

From: Network Development <[REDACTED]@tfl.gov.uk>;
Received: Thu Jan 27 2022 15:25:28 GMT+0000 (Greenwich Mean Time)
To: [REDACTED]@tfl.gov.uk <[REDACTED]@tfl.gov.uk>; CCO Information
[REDACTED]@tfl.gov.uk <[REDACTED]@tfl.gov.uk>; Taxi & Private Hire - Licensing & Policy <[REDACTED]@tfl.gov.uk>;
Subject: RE: Streets-16343802- For Investigation (TfL Restricted) CRM001:0144005825535

We've received more information:

I have just returned after spending a couple of hours on site, during our time we conducted some speed checks and spoke with a couple of residents who approached after seeing us.

For the bus speeds, the 3 vehicles we observed were recorded between 16 & 18mph in what we believe to be a 20 mph zone, albeit there is some confusion as the signs maybe being interfered with! I say this as a picture that was from google maps has one displaying 20mph and the opposite side 30 mph.

Our observation today was that whilst signs were both displaying the same limit, we believe they are incorrect as, upon entering from Alston Road the signage shows 30mph, if you were exiting out of Salisbury Road on to Alston it states 20mph it states 20mph, we believe that these should be the other way around.

The road itself is a narrow residential road, residential parking restrictions apply between 08:00 – 18:30hrs, and was heavily used, possibly due to more people working from home due to more people working from home. However whilst we did not encounter nay issue, should vehicles traveling in the opposite direction come along, either vehicle would be unable to pass and the road would become blocked with one vehicle having to reveres back. We may not have encountered this issues as having been approached by the resident from number [REDACTED], they had indicated that whilst aware of the bus route and the objections, they had actually seen significant reductions in general traffic using the road due to this issues. Similarly a resident form number [REDACTED] had confirmed this to be the case, but added issues are usually around school times. Whilst the resident of number [REDACTED] stated that there was some issues with noise, speed, they did not complain albeit pointed out a number of areas of where damage to the carriageway.

As vehicles passed over these points, it was noticeable that there was movement up/ down where the carriageway dipped and perhaps this is where the noise comes into play. As per the original complaints regards to buses crashing against manhole covers, this could not be the case as these are central to the carriageway at which our vehicles would directly pass over and not make contact. As you can see from the above pictures, it would appear that the local borough are already aware of the sinking carriageway as they have been marked with white paint, there wase however another couple of locations where similar subsidence was observed, but had not been marked out.

We will of course continue to monitor, todays visit was not announced so staff were unaware of our attendance or speed checks.

From: CCOInfoRequired <[REDACTED]@tfl.gov.uk>
Sent: 31 December 2021 10:32
To: ND Correspondence <[REDACTED]@tfl.gov.uk>
Subject: Streets-16343802- For Investigation (TfL Restricted) CRM001:0144005825535

TfL RESTRICTED

Dear Network Development Inbox,

This customer believes that buses coming road Salisbury Road in Barnet is damaging the road surface.

As such, she's asking for buses to be rerouted via another road in the area. Is this feasible please.

Thanks
Claire

The road was absolutely fine before the buses started coming down it. It is absolutely about the bus and the damage it has caused and continues to cause.

From [REDACTED]

Bus stop:
Salisbury Road (Stop T)

In LB Barnet
384 POTTERS BAR METROLINE
Please open the link to view the full details of the enquiry:

[Buses Hand-off.docx](#)

A response is due by 12/01/2022 10:31

Kind regards,
Claire Alabdalla
Customer Service Advisor
Buses - Resolution
Customer Experience, Contact Centre Operations