

## Quicker bus journeys between Bromley and Croydon



**SUPERLOOP**

Have your say.

## Proposals for a new express bus route SL5 between Bromley and Croydon, part of the Superloop Consultation Report December 2023

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# 1. Executive Summary

Between 21 July and 4 September 2023, we consulted on proposals for a new express stop bus service between Bromley and Croydon, called the SL5. This new service would be part of the Superloop, a network of express routes which would circle London and connect outer London town centres, hospitals, schools and transport hubs. The Superloop is a key part of the Mayor's commitment to improving the bus network in outer London.

We asked for feedback on whether the new Superloop service between Bromley and Croydon would be more convenient and make journeys quicker for customers. We also wanted to understand whether the stops we were proposing for the express service were the right ones.

We received 1,359 responses to the consultation; 1,342 from the public and 17 from stakeholder organisations.

We received positive feedback to our proposals, with 74 per cent of respondents saying that a new express bus service between Bromley and Croydon would make their journey more convenient. 81 per cent of respondents also said that they thought our proposals for the SL5 would make their journey quicker, and 58 per cent of respondents said they would be likely to use the new express route to replace a journey made by private car.

We asked people whether they thought the number of stops we are proposing for the express route was right. 53 per cent of respondents thought these were 'just right' and 24 per cent of respondents thought there should be more stops. We gave respondents the opportunity to also give us their feedback in an open text box, and received positive comments here about the proposal for the SL5 and for Superloop more generally. Some people did raise concerns about the proposals not serving areas of Bromley like West Wickham, and we received suggestions for additional or alternative stops, and better connections to rail stations and other Superloop routes.

The full list of themes raised can be found in Appendix A and will be answered in a Response to Issues Raised document, published in the coming weeks.

## 1.1 Next Steps

Following careful consideration of all the feedback we received to the consultation, we have decided to proceed with our proposals but with some adjustments.

The SL5 will now serve an additional stop at the junction of Barnfield Wood Road with Westmoreland Road to improve connectivity in that area. We have also reviewed the number of stops in Bromley town centre and will reduce these from four stops to three stops.

In response to feedback about the proposed stops in Croydon Town Centre, the SL5 will now stop at Croydon, Park Street / St George's Walk for the Town Centre.

All issues raised in the consultation will be answered in a Response to Issues Raised document, published alongside this report.

## **2. About the consultation**

### **2.1 Purpose**

The objectives of the consultation were:

- To give stakeholders and the public easily understandable information about the proposals and allow them to respond
- To understand any issues that might affect the proposal of which we were not previously aware
- To understand concerns and objections
- To allow respondents to make suggestions

### **2.2 Potential outcomes**

The potential outcomes of the consultation were:

- Following careful consideration of the consultation responses, we decide to proceed with the scheme as set out in the consultation
- Following careful consideration of the consultation responses, we modify the proposals in response to issues raised and proceed with a revised scheme

### **2.3 Consultation history**

The SL5 consultation was the third of the new Superloop consultations and was launched at the same time as consultations on the SL2 between Walthamstow and North Woolwich, and SL3 between Thamesmead and Bromley.

### **2.4 Who we consulted**

The consultation was open to anyone who might be impacted by our proposals, and anyone who wanted to have their say and give us their feedback. We targeted residents and businesses in the boroughs of Bromley and Croydon, as well as schools, places of worship and local amenities.

In addition we wanted to reach commuters into and around Bromley and Croydon who may be interested in the proposals. To do this we targeted customers who use the existing 119 bus and promoted the consultation at National Rail stations and bus stations along the proposed route.

We also consulted with stakeholder groups and local community groups, the London Boroughs of Bromley and Croydon, and both local, pan-London and national elected

representatives. We used established networks, channels and stakeholder lists to maximise engagement with the consultation, and asked stakeholders to promote the consultation through their own channels and social media.

A full list of stakeholders consulted with can be found in Appendix F.

## **2.5 Dates and duration**

We consulted between 21 July and 4 September 2023. The consultation lasted for six weeks.

## **2.6 What we asked**

The purpose of the consultation was to receive feedback on the stops proposed as part of the new SL5 route. We asked a number of questions about the proposed stops, including having an open text question for more detailed responses. We also asked questions about how a new express bus route between Bromley and Croydon might impact journeys.

A copy of the full consultation survey can be found in Appendix B.

## **2.7 Methods of responding**

We made several channels available through which people could respond to the consultation.

It was possible for respondents to complete a consultation survey by visiting our website: <https://haveyoursay.tfl.gov.uk/sl5-superloop>

Comments could also be submitted by email to [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) or in writing to FREEPOST TFL HAVE YOUR SAY (SL5).

Respondents could complete an Easy Read version of the consultation survey. This survey was also available to download from our web page as a fillable PDF for completion and return by email. It could also be printed, completed, and sent back to us via our Freepost service.

We printed and sent paper versions of all our materials by post on request, and we provided a telephone call back service for respondents to get in touch with any questions.

## **2.8 Consultation materials and publicity**

Consultation materials were hosted on the website: <https://haveyoursay.tfl.gov.uk/sl5-superloop>

As well as information on the website about our proposals and changes to existing services, we provided the following information:

- Geographic map showing proposed route SL5
- An area map showing how the SL5 would connect to existing bus routes, train and Underground lines
- Linear consultation maps showing stops on the proposed route SL5
- Easy Read versions of the consultation information and survey, co-produced with accessibility experts
- An initial Equality Impact Assessment (EQIA) on the proposals
- A downloadable version of the standard consultation questions for respondents who may have preferred to respond in writing
- A downloadable version of our bus stop poster/ leaflet
- British Sign Language (BSL) video of the proposals

We received 28,000 visits to the SL5 Have Your Say webpage during the consultation and the information above was downloaded from the Document section over 9,000 times.

To help support London's diverse communities, our Have Your Say website is also able to translate our consultation materials into many different languages.

We publicised the consultation across a range of media, including via emails to stakeholders and the public, social media, a press release, posters at bus stops and online. This is detailed below:

#### **Emails to public/stakeholders**

In order to reach as many people who might be interested in the proposals as possible, we sent 168,124 emails to TfL customers in Bromley and Croydon. This also included users of the 119 bus and customers who use London Overground and National Rail stations along the proposed route. We sent a further 'last chance to have your say' email to the same group towards the end of the consultation. We also sent emails to 2,165 customers who had registered on our Have Your Say page with postcodes in the area of the proposed route.

340 local, pan-London and nationwide stakeholders received an email notifying them that the consultation had launched and providing social media assets to promote the consultation through their own channels. These stakeholders included community groups, transport user groups, accessibility stakeholders and a range of other groups. We also sent a bulletin to the people that had signed up for updates about Superloop on the Superloop Have Your Say page.

#### **Media activity**

We produced a press release at the launch of consultation and the consultation was promoted in the Metro newspaper travel page on 15 August.

The consultation also featured in the Metro, online articles and blogs, following the launch of the consultation.

#### **On-site advertising**

We promoted the consultation through posters at bus stops along the proposed route and at key interchanges such as East Croydon station. We visited businesses, schools, nurseries, hospitals, health centres and community venues along the route to distribute leaflets and posters.



We went out along the proposed route on seven different occasions where we spoke to members of the public and handed out leaflets and stickers, answered questions and promoted the consultation. We also handed out leaflets and stickers on the 119 bus route.

### **Digital advertising**

We launched a social media campaign to promote the consultation and to sign post people to the Have Your Say webpage for information and to give us their feedback. This included posts on Twitter, Instagram (posts and stories), LinkedIn, Facebook and Nextdoor by TfL and City Hall social media accounts. We also supplied stakeholders with social media assets so that they could promote the consultation through their channels to their own audiences.

We also used social media advertising targeted at users up to and within a two mile radius of the borough boundaries of Bromley and Croydon in order to promote the consultation to people who might be impacted and would find information on our proposals beneficial.

The consultation was promoted on the TfL website front page for the duration of the consultation.

Copies of all publicity and promotional materials can be found in Appendix C.

## **2.9 Equalities Assessment**

An initial Equalities Impact Assessment (EQIA) was written for the proposals and this was provided on the consultation webpage. The EQIA identified and examined in more detail what positive and negative impacts the SL5 proposals may have on individuals with protected characteristics, together with our equality objectives and how we proposed to mitigate any negative impacts.

We provided access to the consultation in a combination of paper based (leaflets), online (emails and web pages) and non-digital (telephone service, face-to-face sessions) methods to help remove barriers to taking part. To encourage participation in the consultation from protected groups, we targeted bus users and local residents with emails, leaflets and through face-to-face engagement in the local areas. Easy Read versions of the consultation document and questions were also produced and made available for participants.

The EQIA document remains under review and will be updated to reflect any relevant new information received as part of the consultation process

## **2.10 Analysis of consultation responses**

The consultation was analysed by an independent external company called Steer. TfL supplied the consultation feedback to Steer at regular intervals throughout the consultation, with a final dataset supplied two days after the consultation had finished to ensure all feedback had been captured. Where respondents gave their feedback via email and not through the Have Your Say survey, this information was

uploaded onto the survey by the TfL Consultation lead and supplied in the final dataset to Steer.

