



28 August 2018

Dear Resident

Bus service withdrawal: route 965

Local Communities & Partnerships
Transport for London

Red Zone, 8th Floor
5 Endeavour Square
London, E20 1JN

I am writing to inform you that bus route 965 which currently runs between Riverhill Estate and Kingston via Worcester Park Road on Mondays, Wednesdays and Fridays, is being withdrawn on Friday 12 October 2018. We are withdrawing the route as use has fallen over the past two years.

Ahead of making this decision we have explored a number alternative options - including installing a bus stop closer to Riverhill Estate, or operating the route for fewer days. Unfortunately, neither of these options have been feasible. As an alternative, we have invited eligible residents to join the Dial-a-Ride service and we will be contacting those who have already registered to arrange a regular timed return service from Riverhill to Kingston town centre to operate every Monday, subject to available resource. Our Transport for London (TfL) Dial-a-Ride service will provide a more flexible, value for money service to some existing passengers. 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 registered members trips to other locations, on other days and times. These trips would need to be booked in advance by members.

As part of the withdrawal process we have travelled on the route to advise customers about alternative services available, and to support customers who would be eligible to become members of the Dial-a-Ride service to do so.

In April, regular customers were invited to trial this service. One question that arose at the time was regarding the option for a travel companion. I can confirm that Dial-A-Ride users will be able to have one companion travel free on their journeys.

The Dial-A-Ride service is a bespoke solution and one that I hope works for both local users and for TfL. We will continue to keep this under review to identify any issues and ensure a smooth transition.

If you have not yet registered for Dial-a-Ride and wish to do so, more information, including an application form, is on the TfL website <https://tfl.gov.uk/modes/dial-a-ride/>. You can also phone 0343 222 7777 and select Option 3.

Yours sincerely

Engagement Officer Transport for London