

Marsh Wall closure

Routes D6 & 135
curtailed/diverted



Route D7 – for information

From **Monday 27 March until Monday 1 May 2017**, Marsh Wall will be closed for Gas main replacement works. Route D6 will be curtailed at Blackwall Station and route 135 will be diverted as detailed in Notice of Event NO17/1069.

Customers may wish to:

- Transfer to or from routes D6 or D7 at Poplar High Street, to travel to or from Marsh Wall
- Transfer to or from routes 135 or D7 at Westferry Road, to travel to Marsh Wall or Crossharbour, Asda

Drivers should:

- Use the PA system to advise customers before they go on diversion (**route 135 only**)
- Issue transfer vouchers to those customers wishing to transfer to routes D6, D7 or 135 and have paid a fare using Oyster pay as you go, or a contactless payment card

06217Lamdt_Marsh Wall_D6_135



Attachment 1



Attachment 2 and 3

	Original route		Changed route as of 27th March			
	PVR	Km	Km	Change in length Km	PVR	Change in PVR
D6	14	9	7.2	-1.8	11.2	-2.8
135	16	13	10.9	-2.1	13.5	-2.5
Total	30	22	18.1	-3.9	24.7	-5.3
D6 extended	14	9	12.6	3.6	19.6	5.6

Attachment 4

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On 27 Mar 2017, at 16:01, [REDACTED] wrote:

Dear TfL,

Bus service interruptions started today to the D6 & 135. The message below says that *"Unfortunately we do not have the resources available to place additional temporary buses on routes D7, to increase frequencies via Manchester Road. We did look at the possibility of running the D6 further towards Manchester Road, however we could not justify the increased costs of placing longer diversions on this service given our current financial constraints."*

But a resident advised me to look at the PVR calculations at <http://www.londonbusroutes.net/details.htm>, together with a Google distance calculator suggests that the reduction in the D3 & 135 bus routes will save TfL 5.3 buses.

The suggested extension of the D6 down Manchester road and then up Eastferry to ASDA costs 5.6 PVR based on an additional distance of 3.6 kilometers.

So the net cost is 1/3 of a bus.

Attachment 5

A single decker shuttle bus just doing ASDA - Eastferry - Manchester - blue bridge roundabout (by Tesco) would probably cost just 2 PVR for a net saving to TfL of 3.3 buses

My calculations are attached if you would like to check them. Since TfL is saving 5.3 PVR for 5 weeks do we get a refund for the substantial amounts of S106 LBTH has paid TfL?

I would also remind you that over the last 18 months we have lost several weeks of bus coverage on Manchester road due to Thames Water closures.

PVR: The basic Monday to Friday Peak Vehicle Requirement, or number of vehicles allocated to the route on the day (weekend PVR for night buses)

Attachment 6

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On 24 Mar 2017, at 17:04, [REDACTED] wrote:

7443335

24 March 2017

Dear [REDACTED]

Thank you for your email on 18 March about your comments on the provision of buses around Manchester Road during the work to replace the gas mains on Marsh Wall.

I appreciate that the council is keen to reduce the impact of these works on local residents and I can assure you that when planning this diversion we did work to include as much of the original routes on the 135 and D6 as possible.

Our plans were, however, limited by the extent of the road closure, and the planned traffic management scheme for these works. As with any works we have to consider the impact on the route performance running through the affected roads or via alternate roads. Ultimately we believe that the diversion chosen represents the most effective means to ensure both services can run reliably during the works.

As you are aware passengers do have the option of interchanging from the D6 to the D7 at Poplar High Street, which provides a direct high-frequency service to Manchester Road.

Unfortunately we do not have the resources available to place additional temporary buses on routes D7, to increase frequencies via Manchester Road. We did look at the possibility of running the D6 further towards Manchester Road, however we could not justify the increased costs of placing longer diversions on this service given our current financial constraints.

While I understand that any reduction of service, even temporarily, can be very frustrating, running services beyond the current diversion would have a significant impact on the reliability of each bus, and ultimately could see services cut back in order to make up lost time.

I realise that some residents will see longer journeys and I apologise for this disruption. However we are confident that the current proposal is the most effective way to ensure both routes can be run reliably and that the remaining services will be sufficient to cope with the displaced passengers loading.

Thank you for contacting me about this issue. If you have any further enquiries please feel free to contact me again.

Kind regards

Oliver Thomas

Customer Service Adviser

Transport for London Customer Services

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{ticketno:[7443335]}
DO NOT DELETE.....

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From: [Hosking Stephen](#)
To: [Walker Stephen \(ST\)](#)
Cc: [Preston Matthew \(ST\)](#)
Subject: Marsh Wall closure - transfer arrangements
Date: 30 March 2017 22:03:14
Attachments: [image001.jpg](#)
[Fares Notice \(As Issued\).pdf](#)

Hi Stephen

Thanks for discussing this this afternoon.

As mentioned, I did suggest route D8 could be used for transfers, and in fact originally set up the web page entry for this change to state this – see below.

However, as the Fares Notice (attached) didn't mention route D8 I thought it best to remove it from the options listed.

The suggestion you mentioned to allow free transfer to and from the DLR is a good one in my opinion (for those who can and are happy to use the DLR) as this (as well as route D8) opens up access to Asda at Crossharbour which is not served by route D7. Interchange from route D6 to the DLR could be at either All Saints or Blackwall. However I don't know how this would be arranged in practice and suggest you contact Ken Parr's team (Maria, Julia, Louise) who probably have contacts at the DLR.

