

## Lewisham Public Transport Committee

November 2022

### TfL Responses to questions raised:

#### Bus Questions

1. TfL/Stagecoach re lack of information as to the 261 route which travels through Grove Park and has been severely affected by the Thames Water works. Have had contact with Josh Featherstone our Cllr contact at TfL, but don't seem to be getting to bottom of lack of info., outdated information where does appear, etc., and when will be back running normally – subject to Thames Water works. Is a well used route. Inconsistency of service on 273 bus route – i.e. v long gaps between service – worst heard was an hour from Lee station towards G Park.

- The route 261 is currently on diversion (southbound only) due to ongoing water trunk main replacement works on Westhorne Avenue / Baring Road SE12. The works currently taking place were not planned as needing any bus diversions
- However, the extent of the works changed upon excavation causing congestion on the bus network. This was such that on the 28/07/2022 the NMCC (The Network Management Control Centre) introduced the southbound diversion utilising Burnt Ash Hill (from Burnt Ash Hill at St. Mildred's Road, ahead Burnt Ash Hill, right Coopers Lane, left Baring Road and normal line of route)
- This diversion route will have been chosen as it is safe and is the shortest diversion route available
- Alternative diversion routes utilising Verdant Lane or Horncastle Road contain fixed bus stops but would have been significantly longer
- Bunt Ash Hill on the diversion route does not have any fixed bus stops and the provision of temporary stops on this stretch of the diversion is hindered by driveways and “free for all” parking
- Essentially, with parking being unrestricted, a temporary stop can become unsafe and cause congestion if a vehicle parks adjacent to it (if the parking were controlled we would have requested the local authority to suspend sufficient parking to enable the siting of a temporary stop)
- The first available bus stop on the diversion route is Stop Z (Cooper's Lane) on Cooper's Lane and buses on diversion serve this stop
- The bus stops on Baring Road which are not being served due to the southbound diversion are clearly closed, the flags hooded and have passenger publicity present. The works are now anticipated to continue until the 22/12/2022.

- Recent performance data for the 273 do not show anything of note

2. Is it possible that a bus shelter could be installed at the bottom of Jerningham Road at the start of the 343 bus route? Passengers often have to wait in the cold for some time whilst the bus is prepared for use

- In the past TfL have looked at installing a shelter at the bottom of Jerningham Road but concerns have been raised about the potential of someone using the shelter to climb over the wall on to the adjacent school grounds; for this reason, the proposal was not taken forward
- TfL's Asset Operations colleagues would be happy to look at other locations suggested by Lewisham Council; however, all new shelters would have to be paid for by Lewisham

2.1 Can the policy of keeping the bus doors closed when the bus is stopped at the bus stop but the driver is on board be reconsidered during the cold winter weather? This applies to a number of stops not only just at the end of Jerningham Road but, for example, at London Bridge where passengers have to wait in a queue at the bus stop in the cold, whilst the bus is there, with the driver in it, available to provide shelter for passengers, but not doing so. It would be of considerable help to the more elderly and infirm passengers in particular.

- When a bus has reached the end of the road and is on the stand, the driver has the opportunity to take a short break of a few minutes to check the bus, collect their thoughts and prepare for their next journey
- While some drivers may feel comfortable allowing customers to board while the bus is on the stand during colder weather, we do not insist or make it policy that drivers permit it
- Ensuring drivers have the time they need to undertake checks and have a break is