

# MAYOR OF LONDON



**Councillor Claudia Webbe**  
Executive Member for Environment and Transport  
Islington Council  
Town Hall  
Upper Street  
London N1 2UD

Our ref: MGLA121216-6273

Date: 16/01/17

*Dear Claudia,*

## **Re: Archway Bus Routes Consultation Outcome**

Thank you for your letter of 9 December about your observations and concerns about Transport for London's (TfL's) transformation of the Archway gyratory system, in particular the local changes to bus services.

I welcome your support for the scheme overall and the benefits it will bring to road users and the local community. I am sorry however that you are frustrated with some aspects of the bus changes and the way they were introduced. I understand your frustration, and will set out why the changes were introduced as they were.

## **Consultations on Archway**

I would like to reassure you that TfL considers all feedback extremely carefully before making any decisions on schemes that are the subject of public consultations. Consultations are vitally important to the work TfL does across the Capital, improving schemes by providing new information and challenging assumptions. TfL and I are always grateful to everyone who participates in a consultation and hope that they will continue to do so in the future.

Proportions of support for or against a consultation are clearly an important way of establishing the general attitudes of respondents. However, several other factors are also considered, including the detailed feedback received in consultation responses; feedback through other forms of engagement; and TfL's professional judgement on the best way of achieving the scheme's objectives.

The wider proposals for transforming Archway that were consulted on in 2014 included what TfL considered to be the best available set of bus stops and stands for the new road layout. Over 1,000 people responded. The 2016 consultation sought views on the local changes to bus routing and confirmation of the detailed allocation of individual bus services to the new stops. The written consultation materials made it clear that decisions on changes to the road layout had already been taken following the earlier consultation.

Having carefully reviewed the responses to the 2016 consultation, TfL considered that the proposals would provide Archway bus passengers with the best available allocation of services to the new stops and stands, while realising the full potential of the new road layout and public space. TfL fully understands the concerns raised, including those about loss of common stops for common

destinations and the impact of the relocated stand. No feasible changes were identified that could address these concerns while still allowing implementation of the overall improvements in the project. However, TfL is working with your officers and other stakeholders to determine whether further changes could be made. This includes whether some routes could instead terminate at either the Whittington Hospital or in St Johns Grove near Upper Holloway Station, as suggested by respondents to the consultation.

### **The consultation announcement**

TfL and I fully appreciate that it can cause frustration if a decision goes against the prevailing attitude expressed in responses to a consultation. This is why TfL always provides a comprehensive and transparent summary of the feedback received through a consultation, along with thorough explanations for the decisions.

I am sorry that TfL did not give the Council more notice of the consultation results being published and I appreciate your frustration. Although the report was shared with Council officers the day before publication, I accept that more time would have been helpful. I also regret that the community did not receive more notice of the changes themselves, and fully appreciate that announcing the decision against a backdrop of temporary disruptions caused by the Holloway Road works will not have been well received by some.

The timing of the report was determined by the time taken to fully consider feedback received from stakeholders and develop responses to the issues raised. I hope TfL's detailed consultation report and response to issues raised demonstrates the attention that the responses were given. At the same time, you will be aware that TfL accelerated completion of the new highway layout at Archway to coordinate with the Upper Holloway Bridge road closures, and thereby minimise disruption for local people and transport users. The bus changes of course needed to happen at the same time as the new road layout was introduced.

While hoping this helps explain the short amount of time between the announcement and the changes, I am sorry that more notice could not be given, and TfL will ensure lessons are taken on board for future schemes.

### **Next steps**

As is normal with any changes of this scale, TfL is committed to monitoring the impact of the revised bus services through Archway, and will continue to engage with the local community as part of this work. TfL has assured me that it will monitor the new bus services very closely and consider any improvements that it believes are achievable and worthwhile.

Thank you for the four suggested courses of action in your letter.

**Bus terminals:** as mentioned above TfL is working with your officers and other stakeholders on options for bus terminals at other locations. I understand that both options appear likely to require amendments to local parking arrangements and other infrastructure or traffic management on Islington roads as well as changes to bus routes. Further consultation would therefore be needed if feasible schemes emerge. I have asked TfL to ensure that the joint work proceeds as quickly as possible.

**Clean bus fleet:** I share your view that the bus fleet should achieve the highest possible environmental standards and this is something TfL is actively pursuing. Archway will continue to benefit from new buses as part of the planned cycle of vehicle replacement

Additionally, many of the older buses in the Archway area have significantly reduced emissions over the last 18 months through retrofitted technology that reduces NOx by up to 80 per cent. Furthermore, several of the key routes through Archway enter the Ultra Low Emission Zone and will receive new Euro VI hybrid buses between now and 2019. Subject to successful trials of the next generation of retrofit technology, TfL expects all buses in London to achieve a Euro VI standard by the end of 2020. These improvements are substantial. However, given the fleet wide scale of this major upgrade, I regret that it would not be possible for TfL to upgrade all buses travelling through Archway during 2017.

**Passenger information:** TfL is progressing with plans to install a live 'next bus' information board at Archway station to help passengers make an early decision about which bus stop to use before leaving the station. TfL is working to install the information board as soon as possible. Data is also shared with third parties to use on various mobile applications, providing further sources of live departure information. Outside the station, Countdown signs are being installed at a number of bus stops around Archway, with a focus on locations assessed to have the most benefit to passengers. Bus stops D, X, Q and R already have Countdown signs.

In the shorter term, TfL is investigating the installation of temporary signs to provide enhanced information for bus passengers accessing stops that have recently moved.

**Planting:** working closely with your officers, TfL is currently assessing options for providing screening of the buses standing on the southbound bus stand on Archway Road, including both additional trees and hedges. A number of large established trees are currently located on Pauntley Street, and additional tree planting would be unlikely to succeed due to the lack of natural light beneath the existing canopy. TfL has already explored the option of planting a hedge but found that this would reduce the width of the footway and could have an impact on the perception of safety for those walking alongside the hedge on Pauntley Street.

The stand on the southbound Archway Road will be used by routes 143, C11 and W5; all of which use only single deck buses. This means there is only a partial view of the buses from Pauntley Street. Nevertheless, I have been informed that Islington is currently looking to identify further options, and TfL will of course support this work if a viable option is found.

I hope that this addresses your concerns and that the information is useful. TfL will continue to work closely with the council on these issues and as the changes at Archway are implemented.

Thank you again for taking the time to write to me.

Yours sincerely,



**Valerie Shawcross**  
Deputy Mayor for Transport