indian
- Asian or Asian British – Other
- Asian or Asian British – Pakistani
- Black or Black British – African
- Black or Black British – Caribbean
- Black or Black British – Other
- Mixed – Other
- Mixed – White and Asian
- Mixed – White and Black African
- Mixed – White and Caribbean
- Other Ethnic Group
- Other Ethnic Group – Arab
- Other Ethnic Group – Kurdish
- Other Ethnic Group – Latin American
- Other Ethnic Group – Turkish
- White – British
- White – Irish
- White – Other
- Prefer not to say

**Age:**

Please select only one item

- Under 15
- 16-20
- 21-25
- 26-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61-65
- 66-70
- 71+
- Prefer not to say

**Sexual Orientation:**

Please select only one item

- Heterosexual
- Bisexual
- Gay man
- Lesbian
- Other
- Prefer not to say

**Religious faith:**

Please select only one item

- Buddhist
- Christian
- Hindu
- Muslim
- Sikh
- Jewish
- Other
- No religion
- Prefer not to say



**Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Please include problems related to old age)**

Please select only one item

- Yes, limited a lot
- Yes, limited a little
- No
- Prefer not to say

## Appendix C: Consultation materials

### Customer marketing message:

Dear [named customer]

We would like to know what you think about our proposed changes to a number of bus routes serving Sutton and Croydon, and our proposals to introduce three new bus routes in the same region.

For further information and to give us your views please visit our website:

[tfl.gov.uk/sutton-croydon-bus-changes](https://tfl.gov.uk/sutton-croydon-bus-changes)

This consultation will run until **Sunday 20 December 2020**.

Yours sincerely

Claire Mann  
**Director of Bus Operations**  
**Transport for London**

### Stakeholder email (1):

Dear Stakeholder

We are proposing some changes to a number of bus routes serving Sutton and Croydon. We are also proposing to introduce three new bus routes.

Our proposals would help to make the bus network simpler, more efficient and provide better access to key locations and developments. They would ensure our resources are invested in the locations where passenger demand is highest.

We would like to know what you think about our proposals. To find out more and to have your say, please visit our website: [tfl.gov.uk/sutton-croydon-bus-changes](https://tfl.gov.uk/sutton-croydon-bus-changes)

This consultation will run until **Sunday 29 November 2020**.

Yours faithfully

Muhammed Mashud  
**Local Communities and Partnerships**  
**Transport for London**

[To unsubscribe from consultation and engagement communications](#)

To unsubscribe from communications regarding consultation and engagement activity you can either:

- reply to this email stating in the **subject heading** “all communications” or “a specific consultation” that you wish to unsubscribe from, or
- complete our online [form](#)

Further information on how we use your data is available on the [consultation portal](#)

**Stakeholder email (2) – deadline extension:**

Dear Stakeholder

We previously wrote to you about our public consultation proposing changes to a number of bus routes serving Sutton and Croydon.

In the wake of current national lockdown due to Covid-19 outbreak, we have decided to extend this consultation by three more weeks allowing you more time to give us your views if you haven't done so yet. To find out more and to have your say, please visit our website: [tfl.gov.uk/sutton-croydon-bus-changes](https://tfl.gov.uk/sutton-croydon-bus-changes)

This consultation will run until **Sunday 20 December 2020**.

Yours faithfully

Muhammed Mashud  
**Local Communities and Partnerships**  
**Transport for London**

**To unsubscribe from consultation and engagement communications**

To unsubscribe from communications regarding consultation and engagement activity you can either:

- reply to this email stating in the **subject heading** “all communications” or “a specific consultation” that you wish to unsubscribe from, or
- complete our online [form](#)

Further information on how we use your data is available on the [consultation portal](#)

Bus stop poster to publicise the consultation:

# Have your say

We are proposing changes to some existing bus routes serving Sutton and some parts of Croydon. We are also proposing to introduce some new bus routes. Our proposals would help to make the bus network simpler, more efficient, accessible to key locations and developments, and to ensure our resources are invested in the locations where passenger demand is highest.

The current routes with proposed changes are:

80	164	166	312	405
407	413	434	455	470
S1	S3	S4		

The proposed new routes to be introduced are:

439	443	645	S2
-----	-----	-----	----

You can find out more route specific details and have your say by visiting:

[tfl.gov.uk/sutton-croydon-bus-changes](https://tfl.gov.uk/sutton-croydon-bus-changes),  
alternatively email us at [consultations@tfl.gov.uk](mailto:consultations@tfl.gov.uk),  
write to us at **FREEPOST TFL CONSULTATIONS**