All closed questions were reviewed, and the results tabulated and reported on; the proportions shown for each question exclude respondents who chose not to respond or said 'prefer not to say' to that question.

Steer analysed the open question by assigning – or coding – the points made by each respondent to one or more codes within a code frame. Each code is a point raised by respondents in their response. This enables the same or very similar points to be raised (and expressed in a variety of ways) by multiple individuals to be categorised within the code frame. From this, it is possible to count how many times the same or very similar points have been mentioned by respondents. Each response was coded to one or multiple codes, depending on the number of points shared by the respondent. Codes were grouped thematically, for example into suggested stop locations, route, equalities etc., and specific stop locations were coded. The full code frame can be found in Appendix A.

Quality checks were taken throughout the process, both by Steer and by the TfL Consultation lead.

### 3. About the respondents

#### 3.1 Number of respondents

We received a total of 1,359 responses to the consultation. A breakdown of public and stakeholder response numbers is in the table below.

**Table 1 Number of respondents**

Respondents	Total	%
Public responses	1,342	99
Stakeholder responses	17	1
Total	1,359	100

#### 3.2 How respondents heard about the consultation

We asked respondents how they heard about the consultation. Note with this question, respondents could choose more than one option.

944 people responded to this question and a breakdown of how they heard about the consultation is in the table below.

**Table 2 How respondents heard about the consultation**

How respondents heard	Total
Received an email from TfL	660
Read about it in the press	89
Saw it on the TfL website	36
Social media – Facebook	59
Saw a publicity poster	28
Social media – Instagram	12
Other e.g. word of mouth, other social media channel (Twitter, Nextdoor)	131
Total	944

#### 3.3 Methods of responding

We received responses in a number of ways, with the majority of respondents using the online consultation survey on Have Your Say. A breakdown of how people responded is in the table below.

**Table 3 Methods of responding to the consultation**

Methods of responding	Total	%
Consultation survey	1,211	89
Email response	146	11
Letter	2	Less than 1
Total	1,359	100

### 3.4 Who responded

We wanted to understand who was responding to the consultation. The majority of respondents were local residents, and most respondents were from the London Borough of Bromley. Breakdowns of who responded are in the table below, along with a chart showing an analysis of postcodes provided as part of consultation responses.

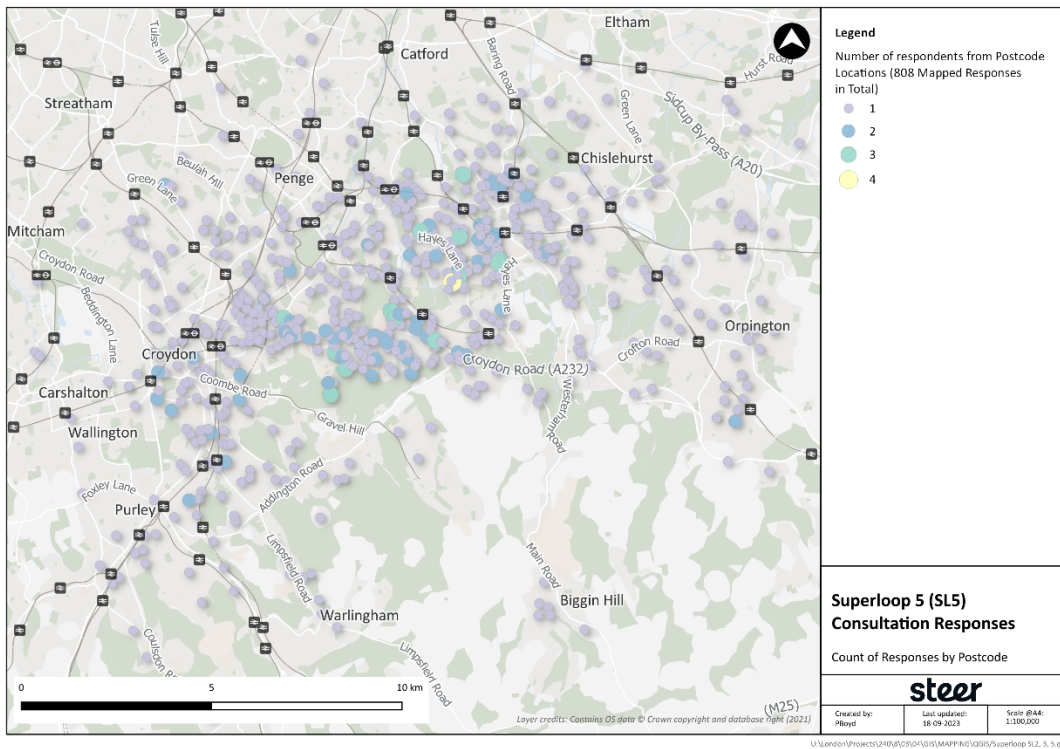
**Table 4 Who responded to the consultation**

Respondent type	Total	%
A local resident	815	71
A visitor to the area	94	8
A commuter to the area	85	7
Not local but interested in the scheme	78	7
Employed locally	38	3
Other	20	2
A local business owner	16	1
Total	1,146	100

**Table 5 Where respondents were from**

Respondent location	Total	%
London Borough of Bromley	464	49
London Borough of Croydon	387	40
I live in another London borough	85	9
I live outside of London	20	2
Total	961	100

**Figure 1 Analysis of respondent postcodes**



We ask a set of standard demographic questions in all of our consultations. Charts showing how people responded to the consultation can be found in Appendix D.

### 3.5 Why did respondents respond to the consultation

We asked respondents why they had chosen to respond to the consultation. Note that respondents could choose more than one option.

944 people responded to this question. The majority of people who responded live on the proposed route or in the same borough as the proposed route. A breakdown of how people responded is shown in the table below.

**Table 6 Why did respondents respond to the consultation**

Why did you respond	Total	%
I live in Bromley or Croydon and I'm interested in the proposals	635	67
I'm a resident living on the proposed route	363	38
I commute to work through Bromley or Croydon	183	19
I'm a visitor to the area and am interested in the proposals	73	8
I work at a business along the proposed route	61	6
None of the above, but interested in the proposals	51	5
I attend a school, college or university along the proposed route	19	2
I own or run a local business along the proposed route	9	1
Total	504	100

### 3.6 Current travel patterns in and around Bromley and Croydon

We asked for feedback on how respondents currently travel in and around Bromley and Croydon. This helped us with our understanding of how well used the existing bus routes are and whether a number of journeys currently made by private car could be made by the proposed new express bus service in the future.

The tables below show what feedback we received to each question.

**Table 7 Question: Out of the following options, which do you use most frequently to travel around Bromley or Croydon**

Bus	Private car	Train or Tube	Walking	Other not listed above (please specify)	Cycling	Taxi	Total
491	251	79	68	39	27	6	<b>961</b>
51	26	8	7	4	3	1	<b>100%</b>

**Table 8 Question: If you answered 'Private car', how often do you use it?**

A few times each week	Every day	A few times each month	Monday to Friday only	Weekends only	Total
110	80	36	11	11	<b>248</b>
44%	32%	15%	4%	4%	<b>100%</b>

**Table 9 Question: If you answered 'Bus', how often do you use it?**

A few times each week	Every day	A few times each month	Monday to Friday only	Weekends only	Total
202	96	129	30	16	<b>473</b>
43%	27%	20%	6%	3%	<b>100%</b>

**Table 10 Question: If you travel by bus locally, do you travel on...**

Route 199	Another route	Total
379	491	870
56%	44%	<b>100%</b>

## 4. Summary of all consultation responses

This chapter explains how all respondents responded to the consultation. All questions were optional and the number of people that provided a response varied between questions.

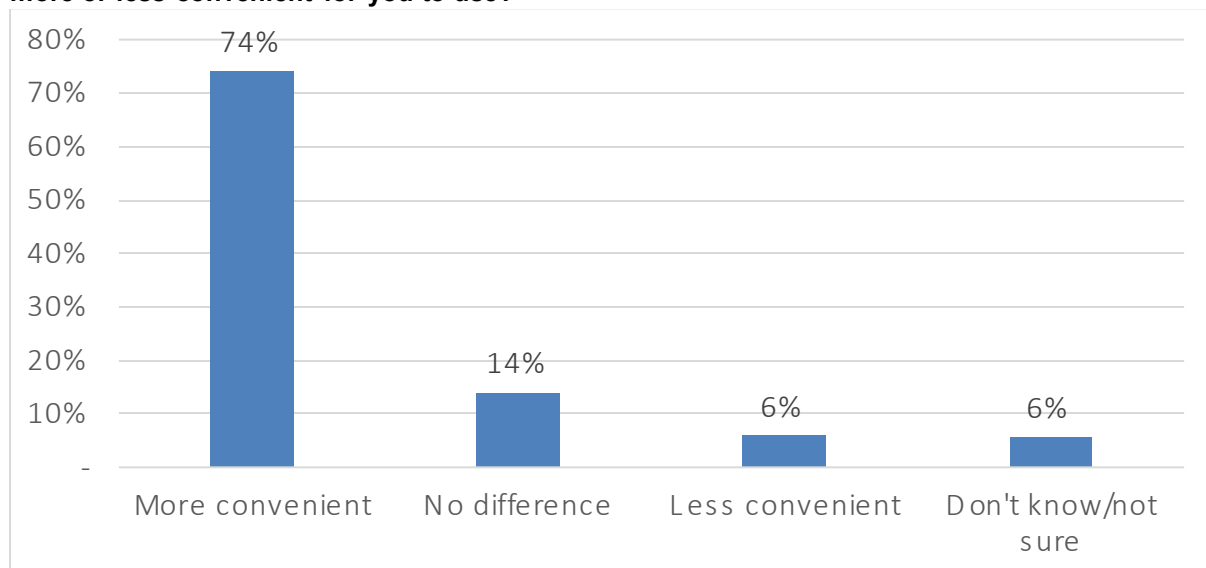
### 4.1 Summary of responses to Question: Based on our proposals, do you think a new limited stop express route would be more or less convenient for you to use?

