



Our ref: LD17-675
Your ref: TV/CC/21168

Leon Daniels
Managing Director
Surface Transport

Rt. Hon. Theresa Villiers MP
House of Commons
London
SW1A 0AA

Transport for London
11th Floor, Zone R4
Palestra
197 Blackfriars Road
London SE1 8NJ

██████████@tfl.gov.uk

2 November 2017

Dear Theresa

Bus route 384

Thank you for your letter dated 29 September to Mike Brown MVO. Mike has asked me to respond to you directly on his behalf and I am sorry for the delay in doing so.

Since Mike last wrote to you, my officers met with the Head Teacher of the Jewish Community Secondary School to share the results of passenger loadings surveys on route 384. I can advise that following the evaluation of these results, we have identified busier school trips on the service and will therefore be adding additional capacity to the route.

We will be introducing an extra bus to the current schedule which would arrive, from New Barnet, at the Westbrook Crescent stop at 08:20, ten minutes before the start of the school day. A bus would also leave Westbrook Crescent, going towards New Barnet, at 15:40, ten minutes after the end of the school day. We have also ensured that the schedule is adjusted to take account of early finishing times at the school on Fridays. We implemented these changes on 30 October and anticipate this will ensure that demand is catered to.

As you are aware, the wider reduction in service on the route from every 15 to every 20 minutes across the day was initiated to ensure that service provision is set to match demand. I can confirm this change will remain in place as it has been shown to be sufficient for the number of passengers travelling on the route for the rest of the day. However, I would like to assure you that we will continue to work with the Jewish Community Secondary School to ensure that the scheduling changes have the intended effect.

I note the concerns raised about the safety and security of school pupils and would like to assure you that this is a matter which we take very seriously. This issue has been raised with my Community Safety & Crime Prevention Team to inform their work. However, I would also encourage you to raise these concern directly with the Metropolitan Police Service (MPS).

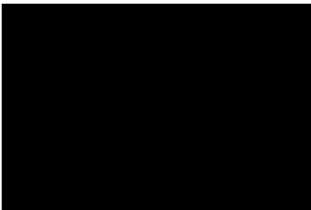
You may be aware that we also fund a MPS Safer Transport Team (STT) in every London borough. They provide high visibility policing on the road and bus network. STTs carry out patrols of buses, and also arrange their activities around bus stations and other transport interchanges, and on London's roads. They also patrol the bus network, using Police Community Support Officers, on an intelligence-led basis, when and where they know issues to occur.

We have shared this matter with the Barnet STT and they will contact the Head Teacher of Jewish Community Secondary School directly. You can find more information on Barnet STT at: <https://www.met.police.uk/your-area/safer-transport-team/barnet/?introducingyoursafertransportteams=aboutus>.

We continue to work closely with Barnet STT, and recently collaborated with the team and faith leaders to run a hate crime engagement day outside of Golders Green station. This community engagement event provided officers with the opportunity to speak with commuters and provide assurances on the work we are engaged in to tackle hate crime.

I hope this response is useful. However, please do not hesitate to contact me again if you need anything further.

Yours sincerely



Leon Daniels
Managing Director – Surface Transport



The Rt. Hon. Theresa Villiers MP

Member of Parliament for Chipping Barnet

House of Commons, London, SW1A 0AA

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12 SEP 2017

TI Kc

11 September 2017

Dear Sadiq

My constituent, Gordon Massey, Chairman of Barnet Residents Association, has sent me the enclosed email, the contents of which are self-explanatory.

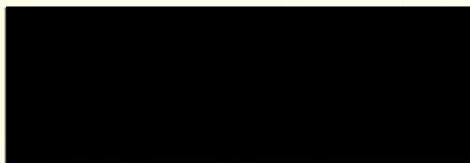
It would be very helpful to have an update on the review of local bus services and to ask if the points made by my constituent about access to hospitals are being considered.

Like my constituent, I am keen to ensure that patients are able to access local hospitals, such as Barnet, easily by public transport, not least because of the difficulties caused by people visiting the hospital parking in nearby streets.

I am also writing to Leon Daniels, Managing Director of Surface Transport, on this matter.

I look forward to hearing from you.