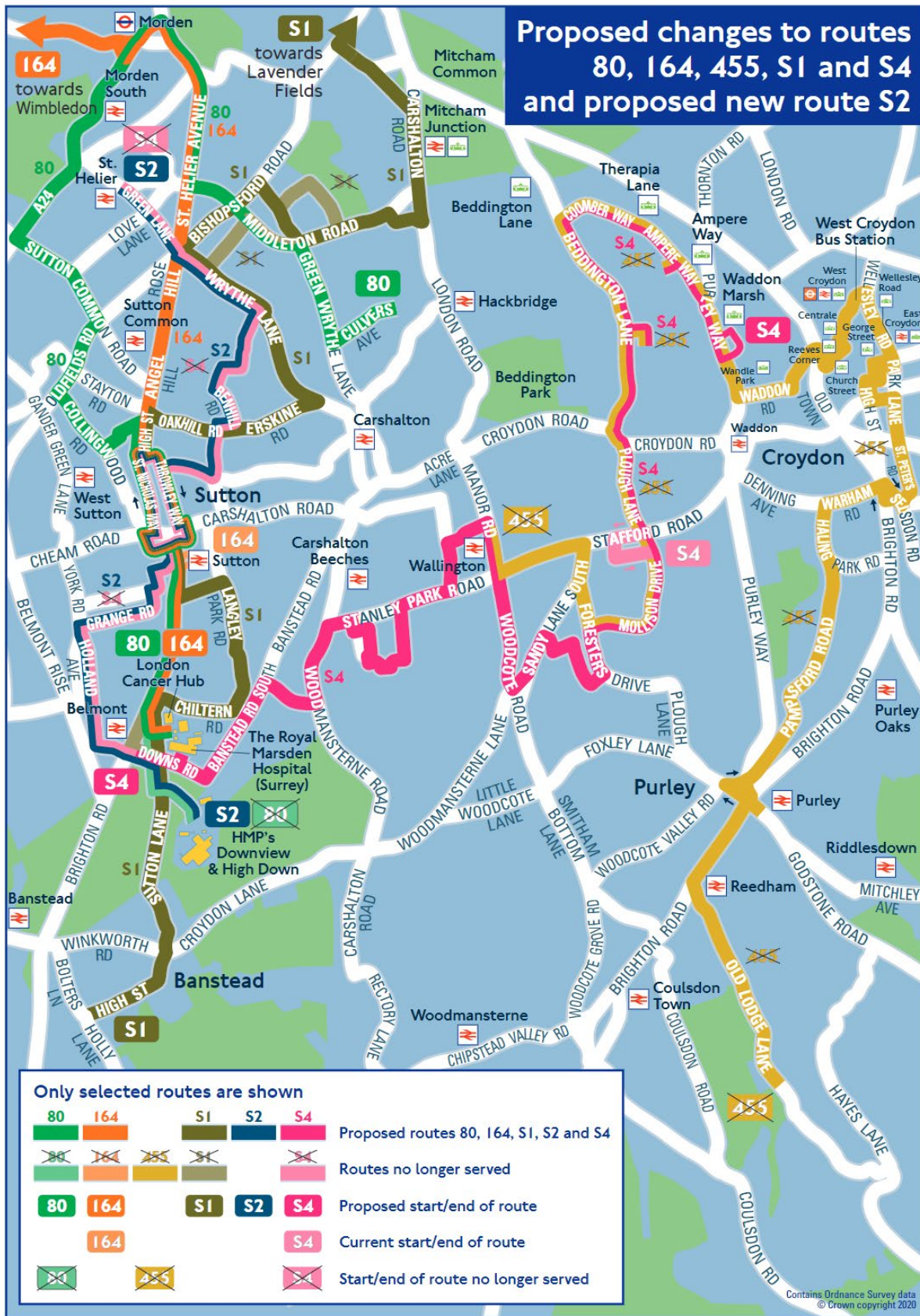
To have your say, please contact us by **Sunday 29 November 2020**