1,076 people responded to this question.

We asked people if a new limited stop express route would make their journeys more or less convenient. The chart below shows all responses.

74 per cent of respondents to this question said that the proposals would make their journey more convenient. Six per cent of respondents said it would make their journey less convenient.

**Figure 2** Based on our proposals, do you think a new limited stop express route would be more or less convenient for you to use?



### 4.2 Summary of responses to Question: If you used a new limited stop express bus route, do you think your journey time on the bus would be...

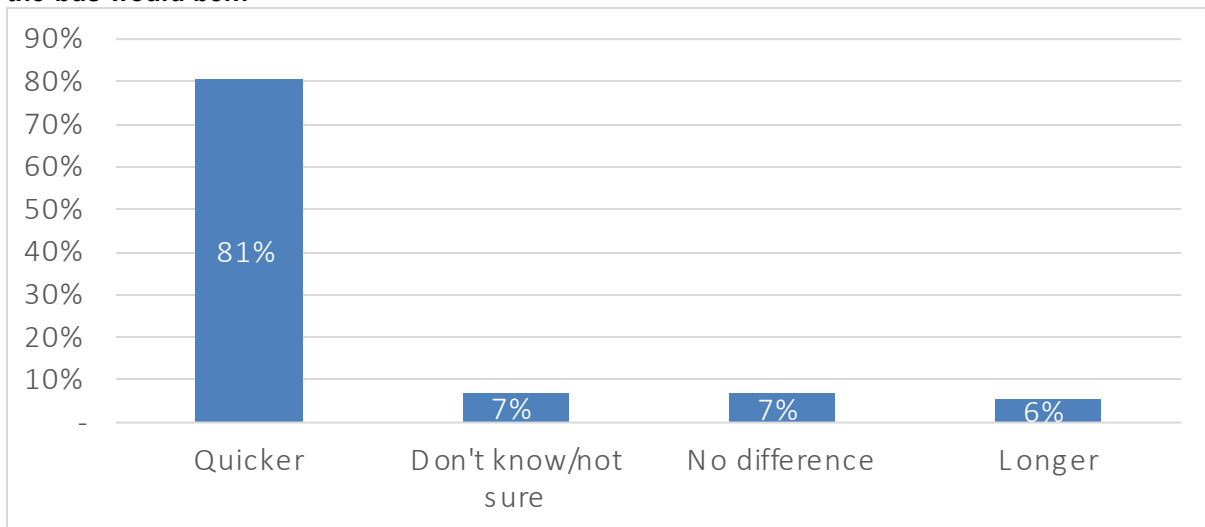
973 people responded to this question.

We asked people whether our proposals would make journeys quicker or longer. The chart below shows all responses.



81 per cent of respondents thought the proposals would make their journey quicker, and six per cent of respondents thought it would make their journey longer.

**Figure 3** If you used a new limited stop express bus route, do you think your journey time on the bus would be...



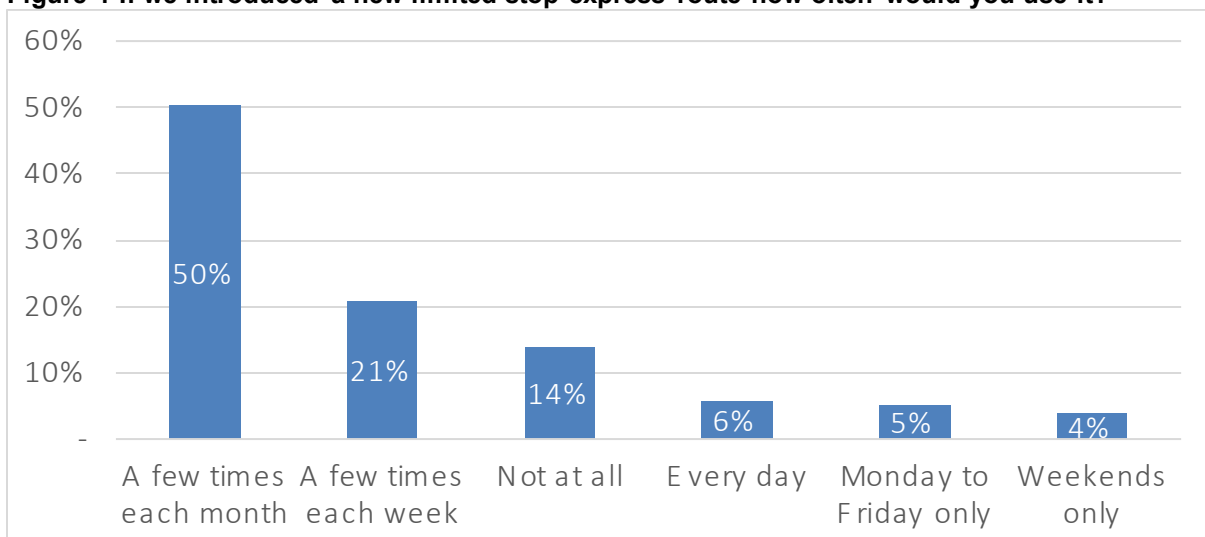
### 4.3 Summary of responses to Question: If we introduced a new limited stop express route how often would you use it?

**945 people responded to this question.**

We wanted to understand how often respondents would use our proposed route SL5 express service. The chart below shows all responses.

86 per cent of respondents said they would use the service. Only 14 per cent of respondents said they would not use it at all.

**Figure 4** If we introduced a new limited stop express route how often would you use it?



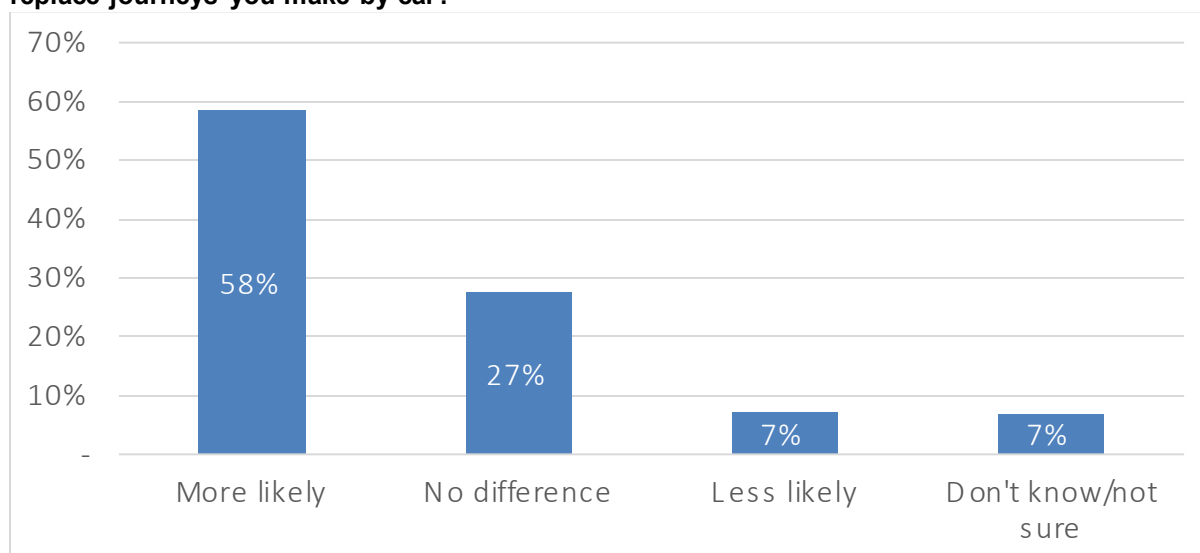
#### 4.4 Summary of responses to Question: Based on our proposals, how likely are you to use a limited stop express bus route to replace journeys you make by car?

986 people responded to this question.

We wanted to understand whether people would replace a journey they take by car with the proposed new express bus service. The chart below shows all responses.

58 per cent of respondents told us they would be more likely to replace a journey by car with the new express bus service. 27 per cent of people said it would make no difference, and seven per cent of respondents said they would be less likely.

Figure 5 Based on our proposals, how likely are you to use a limited stop express bus route to replace journeys you make by car?