However, a simpler (bus-only) solution would be to expand the free transfer arrangements to route D8 as this also allows access to Asda.

Please let me know the outcome so I can update my end.

Regards

Stephen

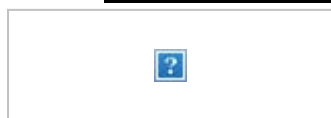
Stephen Hosking | Consultation Officer

Consultation Team | Strategy & Planning | Surface Transport

Mail: Zone 10G3, Palestra, 197 Blackfriars Road, London, SE1 8NJ

Phone: [REDACTED]

Email: [REDACTED]



Original suggested web page entry:

Marsh Wall works

Marsh Wall is closed near Manchester Road from 00:01 on Monday 27 March until early May 2017 for gas works.

Route 135

Route 135 is diverted in both directions via East Ferry Road to and from Crossharbour, and does not serve Manchester Road, Marsh Wall or Limeharbour. If you use pay as you go on Oyster or contactless, ask your bus driver for a free transfer at Canary Wharf or in Westferry Road to and from:

- route D7 for Manchester Road and Marsh Wall
- route D8 for Marsh Wall and Limeharbour.

Route D6

Route D6 is terminating at Poplar High Street and is not serving Prestons Road, Marsh Wall, Limeharbour or Crossharbour.

If you use pay as you go on Oyster or contactless, ask your bus driver for a free transfer at Poplar High Street to and from:

- route D7 for Prestons Road and Marsh Wall
- route D8 for Marsh Wall, Limeharbour and Crossharbour

Current web page entry:

Marsh Wall works

Marsh Wall is closed near Manchester Road from 00:01 on Monday 27 March until early May 2017 for gas works.

Route 135

Route 135 is diverted in both directions via East Ferry Road to and from Crossharbour, and does not serve Manchester Road, Marsh Wall or Limeharbour. If you use pay as you go on Oyster or contactless, ask your bus driver for a free transfer in Westferry Road to and from route D7 for Manchester Road and Marsh Wall (east end).

Route D6

Route D6 is terminating at Blackwall (Poplar High Street) and is not serving Prestons Road, Marsh Wall, Limeharbour or Crossharbour.

If you use pay as you go on Oyster or contactless, ask your bus driver for a free transfer at Poplar High Street to and from route D7 for Prestons Road and Marsh Wall (east end).

RE: Isle of Dogs diversion – 135, D6

Thank you for your email on 18 March about your comments on the provision of buses around Manchester Road during the work to replace the gas mains on Marsh Wall.

I appreciate that the council is keen to reduce the impact of these works on local residents and I can assure you that when planning this diversion we did work to include as much of the original routes on the 135 and D6 as possible.

Our plans were, however, limited by the extent of the road closure, and the planned traffic management scheme for these works. As with any works we have to consider the impact on the route performance running through the affected roads or via alternate roads. Ultimately we believe that the diversion chosen represents the most effective means to ensure both services are run reliably during the works.

As you are aware passengers do have the option of interchanging from the D6 to the D7 at Limehouse, which provides a direct high-frequency service to Manchester Road.

Unfortunately we do not have the resources available to place additional temporary buses on routes D7, to increase frequencies via Manchester Road. We did look at the possibility of running the D6 further towards Manchester Road, however we could not justify the increased costs of placing longer diversions on this service given our current financial constraints.

While I understand that any reduction of service, even temporarily, can be very frustrating, running services beyond the current diversion would have a significant impact on the reliability of each bus, and ultimately could see services cut back in order to make up lost time.

I realise that some residents will see longer journeys and I apologise for this disruption. However we are confident that the current proposal is the most effective way to ensure both routes can be run reliably and that the remaining services will be sufficient to cope with the displaced passengers loading.

Thank you for contacting me about this issue. If you have any further enquiries please feel free to contact me again.

Kind regards

-----Original Message-----

From: [REDACTED]
Sent: 18 March 2017 20:58
To: [REDACTED]; [REDACTED]; Walker Stephen (ST); O'Connor Stephen (ST); [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks

[REDACTED],

I agree that these 2 bus suggestions are reasonable. It should not take local Councillors to suggest them, and it is a serious failing that the impact of this closure was apparently not understood.

I have asked the ceo to explain urgently why the actions decided at, I think, both of our 'summits' of councillors and myself, particularly that I would expect a far more hands on management and as necessary escalation of these planning and highways matters, do not appear to have been acted upon. It is infuriating, and will massively inconvenience residents. The loss of bus operations adds to this.

Mayor

-----Original Message-----

From: [REDACTED] [REDACTED]
Sent: 18 March 2017 18:34
To: [REDACTED]; Stephen.J.Walker@TfL.gov.uk; [REDACTED];
Stephen.O'Connor@TfL.gov.uk; Adamsma@TfL.gov.uk; [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: Re: Bus interruption Isle of Dogs from 27th March for 5 weeks

I have had [REDACTED] raise this with me this afternoon. There will be serious concern in Cubitt Town about this

-----Original Message-----

From: [REDACTED] <[REDACTED]>
To: Walker Stephen (ST) <Stephen.J.Walker@TfL.gov.uk>; O'Connor Stephen (ST) <Stephen.O'Connor@TfL.gov.uk>; Adams Marcus <Adamsma@TfL.gov.uk>
CC: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Sent: Sat, 18 Mar 2017 18:28
Subject: Bus interruption Isle of Dogs from 27th March for 5 weeks

Dear TfL,

From the 27th March we are losing D6 from the Isle of Dogs & 135 buses from Marsh Wall / Manchester due to the gas works which for 5 weeks will shut down Marsh Wall east and Eastferry.