MAYOR OF LONDON

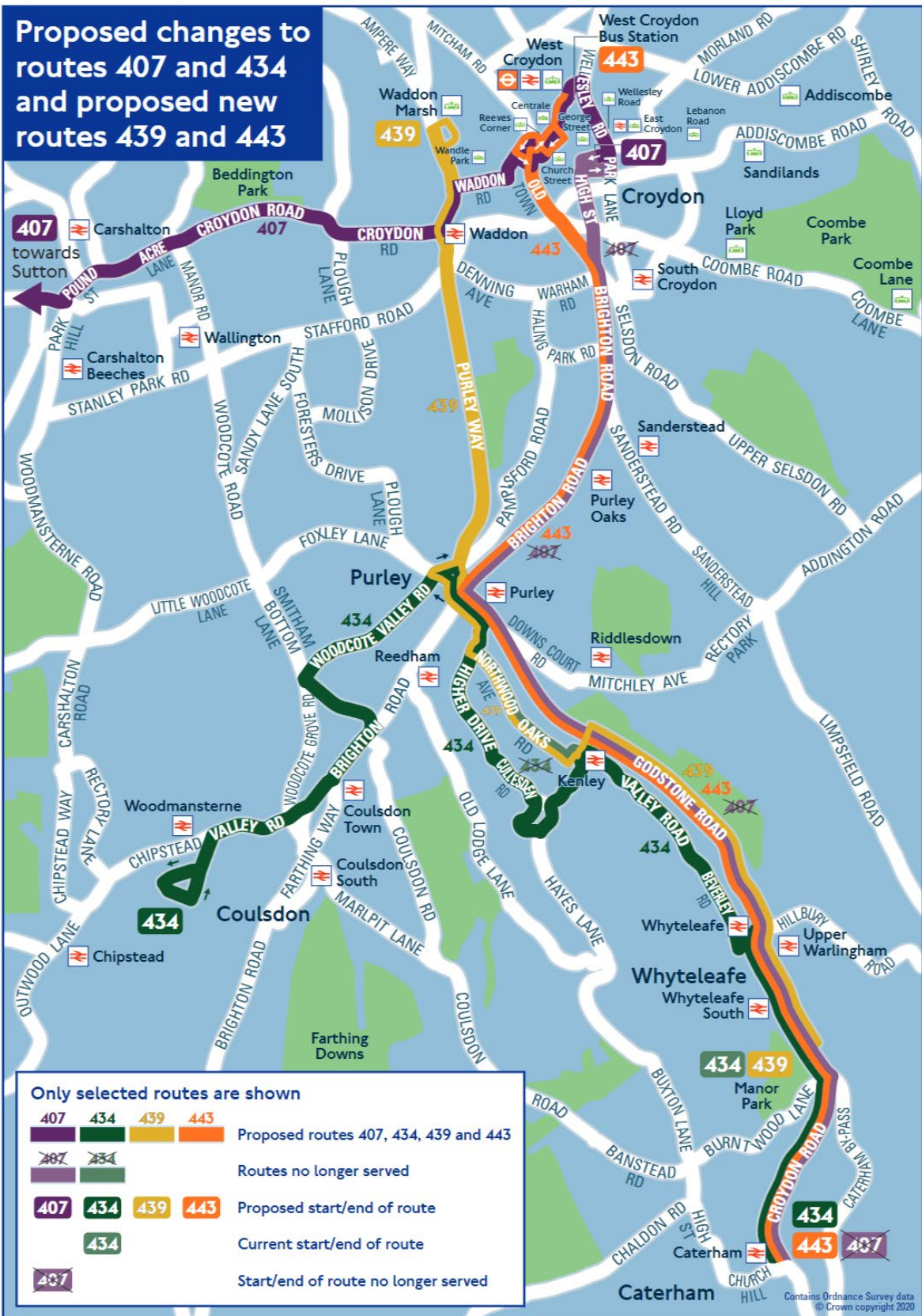


Individual route maps:

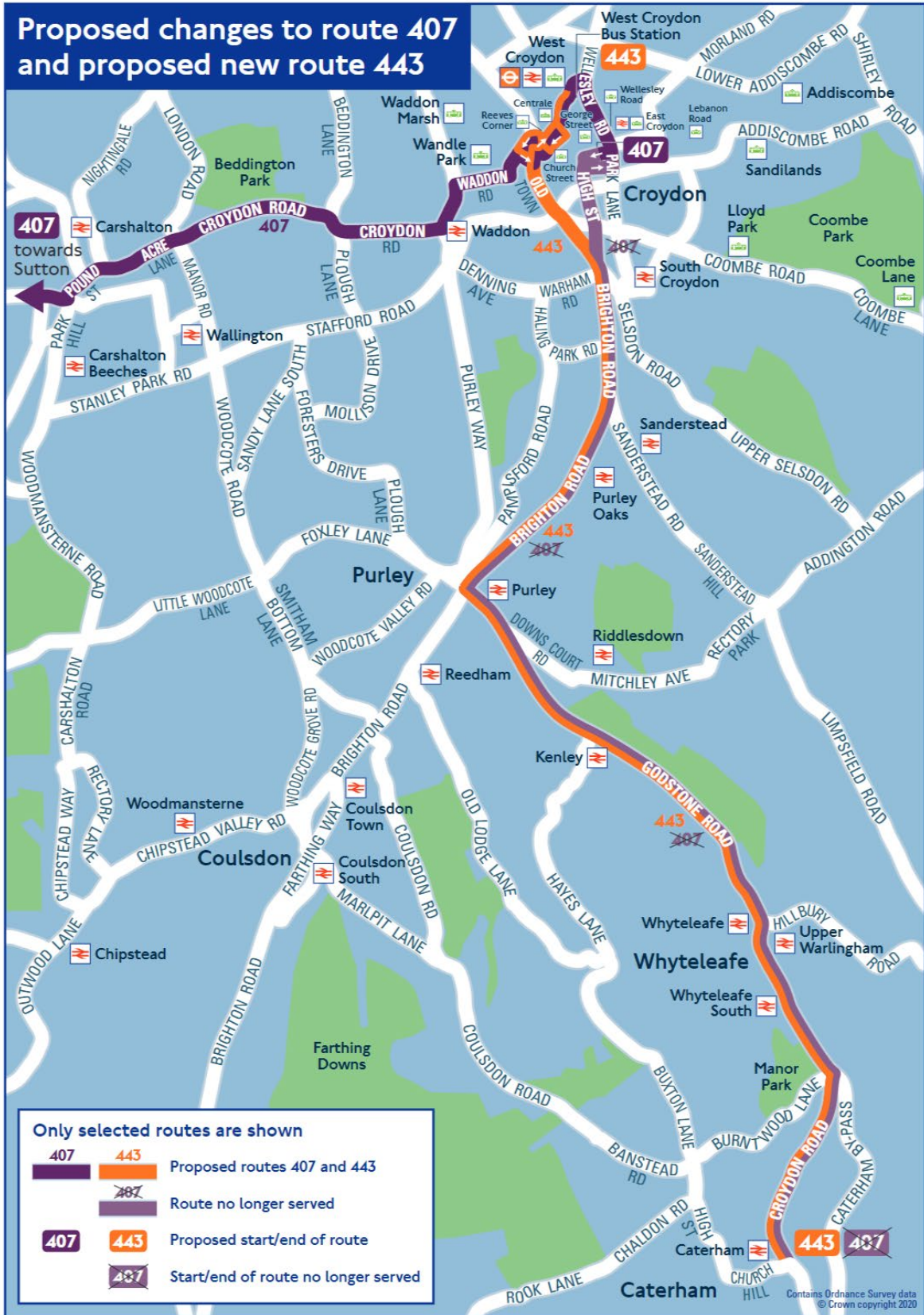




**Proposed changes to routes 407 and 434 and proposed new routes 439 and 443**



# Proposed changes to route 407 