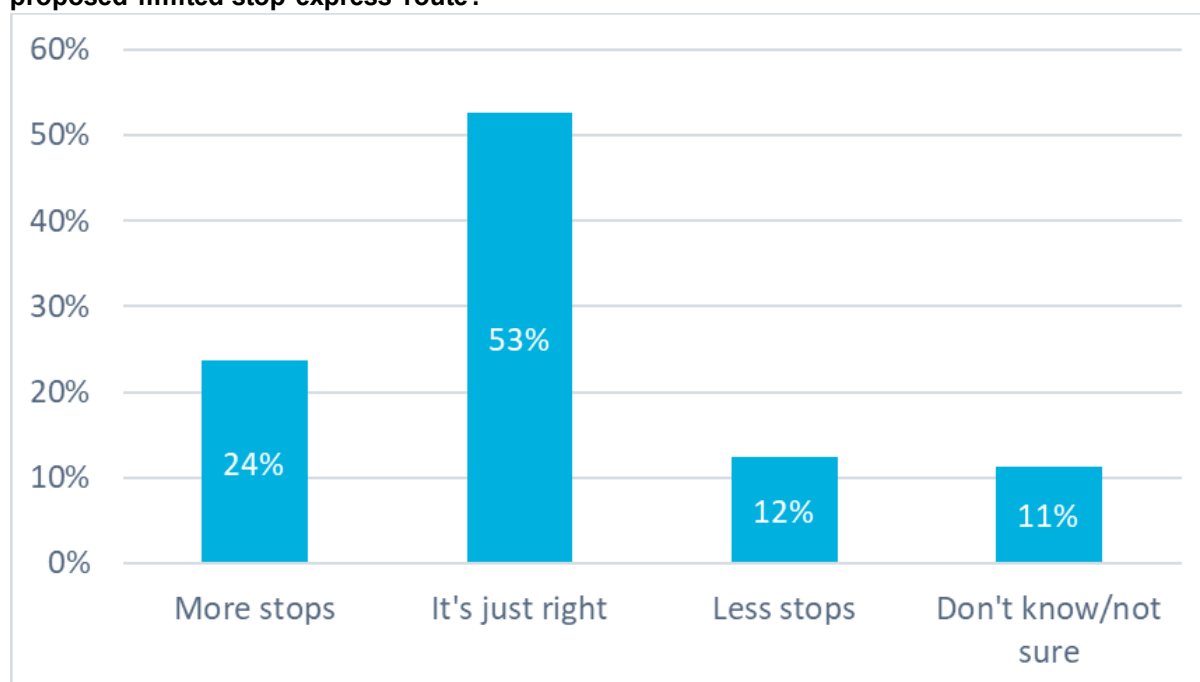
#### 4.5 Summary of responses to Question: Based on our proposals, do you think there should more or less stops on the proposed limited stop express route?

969 people responded to this question.

We asked respondents whether there should be more or less stops on the proposed route than we had suggested. The chart below shows all responses.

53 per cent of people said they thought the number of stops we proposed are just right, 24 per cent of people said we should introduce more stops and 12 per cent of people said there should be less stops.

**Figure 6 Based on our proposals, do you think there should more or less stops on the proposed limited stop express route?**



## 4.6 Summary of responses to Question: Suggested stops and other feedback

We provided an open text box to give people the opportunity to let us know their feedback on our suggested stops, as well as any other feedback they might have on the consultation proposals.

**999 people responded to this question.**

The table below shows the most frequent comments from the responses, which are the top 10 codes. A number of comments were made relating to matters not in the scope of this consultation. Comments that are out of scope have not been included in the top 10. The full code frame with all comments can be found in Appendix A.

**Table 1211 Top 10 codes**

Theme	Code	Frequency of comment
Support	Support having a faster connection / reduced journey times	74
Support	Support Superloop concept generally	66
Support	Support the scheme plans, e.g. distance of stops, express service, bus priority measures	64
Support	Support scheme plans relating to SL5 proposed route	56

Route	Suggestion to reroute/ route should serve West Wickham/ West Wickham High Street	48
General	Response related to ULEZ	41
Suggested stop locations	Suggestion of stop at Sandilands Tram	39
Support	Support the scheme improving connectivity between areas/ places	39
Support	Support the scheme encouraging public transport use	39
Oppose	Concern scheme provides no additional benefit	39

## 4.7 Quality of consultation questions

We asked respondents to rate the quality of the consultation and materials by rating the following aspects as 'Very Good', 'Good', 'Adequate', 'Poor', or 'Very Poor':

- Website structure and ease of finding what was needed
- Written information
- Maps, images, and related diagrams
- Online survey format
- Website accessibility
- Promotional material

This question was optional, and respondents could choose more than one option. The majority of respondents rated the quality of consultation and all materials as Very Good or Good. The table below shows all responses.

**Table 12 Quality of consultation**

	Total	Very good	Good	Adequate	Poor	Very poor
Website structure & ease of finding what you needed	924	307	374	188	24	17
Written information	916	311	367	183	15	14
Maps, images & related diagrams	912	355	341	165	24	16
Online survey format	918	303	352	190	38	22
Website accessibility	917	307	363	162	24	15
Promotional material	901	207	297	189	50	32

We also gave people the opportunity to give us feedback about the quality of consultation through a free text box. 211 people gave us comments and the top five comments are summarised in the table below.

Within this we received some comments about scheme design, route and planning. We also received feedback on the quality of the maps and the lack of maps as part of the survey. The full code frame showing these comments can be found in Appendix A.

**Table 13 Top five codes**

Theme	Code	Frequency of comment
Consultation	Concern about the lack of information / detail (e.g. exact location of bus stops, frequency, timings)	27
Consultation	Concern about lack of advertising to raise awareness of consultation / to the wider area	27
Consultation	Concern about quality / lack of maps in the survey	20
General	Response related to ULEZ	19
Consultation	Satisfied with the quality of the consultation	16

## 4.8 Stakeholder responses

We received responses to the consultation from the following stakeholders:

- Amazing Homecare
- Bob Stewart MP for Beckenham
- Bromley Council
- Caroline Pidgeon AM for Lib Dem Group on London Assembly
- Cllr Luke Shortland (Croydon)
- Cllr Michael Tickner (Beckenham Town & Copers Cope ward)
- Cllrs Michael, Lee and Turrell (Hayes Coney Hall ward)
- Croydon Transport Focus
- East Surrey Transport Committee
- Future Transport London
- London TravelWatch
- Sarah Jones MP for Croydon Central
- Shirley Hills Residents Association
- Southeastern Railway
- Spring Park Residents Associations
- TfL Youth Panel

- Waddon Ward councillors

All stakeholder replies have been read and the comments made have been used to form our decision-making process. A summary of all stakeholder replies can be found in Appendix E.

## **4.9 Petitions and campaigns**

We were not made aware of any petitions or campaigns about the SL5 proposals during the consultation.

## Appendix A: Full code frame

### Proposals:

Theme	Code	Count
Buses	Suggestion to use New Routemasters/ electric vehicles - improving design/ accessibility of buses	265
Other	Potential bulk and/or campaign responses	251
Support	Support having a faster connection / reduced journey times	74
Support	Support Superloop concept generally	66
Support	Support the scheme plans, e.g. distance of stops, express service, bus priority measures	64
Support	Support scheme plans relating to SL5 proposed route	56
Route	Suggestion to reroute/ route should serve West Wickham/ West Wickham High Street	48
General	Response related to ULEZ	41
Suggested stop locations	Suggestion of stop at Sandilands Tram	39
Support	Support the scheme improving connectivity between areas/ places	39
Support	Support the scheme encouraging public transport use	39
Oppose	Concern scheme provides no additional benefit	39
Route	Suggestion to reroute/ route should serve West Croydon	37
Suggested stop locations	Suggestion of additional stop at Trinity School	33
Suggested stop locations	Suggestion of stop at Hayes Lane & Westmoreland Road & Pinkhurst Lane & Barnfield Road Junction	29
Route	Suggestion to reroute/ route should serve Hayes/ Hayes Station	29
Other	Comment requests information	25
Suggested stop locations	Suggest removing stop at Bromley Civic Centre	23
Other	Comment unclear	22
Oppose	Oppose introduction of new route	22
Route	Suggest link to other Superloop services e.g. SL3, SL4, SL7	22
Other	Comment out of scope	21
General	Suggest the scheme is a "waste of money"/ unnecessary	19
Buses	Suggestion for dedicated bus lanes or bus priority measures	19
Buses	Concern about congestion	19
Other	Stakeholder Response	17
Suggested stop locations	Suggest removing stop at Bromley High Street	16
Suggested stop locations	Suggest additional stops between Shirley Road/Library and East Croydon	16
Buses	Concern about reduction in frequency on other routes e.g. 34, 119	15
Route	Suggestion to reroute/route should serve Beckenham	15
Suggested stop locations	Suggest removing stop at Bethlem Hospital	14
Route	Preference for fewer stops in Bromley	14
Buses	Concern about connections to other buses e.g. SL6, SL4, X26, 162	13
Suggested stop locations	Suggest additional stops between Bromley South and Chinese Garage	13
Suggested stop locations	Suggest removing stop at Shirley Library	12
Suggested stop locations	Suggestion of stop at Westmoreland Road	12

