

From: [REDACTED]
To: [REDACTED]
Subject: FW: Route 965, which operates between Riverhill and Kingston
Date: 04 October 2018 09:39:03
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

Hi [REDACTED]

I responded to your mail regarding the 965. See below.

I hope that helps.

[REDACTED]

From: [REDACTED]
Sent: 03 July 2017 12:11
To: [REDACTED]
[REDACTED] operates between Riverhill and Kingston

Dear [REDACTED]

Thank you for consulting us regarding this proposal and for inviting our views.

We understand the circumstances under which TfL is operating and the need to make financial savings. In that context it seems reasonable to make these changes.

We are pleased to hear that there will be positive and proactive work to introduce passengers to the Dial-a-Ride services available and a commitment that a regular Dial-a-Ride service will operate. We hope this goes well.

Regards

[REDACTED]
London TravelWatch

From: [REDACTED]
Sent: 29 June 2017 04:48
To: [REDACTED]
Subject: Route 965, which operates between Riverhill and Kingston
Importance: High

Dear [REDACTED]

We spoke briefly on the subject of route 965 a while ago.

Would you please respond to this email on your thoughts by the COP on Friday please.

I can confirm that Dial-a-Ride from the Kingston Depot, we would be able to undertake a regular booking on Mondays (as requested from the residents of Riverhill) for 8/9 ambulant customers, with the outward from around 10:20 and the return at 13:00. Email confirmation attached below.

The reasons for the withdrawal is as follows:

Transport For London have reviewed route 965, which runs in your constituency to and from

Riverhill estate. I am writing to ask you if we could meet to discuss our proposals for this route, so that I may set out our rationale and options available. Would you be open to the idea of me visiting you to meet at your constituency office or at Portcullis House?

I have summarised our plans for route 965 below. I hope you find this summary information below helpful.

Following the 2015 Comprehensive Spending Review, and the removal of our operating grant, we have looked for ways to make better use of our limited funds. It is now more important than ever that any investment we make in the transport network provides value for public money and that we make savings where possible.

The number of passengers using route 965, which operates between Riverhill and Kingston, is low. In total, between eight and 12 passengers take the return service provided on Mondays, Wednesdays and Fridays (the route does not operate on other days). Generally, a few more trips are taken on Mondays when Kingston Market is open. Due to these low passenger numbers the route is operating at a substantial financial loss. We believe the funds currently being used for route 965 can be more efficiently allocated elsewhere, and for this reason we are proposing to withdraw the route.

However, we are of course aware of the value route 965 provides the residents of Riverhill and Lovelace Gardens and I assure you that we have not proposed this scheme without first considering their needs. Out of the approximately 12 passengers that currently use route 965, around a quarter are not eligible to use our free, fully accessible, door to door service Dial-a-Ride. I understand these passengers board route 965 at stops that are also served by other high-frequency routes (including routes 71, 465, K1 and K4). We do not believe the withdrawal of route 965 will result in anybody becoming detached from public transport.

Meanwhile, we have explored installing a bus stop closer to the Riverhill estate to bring it closer to routes 406 and 418. Unfortunately, we found the roads to be prohibitively narrow and we were unable to find a safe, accessible location for a bus stop.

Following requests from Riverhill residents we also looked into operating route 965 on Mondays only. Unfortunately, this stripped-back service would still operate at a loss and we could not take this forward. However, as an alternative we have arranged for a timed Dial-a-Ride return service from Riverhill to Kingston town centre to operate every Monday, subject to available resource. Residents should find this an easier way to get about on market days without needing to wait for a bus. Dial-a-Ride could also offer trips to other locations, on other days and times, but these trips would need to be booked in advance by residents.

I understand there may be some hesitation in signing up for Dial-a-Ride membership. I assure you every effort will be made to assist those residents that do wish to take advantage of the service in adapting to the change. We can send officers out to Riverhill to help residents sign up and to educate them about how to make bookings. More information about the benefits of Dial-a-Ride can be found at <https://tfl.gov.uk/modes/dial-a-ride/>.

Our next step would be to run a consultation about the proposal. The consultation would run for six weeks and give residents another opportunity to contribute their views to us. We will send letters to bus passengers in the Riverhill estate and Lovelace Gardens areas respectively, as well as emails to all other relevant stakeholders.

Prior to launching the consultation, I felt it maybe useful to discuss the impacts and options and hear your views on this proposal. I look forward to hearing from you soon. Please note I'm on leave from Monday 26 June to Friday 30 June and again on Monday 10 July to Friday 14 July.

Please do let me know if you have any questions.

Kind Regards



Hi [redacted]

Further to our conversation, I can confirm that although there is likely to be some reduction in resource levels at our Kingston Depot, we would still be able to undertake a regular booking on Mondays for 8/9 ambulant customers, with the outward from around 10:20 and the return at 13:00.

For our internal reference, the relevant Run is SMK080CUBA and the member of staff responsible for regular bookings in this area will ensure that these slots aren't filled by other work in the meantime.

Kind regards

[redacted] | Business Development Manager
[redacted]
[redacted]

Normal days of work: Tuesday, Wednesday and Thursday



EVERY JOURNEY MATTERS

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