TfL are now advertising the following diversions for this period;

"Routes 135 and D6 are on diversion until Monday 1st May due to roadworks at Marsh Wall, E14. Route 135 diverted via Spindriff Avenue, East Ferry Road and Crossharbour Bus Stand both ways. Route D6 running to and from Blackwall Station and unable to serve stops south of here."

This causes several major issues

1. Loss of D6 to island all together
2. Manchester road only served by one bus route D7

Not forgetting in 2015/2016 the regular interruptions to Manchester road bus services due to the repeated Thames Water road closures for water mains failures.

Is it not possible for the D6 to go down Manchester then up Eastferry to terminate at ASDA? this limits loss of D6 to island and means that people on Manchester have a way of getting to ASDA without 135 bus?

Can we increase frequency of D7 to compensate for loss of 135 to and from Canary Wharf for people on Manchester rd?



RE: Isle of Dogs diversion – 135, D6

Thank you for your email on 18 March about your comments on the provision of buses around Manchester Road during the work to replace the gas mains on Marsh Wall.

I appreciate that the council is keen to reduce the impact of these works on local residents and I can assure you that when planning this diversion we did work to include as much of the original routes on the 135 and D6 as possible.

Our plans were, however, limited by the extent of the road closure, and the planned traffic management scheme for these works. As with any works we have to consider the impact on the route performance running through the affected roads or via alternate roads. Ultimately we believe that the diversion chosen represents the most effective means to ensure both services are run reliably during the works.

As you are aware passengers do have the option of interchanging from the D6 to the D7 at Limehouse, which provides a direct high-frequency service to Manchester Road.

Unfortunately we do not have the resources available to place additional temporary buses on routes D7, to increase frequencies via Manchester Road. We did look at the possibility of running the D6 further towards Manchester Road, however we could not justify the increased costs of placing longer diversions on this service given our current financial constraints.

While I understand that any reduction of service, even temporarily, can be very frustrating, running services beyond the current diversion would have a significant impact on the reliability of each bus, and ultimately could see services cut back in order to make up lost time.

I realise that some residents will see longer journeys and I apologise for this disruption. However we are confident that the current proposal is the most effective way to ensure both routes can be run reliably and that the remaining services will be sufficient to cope with the displaced passengers loading.

Thank you for contacting me about this issue. If you have any further enquiries please feel free to contact me again.

Kind regards

-----Original Message-----

From: [REDACTED]
Sent: 18 March 2017 20:58
To: [REDACTED]; Walker Stephen (ST); O'Connor Stephen (ST); [REDACTED]
Cc: [REDACTED]
Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks

Andrew/Peter,

I agree that these 2 bus suggestions are reasonable. It should not take local Councillors to suggest them, and it is a serious failing that the impact of this closure was apparently not understood.

I have asked the ceo to explain urgently why the actions decided at, I think, both of our 'summits' of councillors and myself, particularly that I would expect a far more hands on management and as necessary escalation of these planning and highways matters, do not appear to have been acted upon. It is infuriating, and will massively inconvenience residents. The loss of bus operations adds to this.

Mayor

-----Original Message-----

From: [REDACTED]
Sent: 18 March 2017 18:34
To: [REDACTED] [Stephen.J.Walker](mailto:Stephen.J.Walker@towerhamlets.gov.uk); Stephen.O'Connor [REDACTED]; [Adamsma](mailto:Adamsma@towerhamlets.gov.uk)
Cc: Margaret Cooper; Owen Whalley; John Biggs; Roy Ormsby
Subject: Re: Bus interruption Isle of Dogs from 27th March for 5 weeks

I have had [REDACTED] raise this with me this afternoon. There will be serious concern in Cubitt Town about this

-----Original Message-----

From: [REDACTED] <[REDACTED]>
To: Walker Stephen (ST) [REDACTED]; O'Connor Stephen (ST) <[REDACTED]>; Adams Marcus <[REDACTED]>
CC: [REDACTED] [@towerhamlets.gov.uk](mailto:[REDACTED]@towerhamlets.gov.uk); [REDACTED] <[REDACTED]>; [REDACTED] [@towerhamlets.gov.uk](mailto:[REDACTED]@towerhamlets.gov.uk); [REDACTED] [@towerhamlets.gov.uk](mailto:[REDACTED]@towerhamlets.gov.uk)>; Cllr Peter Golds <[REDACTED]>
Sent: Sat, 18 Mar 2017 18:28
Subject: Bus interruption Isle of Dogs from 27th March for 5 weeks

Dear TfL,

From the 27th March we are losing D6 from the Isle of Dogs & 135 buses from Marsh Wall / Manchester due to the gas works which for 5 weeks will shut down Marsh Wall east and Eastferry.

TfL are now advertising the following diversions for this period;

"Routes 135 and D6 are on diversion until Monday 1st May due to roadworks at Marsh Wall, E14. Route 135 diverted via Spindriff Avenue, East Ferry Road and Crossharbour Bus Stand both ways. Route D6 running to and from Blackwall Station and unable to serve stops south of here."

This causes several major issues

1. Loss of D6 to island all together
2. Manchester road only served by one bus route D7

Not forgetting in 2015/2016 the regular interruptions to Manchester road bus services due to the repeated Thames Water road closures for water mains failures.

Is it not possible for the D6 to go down Manchester then up Eastferry to terminate at ASDA? this limits loss of D6 to island and means that people on Manchester have a way of getting to ASDA without 135 bus?