Suggested stop locations	Suggestion of additional stop on Addiscombe Road	11
Route	Preference for fewer stops (unspecified)	11
Route	Preference for more stops (unspecified)	11
Route	Concern about congestion delaying journeys/ particular roads causing delays	11
Route	Suggestion to reroute/ route should serve Orpington	11
Oppose	Suggestion other routes should be prioritised instead of SL5	10
Suggestions	Suggestion SL5 should be connected with another Superloop Service and not standalone	10
Oppose	Oppose Superloop concept generally	9
Buses	Concern that buses are slow/ unreliable	8
Suggested stop locations	Suggest removing stop at Wickham Road	8
Suggested stop locations	Suggest removing stop at Chinese Garage	8
Suggested stop locations	Suggestion of additional stops around Shirley/ Shirley Road	8
Support	Support Superloop as it may make other routes quieter	8
Equalities	Concern that scheme causes accessibility issues for people with disabilities / vulnerable people	7
Buses	Concern about use of single decker buses	7
Buses	Suggestion to start early morning buses/ all day	7
Suggested stop locations	Suggest removing stop at Langley Park School	7
Oppose	Concern the route will not be used / lack of demand	7
Route	Suggest the stops focus on key interchange locations (general)	7
Route	Suggest the stops focus on interchange locations e.g. Elmers End	7
Route	Suggestion to reroute/ route should serve Addiscombe	7
Buses	Concern about current lack of bus lanes	6
Suggested stop locations	Suggest removing stop at Fairfield Hall	6
Route	Suggest the stops focus on interchange locations e.g. Beckenham Station	6
Route	Suggestion to reroute/ route should serve Shortlands Station	6
Buses	Concern about pollution	5
Suggested stop locations	Suggestion of additional stop at Beckenham	5
Support	Support for scheme increasing accessibility, e.g. for elderly / vulnerable passengers	5
Route	Suggestion to reroute/ route should serve Elmers End	5
Suggestions	Suggestion of additional Superloop Routes	5
Other	Comment relates to another question	4
Suggested stop locations	Suggest moving stop from closer to West Wickham e.g. West Wickham school	4
Support	Support the scheme saving money	4
Route	Suggestion to reroute/ route should serve Conley Hall	4
Route	Suggestion to extend route to Woolwich	4
Suggestions	Suggestion to improve design on bus stops/ express buses	4
Other	Abusive comment - to be escalated to TfL and excluded from analysis	3
Buses	Suggestion for Superloop night buses	3
Suggested stop locations	Suggestion of stop at Ravensbourne School	3
Suggested stop locations	Suggest additional stop between Monks Orchard and Wickham Road	3
Support	Support environmental benefits of scheme e.g. improving air quality	3
Route	Suggestion to extend route to Lewisham	3



Route	Suggestion to extend route to Grove Park	3
Route	Suggestion to extend route to South Croydon	3
Route	Suggestion to extend route to Eltham	3
Route	Suggestion to extend route to BexleyHeath	3
Other	Personal data removed from response	2
Buses	Suggestion to increase frequency	2
Buses	Concern about anti-social behaviour, e.g. abuse of bus drivers	2
Suggested stop locations	Suggest removing stop at Schools (non-specific)	2
Suggested stop locations	Suggestion of additional stop at Bromley Common	2
Suggested stop locations	Suggestion of additional stop at Valley Walk	2
Suggested stop locations	Suggestion of additional stop at Bromley FC/Morland Park	2
Suggested stop locations	Suggest additional stop at Warham Road (Swan & Sugar Loaf), Croydon	2
Route	Suggestion for stops to be better spread along the route	2
Route	Suggest the stops focus on interchange locations e.g. Bromley North and or Bromley South rail stations	2
Route	Suggestion to reroute/ route should serve Biggin Hill	2
Route	Suggestion to extend route to Purley	2
Suggestions	Suggest an additional orbital route further out	2
Suggestions	Concern about fares e.g. same as other buses, ability to use freedom pass	2
Suggestions	Focus on improving / adding more local routes over long-distance express services	2
Other	Duplicate response	1
Equalities	Concern that fewer stops discourages / disadvantages disabled users	1
Equalities	Concern that it is not serving less well off areas of Bromley	1
Buses	Concern about poor design / layout/ cleanliness/ maintenance of existing buses	1
Buses	Suggestion to create space for cycles on superloop buses	1
Buses	Suggestion for Superloop route to be tram instead of bus	1
Buses	Suggestion for Tram to run alongside SL5	1
Buses	Concern that Superloop might compete with Croydon Tramlink	1
Suggested stop locations	Suggestion of stop at Morland Road	1
Suggested stop locations	Suggestion of stop at Brabourne Rise	1
Suggested stop locations	Suggestion of additional stop at St Mark's Church, Bromley	1
Suggested stop locations	Suggestion for stops closer to Chislehurst School	1
Suggested stop locations	Suggest additional stops at Sanderstead village or Purley Oaks	1
Suggested stop locations	Suggest additional stop between Eden Park and Bethlem Hospital	1
Suggested stop locations	Suggestion of additional stop on Shirley Oaks Road	1
Suggested stop locations	Suggest stop at alternative locations to 119 Bus Service	1
Oppose	Concern that introduction of new route will lead to more private travel e.g. by car	1
Route	Preference for fewer stops in Croydon	1
Route	Suggestion to reroute/ route should serve Orchard Way	1
Route	Suggestion to reroute/ route should serve Sandilands	1

Route	Suggestion to reroute/ route should serve Abbots Way	1
Route	Suggestion to reroute/ route should serve South Norwood	1
Route	Suggestion to reroute/ route should serve Croydon Hospital	1
Route	Suggestion to reroute/ route should serve Keston Mark	1
Route	Suggestion to reroute/ route should serve LSE C Bromley	1
Route	Suggestion to extend route/too short (general)	1
Route	Suggestion to extend route to Selsdon	1
Route	Suggestion to extend route to Catford	1
Route	Suggestion to extend route to Sutton or Carshalton	1
Route	Suggestion to extend route to Thamesmead	1
Route	Suggestion to extend route to Mottingham	1
Route	Suggestion to extend route to Caterham/ Coulsdon	1
Route	Suggestion to extend route to Thornton Heath Pond via Mayday Hospital	1
Route	Suggestion to extend route to Chislehurst Train Station	1
Route	Suggestion for less stops in peak hours	1
Suggestions	Suggest a cross-borough approach/ Superloop as single route/ much longer route	1
Suggestions	Suggestion for school dedicated bus services	1
Suggestions	Suggestion to improve information provision	1
Suggestions	Suggestion to improve road surface quality	1

### Quality of consultation:

Theme	Code	Count
Other	No response	1,149
Consultation	Concern about the lack of information / detail (e.g. exact location of bus stops, frequency, timings)	27
Consultation	Concern about lack of advertising to raise awareness of consultation / to the wider area	27
Consultation	Concern about quality / lack of maps in the survey	20
General	Response related to ULEZ	19
Consultation	Satisfied with the quality of the consultation	16
Consultation	Concern about difficulties with opening survey / account set up	14
Consultation	Concern that survey questions are too restrictive / leading	14
General	Support the SL5 bus service (non-specific)	12
Consultation	Concern that responses will not be listened to / undemocratic	12
Consultation	Unable to answer some questions / no answer relevant to them	12
Consultation	Concern that the questions do not ask what route respondents would like	12
Non-consultation concerns	Specific concern about scheme design, route planning, branding	12
General	Support the scheme plans, e.g. distance of stops, express service, bus priority measures	7
Other	Comment out of scope	5
Consultation	Dissatisfied with quality of the consultation material (General)	4
Non-consultation concerns	Specific suggestion / concern about buses (general) (e.g. accessibility)	4
Other	Comment unclear	3
Other	Comment requests information	3
General	Suggest the scheme is a "waste of money"	3
Consultation	Concern about lack of advertising of non-digital response methods	3
Consultation	Would like to see research/planning behind proposals	3
General	Support scheme plans relating to Superloop SL5 proposed route	2
General	Oppose scheme (non-specific)	2

Consultation	Would like to see the outcome of the consultation results	2
Consultation	Concern that consultation specifically is a waste of money	2
Consultation	Satisfied with the high quality maps	2
Consultation	Concern about long / repetitive questions e.g. demographics, postcode	2
Consultation	Concern about typo(s) / error(s) in the consultation material	2
Consultation	Concern about lack of reference to other PT modes (e.g., Tram)	2
Consultation	Concern that the survey is too long	2
Consultation	Concern over accessibility of the survey (e.g. font too small, too much information)	1
Consultation	Satisfied with the postcard & Easy Read leaflet	1
Consultation	Concern about privacy of their response	1
Consultation	Concern about content/quality of the video	1
Non-consultation concerns	Specific support	1

# Appendix B: Consultation survey



## Tell us your views

### Proposals for a new express bus route between Bromley and Croydon (SL5 bus route), part of the Superloop

We are holding a six-week public consultation to hear what you think about these proposals. We want to know if you agree with them, if there is anything you do not agree with, and to understand the reasons why you feel this way. You can reply by completing our survey, which should take no more than 10 minutes to complete. The consultation is open until 23.59 Monday 4 September 2023.