and proposed new route 443

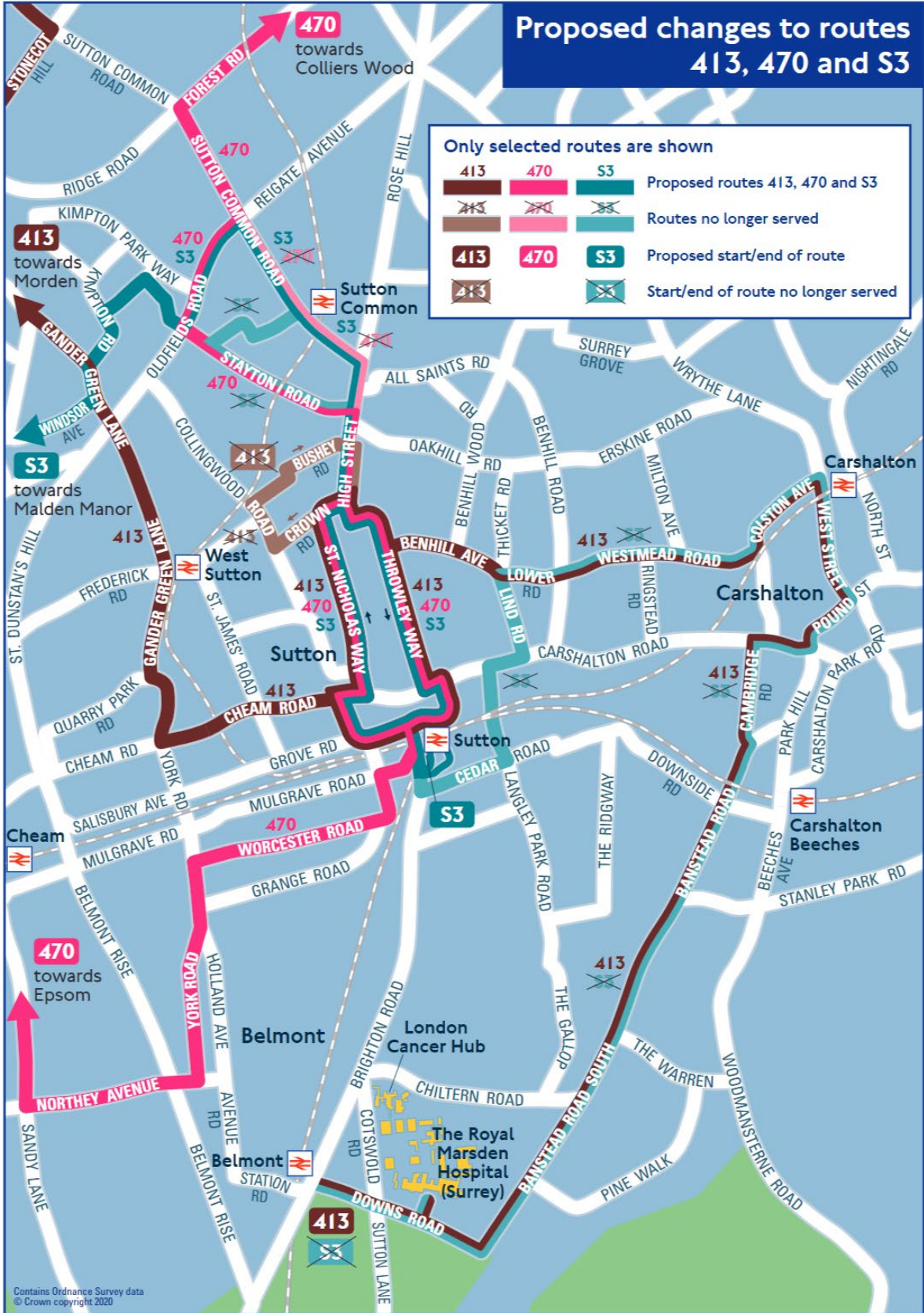




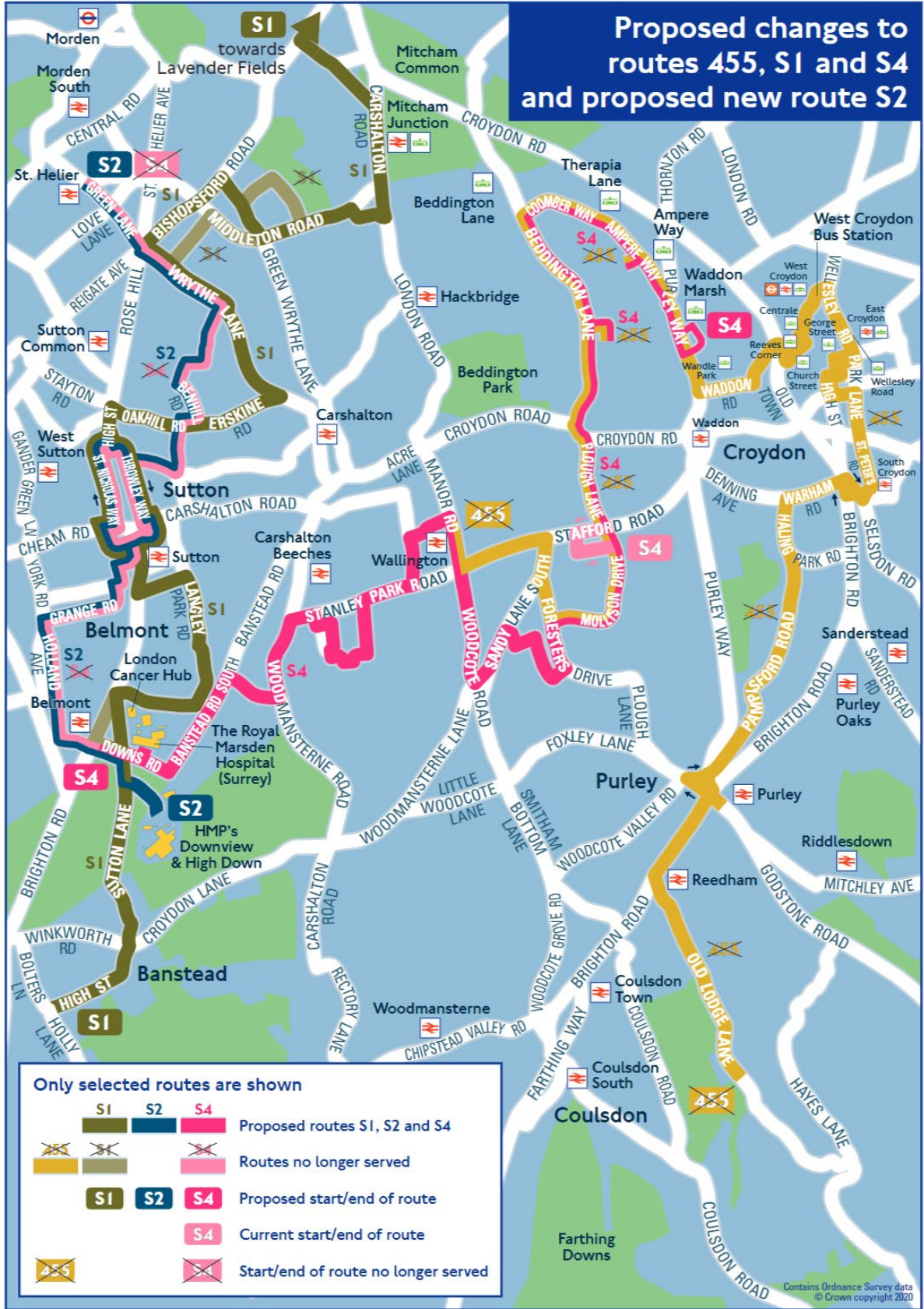
# Proposed changes to routes 413, 470 and S3