Can we increase frequency of D7 to compensate for loss of 135 to and from Canary Wharf for people on Manchester rd?

██████████

From: [REDACTED]
To: [Hosking Stephen](#); [O'Connor Stephen \(ST\)](#); [Walker Stephen \(ST\)](#)
Cc: [Preston Matthew \(ST\)](#)
Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks
Date: 24 March 2017 10:21:20
Attachments: [RE Isle of Dogs diversion – 135, D6.docx](#)

Hi everyone

I've drafted the attached response (it has not yet been sent out) based on Matthew and Stephen W's comments.

If you are all happy with the content I will send this out asap

Regards

Ollie

Oliver Thomas

Buses Investigations Embedded Asset

Transport for London Customer Services

[REDACTED] | Email: [REDACTED]

From: Hosking Stephen
Sent: 23 March 2017 17:33
To: [REDACTED]
Cc: Thomas Oliver; O'Connor Stephen (ST); Preston Matthew (ST); Walker Stephen (ST)
Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks

Hi Ollie

I've just become aware of this correspondence, and am about to arrange an email to stakeholders (to go out tomorrow) explaining the diversion and curtailment (which will include reference to free transfer between routes 135, D6 and routes D7 and D8).

Unless you advise otherwise I will include the relevant people from the trail below in the circulation of the email. It will be purely factual and won't go into the reasons why we chose this mitigation.

It would be helpful to see your response if possible, in case we get follow up from the stakeholder email.

Thank you

Stephen

Stephen Hosking | Consultation Officer

Consultation Team | Strategy & Planning | Surface Transport

[REDACTED]
Phone: [REDACTED]

Email: [REDACTED]

-----Original Message-----

From: Preston Matthew (ST)
Sent: 23 March 2017 17:19
To: Hosking Stephen
Subject: FW: Bus interruption Isle of Dogs from 27th March for 5 weeks

fyi

Matthew Preston | Senior Performance Manager | Performance Team Transport for London (TfL) | [REDACTED]

[REDACTED]
E-mail: [REDACTED]

P Help to save paper - do you need to print this e-mail?

-----Original Message-----

From: Walker Stephen (ST)
Sent: 20 March 2017 10:30
To: ND Correspondence
Cc: Adams Marcus; O'Connor Stephen (ST); Uddin Foyez; Preston Matthew (ST); Johnson Esther
Subject: FW: Bus interruption Isle of Dogs from 27th March for 5 weeks
Ollie - Please can you log these emails and arrange a response to [REDACTED] and the two local councillors.

Matthew is best placed to give a response but it relates to keeping the cost to zero. We don't have the money to put in long diversions or increase frequencies. Everyone else - fyi. Probably best to let Ollie coordinate the correspondence from here.

Stephen

-----Original Message-----

From: [REDACTED]@towerhamlets.gov.uk]
Sent: 18 March 2017 20:58
To: [REDACTED]; [REDACTED]; Walker Stephen (ST); O'Connor Stephen (ST); [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks
[REDACTED]

I agree that these 2 bus suggestions are reasonable. It should not take local Councillors to suggest them, and it is a serious failing that the impact of this closure was apparently not understood.

I have asked the ceo to explain urgently why the actions decided at, I think, both of our 'summits' of councillors and myself, particularly that I would expect a far more hands on management and as necessary escalation of these planning and highways matters, do not appear to have been acted upon. It is infuriating, and will massively inconvenience residents. The loss of bus operations adds to this.

[REDACTED]

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]]
Sent: 18 March 2017 18:34
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: Re: Bus interruption Isle of Dogs from 27th March for 5 weeks
I have had [REDACTED] raise this with me this afternoon.

There will be serious concern in Cubitt Town about this

-----Original Message-----

From: [REDACTED]
To: Walker Stephen (ST); [REDACTED]; O'Connor Stephen (ST); Adams Marcus [REDACTED]
Cc: [REDACTED]@towerhamlets.gov.uk>; [REDACTED]
[REDACTED]@towerhamlets.gov.uk>; [REDACTED]
[REDACTED]@towerhamlets.gov.uk>; [REDACTED]
[REDACTED]@towerhamlets.gov.uk>; [REDACTED]
>

Sent: Sat, 18 Mar 2017 18:28

Subject: Bus interruption Isle of Dogs from 27th March for 5 weeks

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This causes several major issues

1. Loss of D6 to island all together
2. Manchester road only served by one bus route D7

Not forgetting in 2015/2016 the regular interruptions to Manchester road bus services due to the repeated Thames Water road closures for water mains failures.

Is it not possible for the D6 to go down Manchester then up Eastferry to terminate at ASDA? this limits loss of D6 to island and means that people on Manchester have a way of getting to ASDA without 135 bus?

Can we increase frequency of D7 to compensate for loss of 135 to and from Canary Wharf for people on Manchester rd?

[Redacted signature block]

Working Together for a Better Tower Hamlets Web site :

<http://www.towerhamlets.gov.uk>

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If your request relates to a Freedom of Information enquiry, please resend this to [Redacted]

[Redacted]

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From: [Walker Stephen \(ST\)](#)
To: [Hosking Stephen](#); [REDACTED]; [O'Connor Stephen \(ST\)](#)
Cc: [Preston Matthew \(ST\)](#)
Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks
Date: 24 March 2017 12:31:22

Ollie

Very good. Just a minor typo I think:

Ultimately we believe that the diversion chosen represents the most effective means to ensure both services ~~are~~ can run reliably during the works.