If you prefer, you can also:

- Complete our online survey at <https://haveyoursay.tfl.gov.uk/s15-superloop>
- Send us your response by email at [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk) or post to **FREEPOST TFL HAVE YOUR SAY(SL5)**
- Telephone: 020 3054 6037 to leave your name and contact number and we will call you back. Please quote 'SL5' when leaving your message

Please note responses to the survey may be made publicly available after the consultation has closed, this would typically be in the form of a report on the results of the consultation exercise, but any personal information will be kept confidential. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. For further information, please see our privacy policy at <https://haveyoursay.tfl.gov.uk/privacy>

#### Q1. About you

To help us understand a bit more about you, please answer the following two questions.

Do you live in:

*(Choose one option)*

- London Borough of Bromley
- London Borough of Croydon
- I live in another London borough
- I live outside London

**Q2. What encouraged you to complete this questionnaire on the SL5 proposals? I'm interested in the SL5 bus route proposals because...**

*(You can choose more than one option)*

- I'm a resident living along the proposed bus route
- I own or run a local business along the proposed bus route
- I work at a business along the proposed bus route
- I attend a school, college or university along the proposed bus route
- I commute to work through Bromley or Croydon
- I live in Bromley or Croydon and I'm interested in the proposals
- I'm a visitor to the area and I'm interested in the proposals
- None of the above, but interested in the proposals

**Q3. Your current travel preferences**

To help us understand more about how you travel around Bromley or Croydon, please answer the following four questions.

Out of the following options, which do you use most frequently to travel around Bromley or Croydon:

*(Choose one option)*

- Walking
- Cycling
- Bus
- Train or Tube
- Private car
- Taxi
- Other not listed above (please specify)

**Q3.1 If you answered 'Private car' to question 3, how often do you use it?**

- Everyday
- Monday to Friday only
- Weekends only
- A few times each week
- A few times each month

**Q3.2 If you answered 'Bus' to question 3, how often do you use it?**

- Everyday
- Monday to Friday only
- Weekends only
- A few times each week
- A few times each month

**Q4. If you travel by bus locally, do you travel on..**

- Route 119
- Another route

**Q5. How would the SL5 proposals affect you**

To help us understand how our proposals could change your travel habits around Bromley or Croydon, please answer the following four questions. Based on our proposals, do you think a new limited stop express route would be more or less convenient for you to use?

- More convenient
- No difference
- Less convenient
- Don't know/not sure

**Q6. If you used a new limited stop express bus route, do you think your journey time on the bus would be?**

- Quicker
- No difference
- Longer
- Don't know/not sure

**Q7. If we introduced a new limited stop express route how often would you use it?**

- Everyday
- Monday to Friday only
- Weekends only
- A few times each week
- A few times each month
- Not at all

**Q8. Based on our proposals, how likely are you to use a limited stop express bus route to replace journeys you make by car?**

- More likely
- No difference
- Less likely
- Don't know/not sure

**Q9. About the proposed route**

To help us understand your thoughts and feelings about the SL5 bus route proposal, please answer the following two questions.

Based on our proposals, do you think there should more or less stops on the proposed limited stop express route. Based on our proposals, how likely are you to use a limited stop, express bus route to replace journeys you make by car?

- More stops
- It's just right
- Less stops
- Don't know/not sure

**Q10. Please use the box below to tell us where you think there should be more or less stops on the proposed route.**

**Or alternatively use this box to provide any other feedback you might have on these proposals.**

**Q11. Are you...**

- A local resident
- A local business owner
- Employed locally
- A commuter to the area
- A visitor to the area
- Not local, but interested in the proposals
- Other (please specify)

**Q11. Please confirm your postcode**

**Q12. Can you please confirm if you are responding as an individual or as an official representative of an organisation (e.g. interest group, charity or trade body).**

*(Choose one option)*

- As an individual
- As an official representative of an organisation

**Q13. If you are responding as an official representative of an organisation then please provide your organisation name below.**

**Q14. How did you hear about this consultation? Please select the main way by which you heard.**

*(You can choose more than one option)*

- Received an email from TfL
- Read about it in the press
- Social media – Facebook
- Social media - Instagram
- Saw it on the TfL website
- Saw a publicity poster
- Other (please specify)



**Q15. What do you think about the quality of this consultation (for example, the information we have provided, any printed material you have received, any maps or plans, the website and questionnaire etc.)?**

	Very good	Good	Adequate	Poor	Very poor	Not applicable
Website structure & ease of finding what you needed						
Written information						
Maps, images & related diagrams						
Online survey format						
Website accessibility						

**Q16. Do you have any further comments about the quality of the consultation material?**

**Your contact details:**

Name:

Address:

Email address

# Appendix C: Consultation publicity

Poster:

**Your Superloop.  
Your say.**




**We are consulting on proposals for the new SL5 bus service, providing quicker journeys between Bromley and Croydon.**

For more details and to have your say please scan the QR code, or:

- Visit: [haveyoursay.tfl.gov.uk/sl5-superloop](https://haveyoursay.tfl.gov.uk/sl5-superloop)
- Email: [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- Telephone: 020 3054 6037 (call back service)
- Write to: FREEPOST TFL HAVE YOUR SAY (SL5)

The closing date for comments is **Monday 4 September 2023.**




**MAYOR OF LONDON**



Leaflet:


**Your Superloop. Your say.**




**We are holding a six-week consultation on proposals for the new SL5 bus service.**

For more details and to have your say please scan the QR code, or visit our website [haveyoursay.tfl.gov.uk/sl5-superloop](https://haveyoursay.tfl.gov.uk/sl5-superloop)

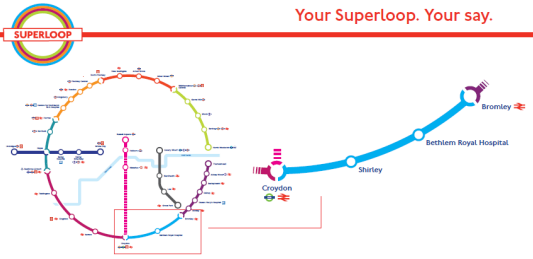
The closing date for comments is **Monday 4 September 2023.**



**MAYOR OF LONDON**




**Your Superloop. Your say.**



**Bromley to Croydon**  
The new limited-stop service would be a part of our Superloop network, providing quicker journeys between Bromley and Croydon.

**MAYOR OF LONDON**



Sticker:



Media activity:

Social media:

TfL @TfL · Aug 9  
We want to hear from you!

We're consulting on the next sections of the new proposed **Superloop** that would connect key outer London town centres, stations and transport hubs

Have your say today

tfl.gov.uk  
Have your say

TfL @TfL · Aug 28  
Tell us your thoughts on the proposed Superloop!

We're consulting on the next sections of the new proposed Superloop that would connect key outer London town centres, stations and transport hubs

Have your say today

tfl.gov.uk  
Have your say

## Emails:

### Superloop SL5 consultation



TfL Have Your Say

To TfL Have Your Say

Retention Policy TfL Exchange Online Retention Policy (7 years)

Expires 19/07/2030

TfL Restricted/TfL Restricted - No Markings

You forwarded this message on 25/07/2023 09:39.



Fri 21/07/2023 10:24



Dear Stakeholder

We are writing to confirm the start of our consultation on a proposed new section of the Superloop, covering the boroughs of Bromley and Croydon, called SL5.

This consultation specifically covers the proposed section of the Superloop between Bromley North and Croydon Town Centre. The consultation will run from **21 July until 4 September**, and we hope you will take time to review our consultation material and respond to our questionnaire. You can do this by either:

- Visiting our online consultation page at <https://haveyoursay.tfl.gov.uk/s5-superloop>
- Emailing us at [haveyoursay@tfl.gov.uk](mailto:haveyoursay@tfl.gov.uk)
- Writing to us at FREEPOST TFL HAVE YOUR SAY (SL5).

Please also feel free to contact me if you have any questions regarding our proposals, the consultation or to arrange a briefing on the proposed route.

#### What are we proposing?

We are proposing to introduce a new express bus service, the SL5, between Bromley and Croydon Town Centre. This new express service would be a more direct route than the existing 119-bus route. We are not proposing to change the frequency of the 119-bus route.

The SL5 would run with buses every 12 minutes Monday to Saturday and buses every 15 minutes on evenings and Sundays.

The new SL5 route would provide extra bus capacity in busy locations, encourage more sustainable journeys, allow for quicker journeys and more transport options to move between key transport and town centre locations in Bromley and Croydon. However, as part of our consultation we want your feedback on whether these are the right places for a new express route to operate.

#### Please help us publicise the consultation

We want to ensure that all of London's communities, especially those most impacted by our proposals, have an opportunity to respond to our consultations. To ensure we achieve this we use a number of marketing and engagement channels to connect with, listen to and work with local communities.