Regards



Sadiq Khan
Mayor of London
City Hall
The Queen's Walk
London SE1 2AA

Reference (please quote if replying) TV/CC/520

[REDACTED]

From: [REDACTED] on behalf of Theresa Villiers
<theresa@theresavilliers.co.uk>
Sent: 26 July 2017 15:57
To: CHAPMAN, Claire
Subject: Fwd: Bus review

----- Forwarded message -----

From: **gordon massey** <[REDACTED]>
Date: 26 July 2017 at 15:33
Subject: Bus review
To: Theresa Villiers <theresa@theresavilliers.co.uk>
Cc: David Longstaff <cllr.d.longstaff@barnet.gov.uk>

Dear Theresa

You will recollect the TFL review of local bus services which was promised. This seem to have gone very quiet though things are happening. I was surprised that the proposal to reduce the frequency of the 384 was announced when I would have expected that any such proposal would feature as part of the comprehensive review. This proposal is also now at odds with the recent announcement by the Mayor saying he is seeking to have patients better connected to local hospitals, suggesting that buses should be re-routed or extended to serve Barnet General Hospital among others. Taken at face value this initiative suggests that any route serving a hospital should not be curtailed, as we now have planned for the 384. The initiative also opens up the possibility of again reviving the idea of extending the 34 to the Hospital or Arkley.

You may now wish to consider prodding TFL re where the review is up to and to open up a discussion on how the Mayor's objective might be fulfilled for Barnet General.

Best wishes

Gordon Massey

--
Office of the Rt Hon Theresa Villiers MP
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The Rt. Hon. Theresa Villiers MP

Member of Parliament for Chipping Barnet

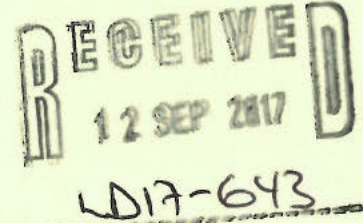
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11 September 2017



Dear Leon

My constituent, Gordon Massey, Chairman of Barnet Residents Association, has sent me the enclosed email, the contents of which are self-explanatory.

It would be very helpful to have an update on the review of local bus services and to ask if the points made by my constituent about access to hospitals are being considered.

Like my constituent, I am keen to ensure that patients are able to access local hospitals, such as Barnet, easily by public transport, not least because of the difficulties caused by people visiting the hospital parking in nearby streets.

I am also writing to the Mayor on this matter.

I look forward to hearing from you.

Regards



Leon Daniels
Managing Director, Surface Transport
Transport for London
11th Floor, Zone R4
Palestra, 197 Blackfriars Road
London SE1 8NJ

Reference (please quote if replying) TV/CC/519

Thomas Sara

From: Branks Kirsten on behalf of Brown Mike (Commissioner)
Sent: 13 September 2017 14:38
To: 'Theresa Villiers'
Cc: CHAPMAN, Claire; Tagg Ella (ST); Branks Kirsten
Subject: RE: Your letter from back in June

Dear Theresa,

Many thanks for your email and apologies for the delay in coming back to you. It would be really good to meet up and I have asked my office to contact yours to arrange.

In the meantime, as you know, we recently carried out a review of route 384 and found passenger usage was much lower than the capacity provided. We therefore reduced the level of service to better match demand. We are seeking to remove unnecessary capacity across the London bus network, so that we can use the resources elsewhere on the Capital's network where they would be most beneficial.

We consider that the revised service on route 384 should provide enough capacity and have been directly engaging with the Jewish Community Secondary School about this matter. This service change is being assessed in the new school term and the results will be shared with the school and quick action taken on any shortfall. This should mean that school pupils are not required to wait for extended periods. I would like to assure you therefore that if our review of passenger loading information shows that demand is not met is not being met we will, of course, act.

I will of course update you further when we meet.

Best wishes

Mike

Mike Brown
Commissioner
Windsor House
42-50 Victoria Street
London
SW1H 0TL



From: [REDACTED] [<mailto:theresavilliers>] [REDACTED] **On Behalf Of** Theresa Villiers
Sent: 28 August 2017 11:28
To: Brown Mike (Commissioner)
Cc: CHAPMAN, Claire
Subject: Your letter from back in June

Dear Mike

Many thanks for your letter congratulating me on my re-election as MP for Chipping Barnet. I'm so sorry that it has taken me such a long time to respond. The weeks immediately following the election were frenetic and that meant one or two things were overlooked. Many apologies.

It was very helpful to have an update on TfL's priorities. I appreciate your offer to come and discuss transport needs in my constituency. I would be very happy to do that. Perhaps we could fix a date for some time in October or November? I'll ask my staff to get in touch with your office.

In the meantime, my highest priority is to restore the 384 bus to the previous level of service. It has recently been cut and this is causing problems, particularly for the JCoss school in my constituency.