Also agree with Stephen that Poplar is a better / more likely place to interchange than Limehouse.

Stephen

From: Hosking Stephen
Sent: 24 March 2017 10:37
To: ND Correspondence; O'Connor Stephen (ST); Walker Stephen (ST)
Cc: Preston Matthew (ST)
Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks

Thanks Ollie

I won't comment on the rest of the content as that's for Stephen W and Matthew but I think you need to replace 'Limehouse' with 'Poplar High Street' for the interchange point. Thankfully the D6 and D7 share the same stops at Poplar High Street so interchange will be easy (assuming capacity is sufficient on the D7). I am also suggesting interchange between the D6 and the D8 at Poplar High Street and between the 135 and the D7 or the D8, changing at Canary Wharf or in Westferry Road, as this will ensure all destinations on the Isle of Dogs can still be reached – I'm assuming that's OK in terms of capacity and free transfer arrangements as I haven't heard back to the contrary.

Thanks

Stephen

From: [REDACTED]
Sent: 24 March 2017 10:21
To: Hosking Stephen; O'Connor Stephen (ST); Walker Stephen (ST)
Cc: Preston Matthew (ST)
Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks

Hi everyone

I've drafted the attached response (it has not yet been sent out) based on Matthew and Stephen W's comments.

If you are all happy with the content I will send this out asap

Regards

Ollie

Oliver Thomas

Buses Investigations Embedded Asset

Transport for London Customer Services

[REDACTED] Email: [REDACTED]

From: Hosking Stephen
Sent: 23 March 2017 17:33
To: [REDACTED]
Cc: Thomas Oliver; O'Connor Stephen (ST); Preston Matthew (ST); Walker Stephen (ST)
Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks

Hi Ollie

I've just become aware of this correspondence, and am about to arrange an email to stakeholders (to go out tomorrow) explaining the diversion and curtailment (which will include reference to free transfer between routes 135, D6 and routes

D7 and D8).

Unless you advise otherwise I will include the relevant people from the trail below in the circulation of the email. It will be purely factual and won't go into the reasons why we chose this mitigation.

It would be helpful to see your response if possible, in case we get follow up from the stakeholder email.

Thank you

Stephen

Stephen Hosking | Consultation Officer

Consultation Team | Strategy & Planning | Surface Transport

Phone: [REDACTED] internally)

Email: [REDACTED]

-----Original Message-----

From: Preston Matthew (ST)

Sent: 23 March 2017 17:19

To: Hosking Stephen

Subject: FW: Bus interruption Isle of Dogs from 27th March for 5 weeks

fyi

Matthew Preston | Senior Performance Manager | Performance Team Transport for London (TfL) | London Buses 10th Floor, Zone 10Y1, Palestra, 197 Blackfriars Road, London, SE1 8NJ Phone auto: [REDACTED] Telephone: [REDACTED] Mobile: [REDACTED]

E-mail: [REDACTED]

P Help to save paper - do you need to print this e-mail?

-----Original Message-----

From: Walker Stephen (ST)

Sent: 20 March 2017 10:30

To: [REDACTED]

Cc: Adams Marcus; O'Connor Stephen (ST); Uddin Foyez; Preston Matthew (ST); Johnson Esther

Subject: FW: Bus interruption Isle of Dogs from 27th March for 5 weeks

Ollie - Please can you log these emails and arrange a response to Mayor John Biggs and the two local councillors.

Matthew is best placed to give a response but it relates to keeping the cost to zero. We don't have the money to put in long diversions or increase frequencies.

Everyone else - fyi. Probably best to let Ollie coordinate the correspondence from here.

Stephen

-----Original Message-----

From: [REDACTED]@towerhamlets.gov.uk]

Sent: 18 March 2017 20:58

To: [REDACTED]; Walker Stephen (ST); O'Connor Stephen (ST); [REDACTED]

Cc: [REDACTED]

Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks

Andrew/Peter,

I agree that these 2 bus suggestions are reasonable. It should not take local Councillors to suggest them, and it is a serious failing that the impact of this closure was apparently not understood.

I have asked the ceo to explain urgently why the actions decided at, I think, both of

our 'summits' of councillors and myself, particularly that I would expect a far more hands on management and as necessary escalation of these planning and highways matters, do not appear to have been acted upon. It is infuriating, and will massively inconvenience residents. The loss of bus operations adds to this.

Mayor

-----Original Message-----

From: [REDACTED]

Sent: 18 March 2017 18:34

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: Re: Bus interruption Isle of Dogs from 27th March for 5 weeks

I have had [REDACTED] raise this with me this afternoon.

There will be serious concern in Cubitt Town about this

-----Original Message-----

From: [REDACTED]

To: Walker Stephen (ST) [REDACTED] O'Connor Stephen (ST)

; Adams Marcus [REDACTED]

CC: [REDACTED] @towerhamlets.gov.uk>; [REDACTED]

[REDACTED] @towerhamlets.gov.uk>; [REDACTED]

[REDACTED] @towerhamlets.gov.uk>; [REDACTED]

[REDACTED] @towerhamlets.gov.uk>; [REDACTED]

[REDACTED]

Sent: Sat, 18 Mar 2017 18:28

Subject: Bus interruption Isle of Dogs from 27th March for 5 weeks

Dear TfL,

From the 27th March we are losing D6 from the Isle of Dogs & 135 buses from Marsh Wall / Manchester due to the gas works which for 5 weeks will shut down Marsh Wall east and Eastferry.