However, we also rely on our partners and local stakeholders to share this message and raise awareness of our consultations and transport proposals. To do this we've created a social media toolkit for this consultation and for the Superloop.

We would greatly appreciate it if you would use this toolkit to reach out to your networks across London to make them aware of the SL5 proposals and to encourage them to respond to the consultation. I have included our social media toolkit as an attachment to this email.

End and more about the Superloop

### Have you had your say on SL5 between Bromley and Croydon, part of Superloop?



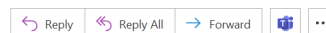
TfL Have Your Say

To TfL Have Your Say

Retention Policy TfL Exchange Online Retention Policy (7 years)

Expires 14/08/2030

TfL Restricted/TfL Restricted - No Markings



Wed 16/08/2023 15:03

Good afternoon

I am sending you this email as your registered postcode on Have Your Say is in the area of the proposed new SL5 bus route, part of Superloop. This express route would run between Bromley, Shirley and Croydon Town Centre.

We are currently consulting on proposals for this route and want to hear from as many local people as possible. You can find out more about our proposals on our [website](#).

If you have already responded to the consultation, then I would like to thank you for your feedback.

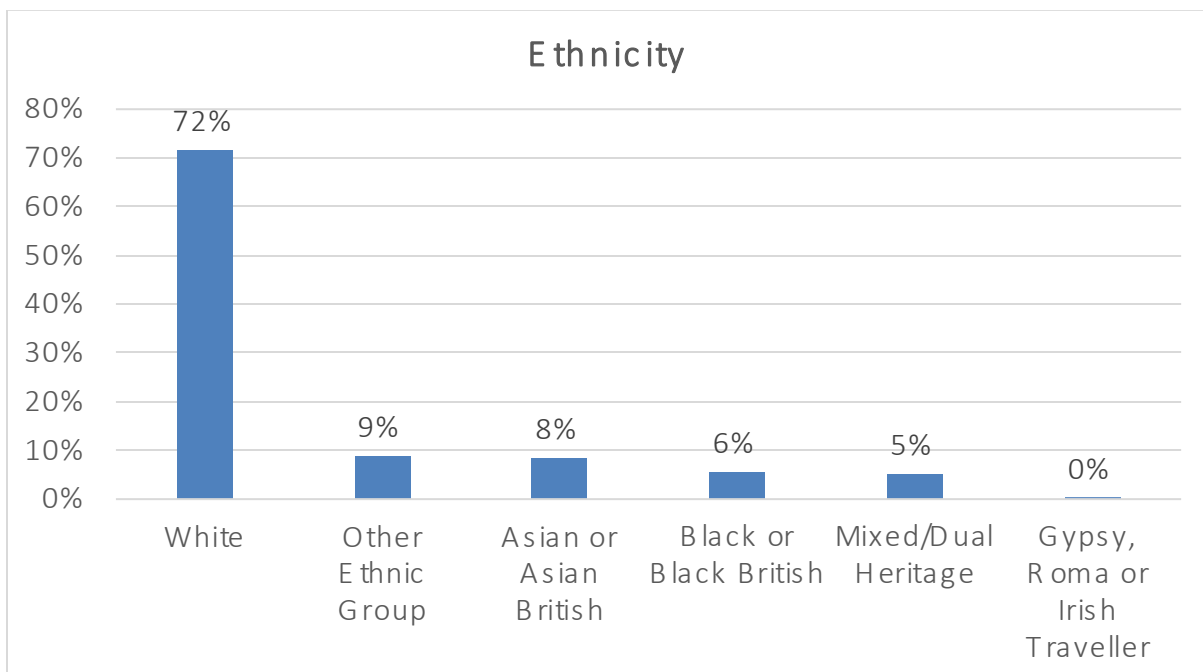
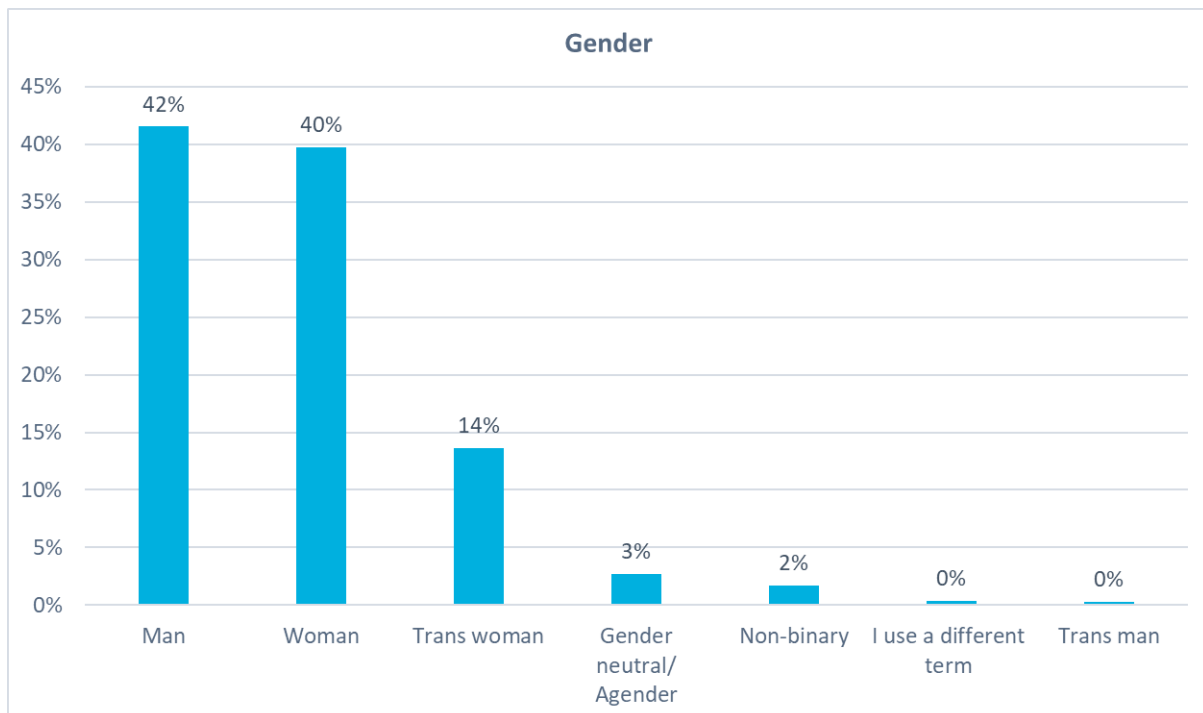
Kind regards