Only selected routes are shown

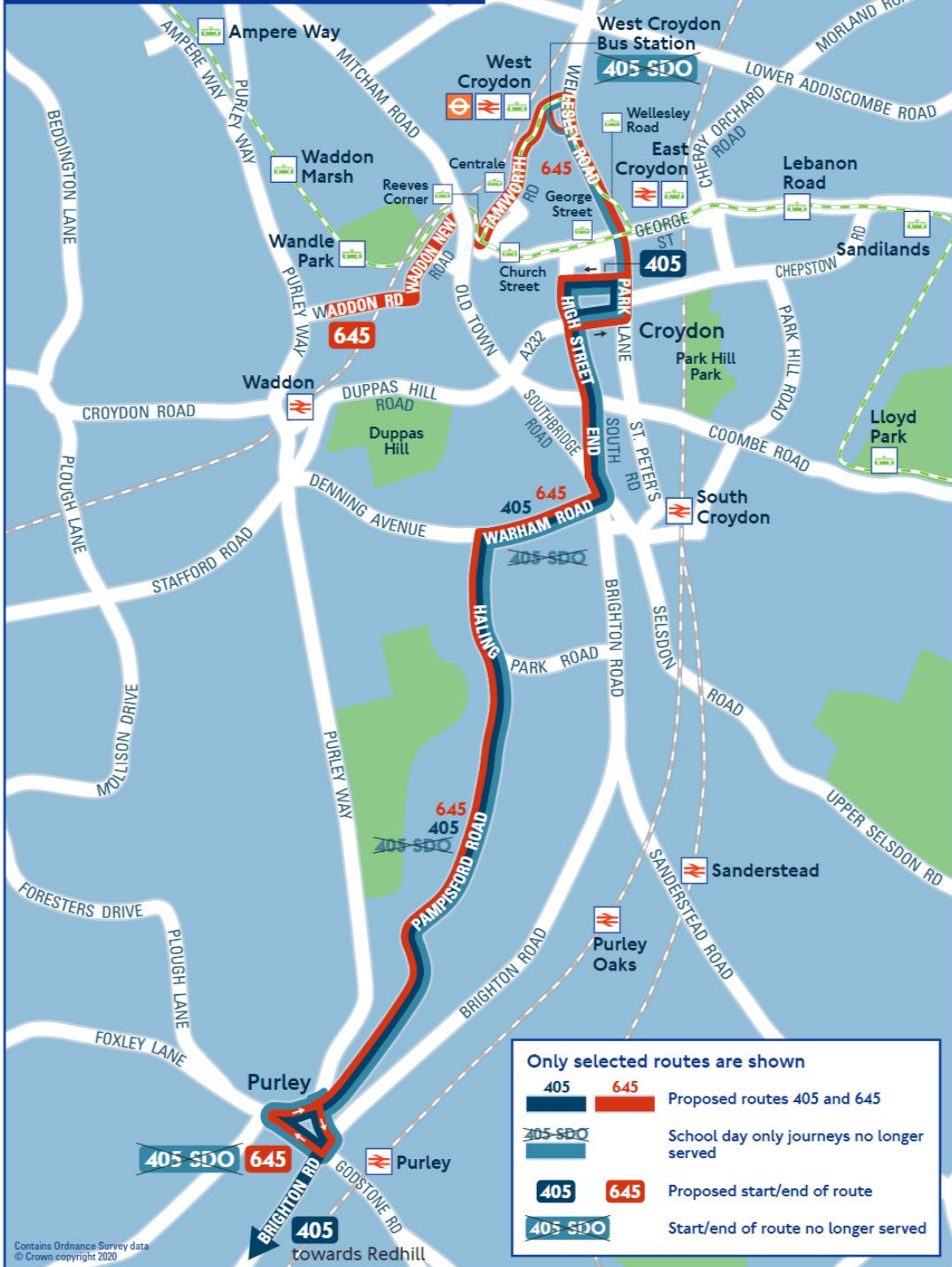
			Proposed routes 413, 470 and S3
			Routes no longer served
			Proposed start/end of route
			Start/end of route no longer served



# Proposed changes to routes 455, S1 and S4 and proposed new route S2



# Proposed changes to route 405 and proposed new route 645



Contains Ordnance Survey data  
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## Appendix D: List of stakeholders consulted

Elected representatives:

Tony Arbour AM	Sarah Jones MP
Steve O'Connell AM	Siobhain McDonagh MP
Chrispin Blunt MP	Andrew Mitchell MP
Elliot Colburn MP	Chris Philp MP
Ed Davey MP	Steve Reed MP
Chris Grayling MP	Ellie Reeves MP
Stephen Hammond MP	Paul Scully MP

All ward councillors in the London Borough of Croydon
All ward councillors in the London Borough of Sutton
Relevant ward councillors in the London Borough of Merton
Relevant ward councillors in the Royal Borough of Kingston upon Thames
Relevant ward councillors of Surrey County Council

Local authorities:

London Borough of Croydon officers
London Borough of Sutton officers
London Borough of Merton officers
Royal Borough of Kingston upon Thames officers
Surrey County Council officers

Local and pan-London strategic stakeholders:

A B O U T
AA
Abbey Primary
Abellio
Abellio London Limited/ Abellio West London Limited
Access in London
Action on Disability and Work UK
Action on Hearing Loss
AECOM
Age UK London
Age UK Sutton
Aid&Trade London
Alive in Space Landscape and Urban Design Studio
All Party Parliamentary Cycling Group
All Saints Benhilton
All Saints Carshalton
Alliance Healthcare

Alzheimer's Society
Angel
Ann Frye
Anxiety Alliance
Argos
Arriva
Arriva london
Arriva London North Limited/ Arriva London South Limited/ Arriva Kent Thameside/ TGM Group Limited/ Arriva The Shires Ltd
Arriva London North Ltd,
Arup
AS Watson (Health and Beauty UK)
Asda
Asian Peoples Disabilities Alliance
Aspire
Association of British Drivers
Association of Car Fleet Operators
Association of International & Express Couriers
Association of Town Centre Management
ATCoaches t/a Abbey Travel,
ATOMONOUS
Attitude is Everything
Auxins-Social Mobility
Avenue Primary Academy
Bandon Hill Primary
Barrow Hedges Primary
BBC
Beddington BID
Best Bike Training //Cycletastic
Better Bankside BID
bhs bikeability
Bidvest Logistics
bikeXcite
Blue Triangle Buses Limited / Docklands Buses Limited / London Central Bus Company Limited / London General Transport Services Limited / Metrobus Limited
Borough Cycling Officers Group
Brakes Group
Brewery Logistics Group
Brewing, Food & Beverage Industry Suppliers Association
British Airways
British Association of Removers
British Beer & Pub Association (BBPA)
British Cycling
British Land
British Medical Association

British Motorcycle Federation
British Polio Fellowship
Brookfield Primary
BT
Bucks Cycle Training
Buses4homeless
C T Plus C I C
Campaign for Better Transport
Campbell's
Canal & River Trust
Canal & River Trust London
Capital City School Sport Partnership
Carers First
Carers Information Service
Carew Academy
Carousel
Carshalton Boys Sport
Carshalton HS for Girls
Cemex
Central London CTC
Centre for accessible environments
charity/ non-profit
Chartered Institute of Logistics and Transport (CILT)
Chauffeur and Executive Association
Cheam Common Junior Academy
Cheam Fiels Primary
Cheam HS
Cheam Park Farm Primary
Citizens UK
CityCommunity and Children's Services
Citymapper
CitySprint
Clear Channel UK
Clockhouse Community Association
College Ward Residents Association
Community Action Sutton
Computer Cab
Confederation of Passanger transport
Connect
Coop
Costain
Cross River Partnership
Croydon BID
Croydon BME Forum

Croydon Communities Consortium
Croydon Health Service
Croydon Mobility Forum
Croydon Transport Focus
Croydon Vision
CTC
Culvers House Primary
Cumnor House Nursery
Cycle Confidence
Cycle Experience
Cycle Systems
Cycle Training UK (CTUK)
Cyclelyn
Cycling Embassy of Great Britain
cycling4all
Cyclists in the City
Design for London
Devonshire Primary
DHL
Dial-a-Cab
Disability Alliance
Disability Rights UK
Disabled Go
Dogs for Good
DPDgroup UK
DPTAC
East Coulsdon Residents Association
East London Bus and Coach Company Ltd/ South East London and Kent Bus Company Ltd
East Surrey Transport Committee
EDF Energy
Edmonton CLP
ELB Partners
English Heritage - London
Ensignbus
Epsom & St Helier Hospital
Epsom General Hospital
ETOA – European tourism association
Euromix Concrete
European Dysmelia Reference Information Centre
Eurostar Group
Evolution Cycle Training
Eyes For Success
Faiths Together Croydon
Federation of Wholesale Distributors (FWD)

Foresters Primary
Fowler Welch
Freight Transport Association
Friends of Capital Transport
Friends of the Earth
Fujitsu
GBM Drivers
Generate Opportunities Ltd.
GeoPost UK
Glenthorne HS
Glenthorne School, Sutton
Gnewt Cargo
Golden Tours (Transport) Ltd,
Goss Consultancy Ltd
Greater London Forum for the Elderly
Green Wrythe Primary
Greenhill Cumberland Group
Greenshaw HS
Guide Dogs for the Blind Association
HA Boyse and Son
Harris Academy
Harris Jnr Academy
HCT Group
Health Poverty Action
Hearing Dogs UK
Heart of London Business Alliance
High View Primary
Highgate Society
Holy Trinity Junior
Homefield Prep
ICE -London
In Purley (BID)
Independent Disability Advisory Group
Institute forSustainability
Institute of Advanced Motorists
Institute Of Couriers
Institution of Civil Engineers
IOD
James Bikeability
John Hersov and Co (Valuing People (TfL's learning disability group))
John Lewis Partnership
Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)
Joint Mobility Unit
Julie Wheldon, Croydon NHS