TfL are now advertising the following diversions for this period;

"Routes 135 and D6 are on diversion until Monday 1st May due to roadworks at Marsh Wall, E14. Route 135 diverted via Spindriff Avenue, East Ferry Road and Crossharbour Bus Stand both ways. Route D6 running to and from Blackwall Station and unable to serve stops south of here."

This causes several major issues

1. Loss of D6 to island all together
2. Manchester road only served by one bus route D7

Not forgetting in 2015/2016 the regular interruptions to Manchester road bus services due to the repeated Thames Water road closures for water mains failures.

Is it not possible for the D6 to go down Manchester then up Eastferry to terminate at ASDA? this limits loss of D6 to island and means that people on Manchester have a way of getting to ASDA without 135 bus?

Can we increase frequency of D7 to compensate for loss of 135 to and from Canary Wharf for people on Manchester rd?

[REDACTED]

[Redacted]

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<http://www.towerhamlets.gov.uk>

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[Redacted]

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From: [Preston Matthew \(ST\)](#)
To: [REDACTED]
Cc: [Adams Marcus](#); [O'Connor Stephen \(ST\)](#); [Uddin Foyez](#); [Johnson Esther](#); [Stow Louise](#); [Walker Stephen \(ST\)](#)
Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks
Date: 20 March 2017 12:42:34

Hi Ollie

D6 passengers will be able to transfer onto the D7.

Louise may be able to provide further information including the notice.

In order to continue to help maintain a reliable service on routes D6 and 135 these changes were necessary.

As Stephen says we don't have money to put additional resource on Route D6 or 135 to run them in an alternative way / or to increase frequencies via Manchester Road.

I'm around later this afternoon (after 4pm) if you wish to understand the changes more.

Regards
Matthew

Matthew Preston | Senior Performance Manager | Performance Team
Transport for London (TfL) | London Buses
10th Floor, Zone 10Y1, Palestra, 197 Blackfriars Road, London, SE1 8NJ
Phone auto [REDACTED] | Telephone: [REDACTED] Mobile: [REDACTED]
E-mail: [REDACTED]
Help to save paper - do you need to print this e-mail?

-----Original Message-----

From: Walker Stephen (ST)
Sent: 20 March 2017 10:30
To: ND Correspondence
Cc: Adams Marcus; O'Connor Stephen (ST); Uddin Foyez; Preston Matthew (ST); Johnson Esther
Subject: FW: Bus interruption Isle of Dogs from 27th March for 5 weeks

Ollie - Please can you log these emails and arrange a response to Mayor John Biggs and the two local councillors.

Matthew is best placed to give a response but it relates to keeping the cost to zero. We don't have the money to put in long diversions or increase frequencies.

Everyone else - fyi. Probably best to let Ollie coordinate the correspondence from here.

Stephen

-----Original Message-----

From: [REDACTED] [\[REDACTED\]@towerhamlets.gov.uk](mailto:[REDACTED]@towerhamlets.gov.uk)
Sent: 18 March 2017 20:58
To: [REDACTED] Walker Stephen (ST); O'Connor Stephen (ST); [REDACTED]
Cc: [REDACTED]
Subject: RE: Bus interruption Isle of Dogs from 27th March for 5 weeks

Andrew/Peter,

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Mayor

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From: [REDACTED]
Sent: 18 March 2017 18:34
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Bus interruption Isle of Dogs from 27th March for 5 weeks

I have had [REDACTED] raise this with me this afternoon.
There will be serious concern in Cubitt Town about this

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From: [REDACTED]
To: [REDACTED]; O'Connor Stephen (ST)
[REDACTED]; Adams Marcus [REDACTED]
Cc: [REDACTED]@towerhamlets.gov.uk>; [REDACTED]@towerhamlets.gov.uk>; [REDACTED]@towerhamlets.gov.uk>; [REDACTED]
Sent: Sat, 18 Mar 2017 18:28
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[Redacted]

[Redacted] London Borough of Tower Hamlets
[Redacted]
[Redacted]

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From: Walker, Stephen (ST)
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: D3 Isle of Dogs bus route consultation - TfL briefing
Date: 24 March 2017 12:17:13
Attachments: [image001.jpg](#)
[image003.png](#)
[image005.jpg](#)
[image007.jpg](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)

Dear [REDACTED]

Thanks for your further emails.

Money allocated under a section 106 agreement has to be spent in accordance with the specific wording of the s106 and always be of relevance to the development. In the event that money is not spent then my understanding is that it ultimately gets returned to the developer.

Many thanks for the pictures – they're very good at visualising the scale of the change expected.

I've forwarded your other email regarding the diversions during the planned roadworks on Marsh Wall to colleagues working on it. They will get back to you with a response.

Regards

Stephen

From: [REDACTED]
Sent: 18 March 2017 19:47
To: Walker, Stephen (ST)
Cc: O'Connor, Stephen (ST); [REDACTED]
Subject: Re: D3 Isle of Dogs bus route consultation - TfL briefing