All the best

Theresa

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Our ref: LD17-643

Leon Daniels
Managing Director
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Rt Hon Theresa Villiers MP
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leondaniels@tfl.gov.uk

19 October 2017

Dear *Theresa*

Review of bus connections with London's hospitals

Thank you for your letter dated 11 September. The Mayor of London has also asked me to respond on his behalf and I am sorry for the delay in doing so.

We continuously keep London's bus network under review to ensure services are responsive to changing travel patterns and passenger demand. In line with the Mayor's aim of improving access to public health services, we carried out a review of bus services to London's 37 general hospitals. The result of this work, follow-up actions and their order of priority is published at: <http://content.tfl.gov.uk/csopp-20170713-part-1-item06-review-of-bus-services-to-londons-hospitals.pdf>.

Although we currently have no active plans for further direct connections to Barnet Hospital, we will continue to keep this under review. I can assure you that we will look to develop any proposals for improvement here should we identify a suitable opportunity to do so.

I note Mr Massey's concerns about the recent service changes on route 384. This follows a review of passenger usage which concluded that this was much lower than the capacity provided. We therefore reduced the level of service to better match demand. However, following work with the Jewish Community Secondary School we will be adding an extra journey in the morning and another in the afternoon to this route. This will take effect from 30 October and should address the increased passenger usage as a result of the school's expanded intake this academic year. We consider that with these additional trips the service on route 384 will now provide enough capacity.

We do not currently envisage extending route 34 to the hospital or Arkley, however we will continue to monitor the area to ensure a good level of service is provided and will actively respond to any shortfall in capacity.

I hope this reassures you and Mr Massey that we are working hard to ensure that public health services are well served by London's buses.

Yours sincerely



Leon Daniels
Managing Director – Surface Transport



The Rt. Hon. Theresa Villiers MP

Member of Parliament for Chipping Barnet

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Mike Brown MVO
Commissioner for Transport
Transport for London
Windsor House
42-50 Victoria Street
London SW1H 0TL

COMMISSIONER

29 SEP 2017

TRANSPORT for LONDON

Reference (please quote if replying) TV/CC/21168

29 September 2017

Dear Mike

Many thanks for your response to my letter on behalf of JCoSS and the 384 bus route changes.

I have received further information from the headteacher, Patrick Moriarty, who tells me that he attended a meeting at City Hall in August when TfL agreed to re-survey the route. However, it was pointed out to TfL that the students are unlikely to wait at the bus stop for long periods when they are able to wait in school. As a result, Mr Moriarty believes that the survey will not accurately reflect the need for the 384 bus service.

In the meantime, he has mentioned that some other schools benefit from free 600 service buses. This was refused when JCoSS was first opened because it was argued that the 384 service would be adequate for the students since the school was on the site of a pre-existing school.

However, Mr Moriarty points out that their catchment is very different from the old East Barnet Upper School and that they have three times as many students. He believes that the school now has a strong case for requesting a 600 route now that the 384 service has been reduced.

He says that if the frequency of the 384 is no longer deemed cost effective, a cheaper option would be to run a single 600 service from JCoSS (e.g. down the Finchley Road to Golders Green). This would be cheaper than running a more frequent 384 and would address the school's concerns about numbers.



Furthermore, it would address the security concerns that a number of the parents have expressed. I understand that there have been some anti-Semitic incidents involving the students in the local area and on the 384 bus.

Could this proposal be considered? Perhaps we could discuss this when we meet.

Regards

[Redacted signature block]

The Rt. Hon. Theresa Villiers MP

House of Commons

London SW1A 0AA

Our ref: MGLA130917-7075

Date:

Thank you for your letter of 11 September on behalf of your constituent Mr Massey about bus connections in Barnet.

I understand that you also wrote to Leon Daniels, Managing Director of Surface Transport at Transport for London (TfL) and he responded to you on 19 October. I have enclosed a copy of the response with this letter.

Please be assured TfL regularly keeps London's bus network under review to ensure services are responsive to changing travel patterns and passenger demand. I am committed to improving access to public health services – in line with this, TfL carried out a review of bus services to London's 37 general hospitals. The result of this work, follow-up actions and their order of priority is available at: <http://content.tfl.gov.uk/csopp-20170713-part-1-item06-review-of-bus-services-to-londons-hospitals.pdf>.

There are currently no plans for further direct connections to Barnet Hospital. However, please be assured TfL will continue to keep this under review and develop any proposals for improvements should it see a suitable opportunity to do so.

Thank you for writing to me.

Yours sincerely,

Sadiq Khan

Mayor of London