Kelly Group
Kenley District Residents Association
Kenley Primary School
KIPPA BID
Learning Disabled service User
Leonard Cheshire
Leonard Cheshire Disability
Licenced Private Hire Car Association
Licenced Taxi Drivers Association
Living Streets
Living Streets London
London Assembly
London Association of Funeral Directors
London Bike Hub
London Cab Drivers Club
London Chamber of Commerce and Industry (LCCI)
London Cycling Campaign
London First
London General
London Gypsies & Travellers
London Hire Ltd
London Older People's Strategy Group
London Omnibus Traction Society
London Private Hire Board
London Region National Pensioners Convention
London Riverside
London Strategic Health Authority
London Suburban Taxi-drivers' Coalition
London Taxi PR
London TravelWatch
London United Busways Ltd,
London Visual Impairment Forum
London Wildlife Trust
Look Ahead
Loomis UK
Manor Park Primary Acedemy
Marble Arch
Marden Lodge Primary
Marks & Spencer
Martin-Brower UK
Mcdonnell transport
McNicholas
Mencap
Metroline Ltd

Metroline Travel Limited/ Metroline West Limited
MIND
MITIE
MJB Research Services
Mode Transport
Motorcycle Action Group
MTR Crossrail
National Autistic Society
National Express
National Federation of the Blind
National Grid
National Motorcycle Council
Network Rail
NHS Croydon
NHS London
No Panic
Nonsuch High School
Nonsuch Primary
Northbank BID
Nutmeg
Oaks Park HS Carshalton
Office Depot
Old Coulsdon Residents Association
On Demand Transport
On Your Bike Cycle Training
One Place East
Other
Overton Grange HS
Parkinson's UK
PCS (Public & Commercial Services Union)
Philip Barham Freelance Consulting Ltd
philip kemp cycle training
Pimlico FREDA
Planning Design
President National Federation of the Blind of the UK
Prevention Team (Healthy London Partnership)
PrioritEyes Ltd
Private Hire Board
Purley Baptist Church
Purley BID
Purley Library
Puzzle Focus Ltd
QEF
Queen Elizabeth's Foundation for Disabled People

RAC Motoring Foundatiom
Rail Delivery Group
Real
Research Institute for Disabled Consumers
Reynolds
Richmond BID
Riddlesdown Collegiate
Riddlesdown Residents Association
Riverford
RLSB
RMT London Taxi
RMT Union
RNIB
Road Danger Reduction Forum
Road Haulage Association
Roadpeace
Royal Institute of British Architects
Royal Institute of Chartered Surveyors
Royal London Society for Blind People
Royal Mail
Royal Mail Parcel Force
Royal Marsden Hospital
Royal Parks
Royal Society of Blind Children
Royal Town Planning Institute (RTPI)
RSSB
Runnymede Centre Sutton
Rushy Meadow Primary
Sainsbury's Supermarkets
Scope
Seaton House School
Sense
Sherwood Park School
SITA UK
Skanska
Smitham Primary
Smiths News
South Herts Plus Cycle Training
South West Rail
Southeastern railway
Space Syntax
Spokes Cycling Instruction
St Dunstan's Cheam
St Elphege's School

St Giles School
St Mary's Jnr
St Philomena's HS
Stanley Park High School
Stanley Park Infant School
Stanley Park Jnr
Station to Station
Stay Safe
Strategic Access Panel
Stroke Association
Successful Sutton BID
Sullivan Bus and Coach
Sustrans
Sutton Centre for Voluntary Sector
Sutton Christian Centre
Sutton Grammar School
Sutton Hospital
Sutton Housing Partnerships
Sutton South Hello
Sutton Team Ministry Churches
Sutton U3A
Technicolour Tyre Company
Thames water
Thamesmead Business Services
The Association of Guide Dogs for the Blind
The Big Bus Company Ltd,
The British Dyslexia Association
The British Motorcyclists' Federation
The Children's Trust
The Clubhouse
The Co-operative Group
The Driver-Guides Association
The Fitzrovia Partnership
The Interfaith Network
The Link Secondary
The Original Tour
The Purple Penguin Club
The Royal Geographical Society
The Royal Parks
The Royal Parks
The Salvation Army
The Sutton Trust
theobald associates
Thomas Pocklington Trust

TKMaxx
TNT
Tony Gee and Partners
Tour Guides
Tradeteam
Trailblazers, Muscular Dystrophy UK
Transport Focus
Transport for All
Transport Systems Catapult
Tweeddale Primary
Twelve Winds
Tyssen Community School Cycle Training
U3A Sutton
Uber
UCLH
UK Power Networks
Unions Together
Unite
Unite the Union
Unknown
UPS
Urban Movement
Utility
Vandome Cycles
Vision 2020
Walk London
Wallington County Grammar
Wallington Girls
Wandle Valley Academy
Warburton
Warlingham School
Wheels for Wellbeing
Whitbread Group
Whizz Kidz
Whizz-Kidz
Whyteleaf School
Wilson James
Wilson's School
Wincanton Group
Women in Transport
Woodcote High School