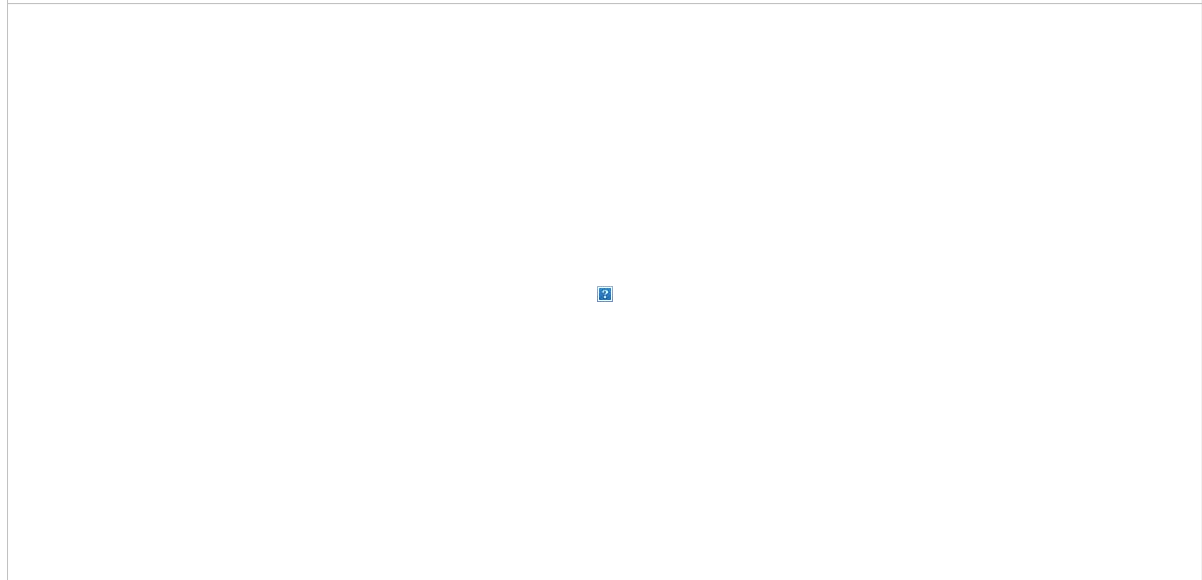
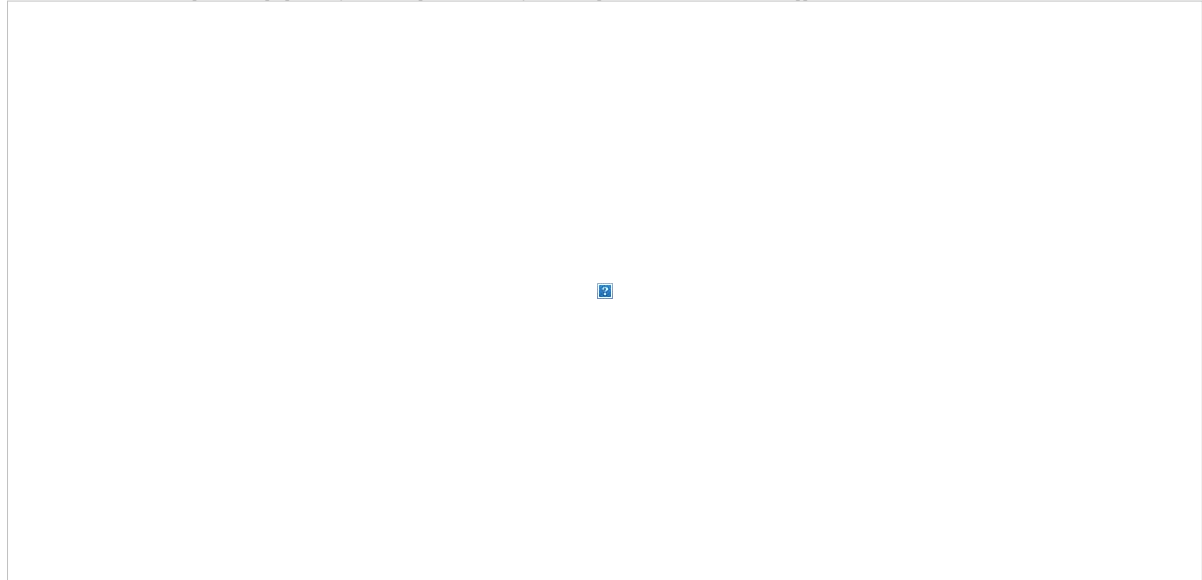
Dear Stephen,

I guessed that the £3.3m was for a whole bus service rather than one bus stop. Do we get a reduction if not all of the £3.3m is required as there are other things locally we can spend that money on? The Isle of Dogs will be the densest place in western Europe, large parts will be denser than Manhattan. Millharbour as of 2014 was the densest place in the UK with a population density equivalent to 92,000 people per hectare according to the Office for National Statistics and there is a lot more under construction.

So I think you will find that once we have done some more work on the air quality implications of what is happening that we will be insisting on electric only key routes in the area. The island will not be like the rest of London, not even Nine Elms or Stratford will be as dense as us.

The 3D pictures (below) we produced in 2015 show as of that date all expected development in the area (where we had pictures from developers) of what will be coming. New buildings in colour and existing in white.

This does not include for example the new proposed Skyline development at 48 storeys and 620 apartments or the revised ASDA application.



[REDACTED]

[REDACTED]

[REDACTED] London Borough of Tower Hamlets [REDACTED]

On 17 Mar 2017, at 16:33, Walker Stephen (ST) - [REDACTED] wrote:

Dear [REDACTED]

Thank you for your two further emails.

I am aware of the need to improve bus access to the London City Island site. Although things have moved on with regard to route D3 since my email last week, I'm still not in a position to say for certain what will happen although I think it probable that it will end up at Orchard Place. Once I know for sure what is happening I will let you know.

To pick up on some of your questions / comments:

I wasn't aware that we'd secured toilets in the s106 so that's really useful. Thank you.

I was aware that we had secured contributions for bus services but am not aware that the money has been triggered. There is a process in place whereby TfL planning colleagues periodically contact the Council about the status of s106 funding. With regard to your earlier reference to the Council having £82m in s106, I suspect only a small amount applies to bus services and the conditions attached probably means it is not eligible to be spent on buses to Orchard Place. You will be aware that s106 contributions are funding the current 9 bph frequency on route D7 which respondents to the Isle of Dogs consultation were very keen to maintain.

With regard to the £3.3m connected to London City Island, I should clarify that the money relates in the main to bus services (which are expensive) as opposed to a bus stop (which is relatively cheap). At the time of the negotiations – circa 2010 – colleagues were working on the assumption that the most likely scenario would be a need to extend the 277 from Clove Crescent to Orchard Place or extend something from Canning Town. It looks like agreement was reached on a contribution equivalent to 3 buses in a schedule. At the time this would have had a typical cost of £660,000. We typically seek funding for 5 years which makes £3.3m. In 2010 we could not reasonably have been expected to be evicted from Clove Crescent or that there would be much acceptance of bus services being removed from the town hall.

The enforcement of the bus gate in Blackwall Way will be the responsibility of the Council. I don't think there will be a physical barrier and assume the gate will be enforced by CCTV. If so, it may be that the camera will be able to capture vehicles using the pavement should it become an issue.

With regard to Asda, a cleaner bus fleet is a priority of the Mayor and as part of that electric buses will become more numerous although hybrid buses are expected to make up the majority of the fleet. Therefore it's difficult to guarantee electric buses on specific routes. I don't know much about the engineering side of things but I would guess that the charging equipment is quite specialised. For example, we are currently trialling induction loops on route 69 at Canning Town station rather than the plug in chargers that cars use.

Regards

Stephen

From: [REDACTED]
Sent: 16 March 2017 10:51
To: Walker Stephen (ST)
Cc: O'Connor Stephen (ST); [REDACTED]
Subject: Re: D3 Isle of Dogs bus route consultation - TfL briefing
Dear Stephen,

I read the S106 documents for London City Island last night According to this TfL have or will be paid £3.3 million (which seems grossly excessive) to deliver a new bus stop at Orchard Place The S106 document details issues like where drivers go to the toilet, buses park and display boards I attach screen shots of the relevant sections of the document Are you aware of this?

I am trying to find out separately from LBTH what happened to the money

On a separate issue we are worried about scooters and motor cycles driving on the pavement to avoid being ticketed when they go through the barrier, do you know how scooters etc are being dealt with in the plan for Blackwall Way traffic?



On 10 Mar 2017, at 16:08, Walker Stephen (ST) - [redacted] wrote:

Dear [redacted]
Thanks for your email. Glad to hear your constituents are anticipating the new routing. As you say it will bring the bus closer to a lot of people. We're still to determine an exact date for the change but we're currently estimating May 13th. I'll let you know when that is clearer. However, a big risk for the service change date is that the outcome of negotiations regarding the bus terminus near the Town Hall. We are currently in a legal dispute with the landowners who are effectively seeking to remove the terminus. At present we haven't yet confirmed the fallback position should we lose the terminus which has implications for the routing. The issues facing us are space to stand & turn, passenger needs, driver toilets and of course costs. The Blackwall Way routing involves 3 pairs of new stops including one pair at the Baffin Way end. With regard to Orchard Place, the current D3 routing does not serve Orchard Place. To serve it and still serve the Town Hall would incur significant cost. The new stops being installed do improve things for residents of London City Island. Orchard Place is one of a number of fallback options if we lose the Town Hall terminus.

Residents of London City Island also have access by bridge to Canning Town bus station and a variety of bus options.

Regards
Stephen

From: [redacted]
Sent: 06 March 2017 20:09
To: O'Connor Stephen (ST); Walker Stephen (ST)
Subject: Re: D3 Isle of Dogs bus route consultation - TfL briefing
Forgot to say that hundreds of people now live in London City Island as people started moving in last year even though construction is still underway



On 6 Mar 2017, at 08:29, [redacted] wrote:

Dear Stephen,
We met last year about the change in bus routes on the Isle of Dogs, the D3 bus route is about to change to go down Blackwall Way soon, residents have the following questions
1 When will the change start
2 We can see new bus stops under construction by East India DLR, will there be stops closer to the Ibis hotel on Baffin Way to serve all of the thousands of apartments in New Providence Wharf?
3 I assume the bus will also stop by London City Island underneath the Lower Lea Crossing on Orchard Place?



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From: [REDACTED]
To: [Customerservices](#); [Walker Stephen \(ST\)](#); [O'Connor Stephen \(ST\)](#)
Cc: [REDACTED]; [Adams Marcus](#); [REDACTED]; [REDACTED] [CC:](#) [REDACTED]
Subject: Re: Isle of Dogs diversion – 135, D6
Date: 29 March 2017 17:09:11
Attachments: [17626626_10155085344738361_7718392281315428381_n.jpeg](#)
[ATT00001.htm](#)
[Screen Shot 2017-03-27 at 15.46.45.png](#)
[ATT00002.htm](#)
[Bus change PVR.xlsx](#)
[ATT00003.htm](#)

Dear TfL,

When the DLR is shut down DLR tickets are accepted on buses.

Can TfL please action the opposite that bus passes are accepted on the DLR between Island Gardens and All Saints DLR for the next two weeks.

Manchester road has now been partially shut as well for the gas works and I am sure that D7 bus drivers can confirm the chaos that is causing on the D7 route plus shortening of D6 etc

This would help residents get off the island by going on the DLR rather than the bus.

Is this possible?

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