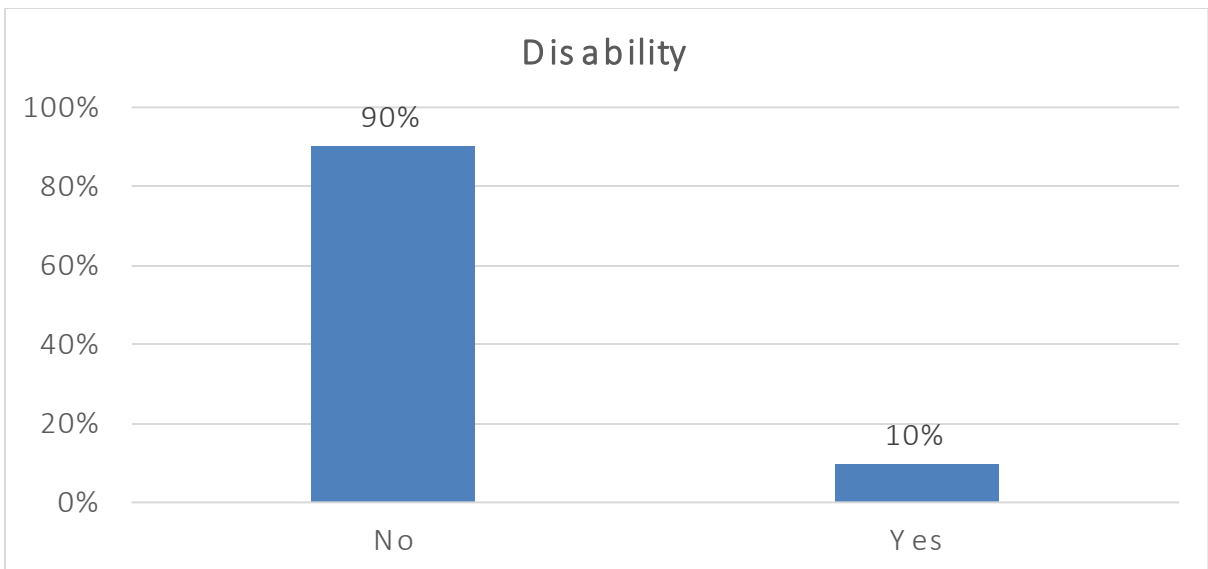
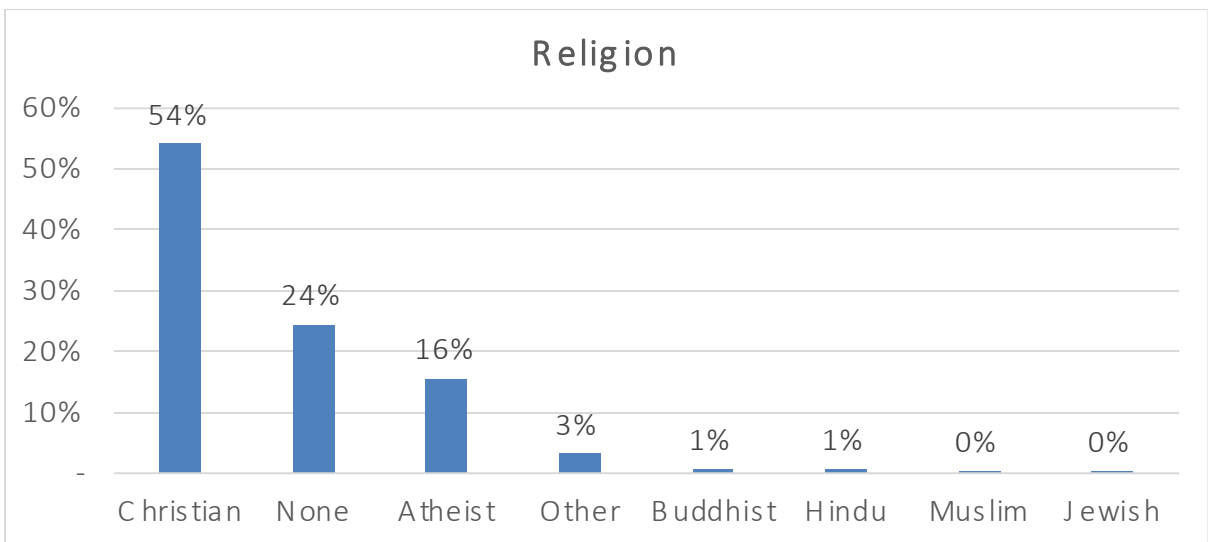
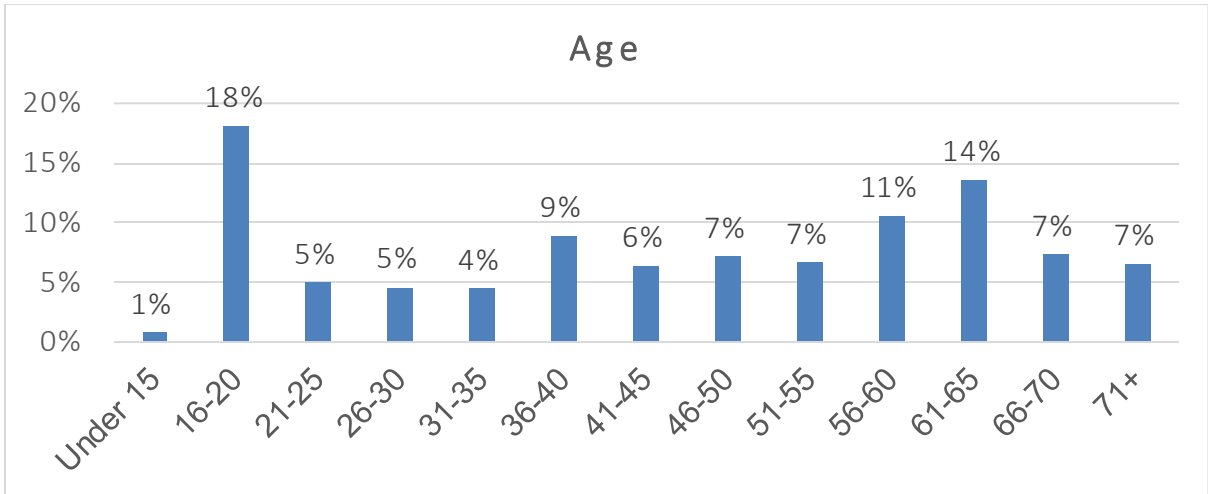
Katie-Jane Moorhouse

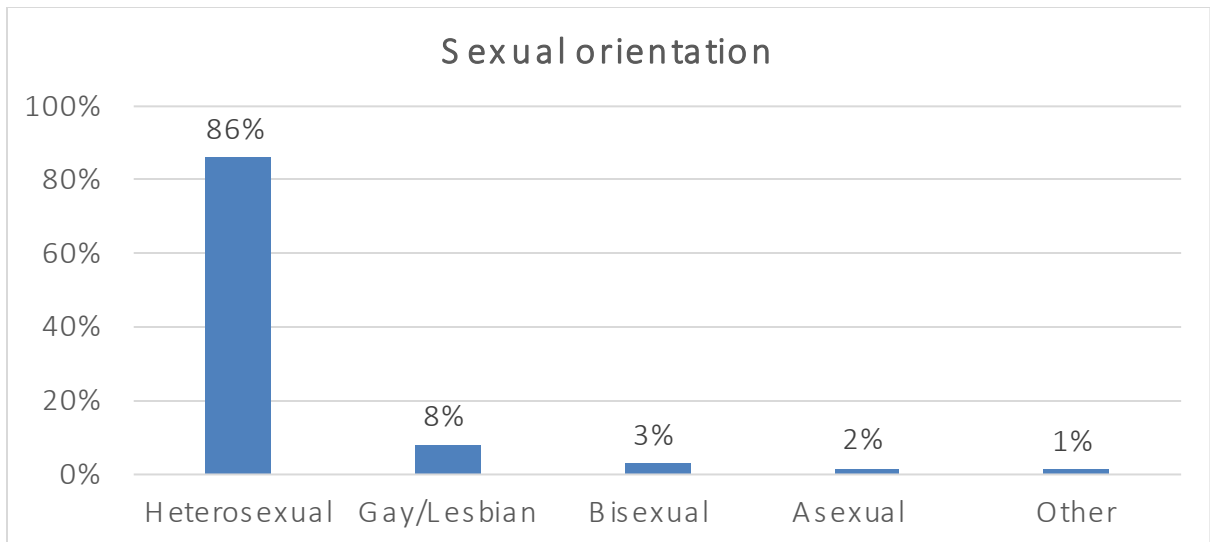
Consultation Lead



## Appendix D: Demographic data







## **Appendix E: Summary of Stakeholder replies**

This section provides summaries of the feedback we received from stakeholders. We sometimes have to condense detailed responses into brief summaries. The full stakeholder responses are always used for analysis purposes.

### Amazing Homecare

Amazing Homecare support the route, responding that it will help care workers chose public transport as an option for commuting between Croydon and Bromley. They note that the existing bus route 119 takes too long and workers are therefore forced to drive.

### Bob Stewart MP for Beckenham

Bb Stewart MP supportive of the proposals, which would improve connectivity across outer London, particularly in South-East London. The stakeholder supports the stops proposed for the SL5, and suggested that the SL7 should start at Beckenham Junction.

The stakeholder also commented on the SL3 route which will be summarised in the appropriate Consultation Report.

### Bromley Council

Bromley Council request TfL to re-consider the routing proposal for the SL5 and suggest that from the Monks Orchard Roundabout the SL5 should turn left and continue along South Eden Park Road – Beckenham Road – Station Road – Wickham Court Road – Corkscrew Hill; then turning right at the roundabout onto Addington Road – Kent Gateway; then turning right into Gravel Hill – Coombe Road and on to central Croydon.

The stakeholder suggests that suggest this would open up a new route and it would better serve West Wickham and Hayes, and avoid congestion. Their suggestion would also allow the SL5 to only stop at large town centres and transport interchanges, such as the Addington Village tram stop.

### Caroline Pidgeon AM for the Liberal Democrat Group on the London Assembly

Caroline Pidgeon AM expressed support for the proposals generally, with a request for TfL to make sure the implementation of the service delivers a new benefit to Londoners, especially those in outer London. The stakeholder states that the service should be high frequency, operating on a 'turn up and go' basis, to create an attractive alternative to car use.

The stakeholder stated that the SL5 should run parallel with the existing route 119 to allow passengers to easily interchange with existing services to reach their destination.

### Cllrs David and Ponnuthurai (Waddon ward)



The Ward Councillors for Waddon Ward (Croydon) were pleased to note the SL5 would not result in a reduction of frequency to the 119. They welcome the additional frequency on the SL7 (formerly X26) and request an additional stop in Waddon on the Purley Way.

#### Cllr Luke Shortland (Croydon)

Cllr Luke Shortland welcomed the proposal for a new bus route but questioned what difference this may make to the network. The stakeholder stated that more information would have been useful such as estimated journey times, journey times between stops, and how this compared to the existing 119 service.

The councillor suggested the SL5 route should serve East and West Croydon rail stations as this would help fill the gap left when buses were previously withdrawn from serving both Park Street and West Croydon in the town centre.

The stakeholder also commented on Superloop as a whole, noting that routes mainly take people to relatively well-connected down centres when in outer London there is more of an issue with bus connectivity for people living in the area getting from one neighbourhood to another to access services into the town centre.

#### Cllr Michael Tickner (Beckenham Town & Copers Cope ward)

Cllr Michael Tickner suggested an additional stop at Trinity School to serve students both here and at nearby Oasis Academy.

#### Cllrs Michael, Lee and Turrell (Hayes Coney Hall ward)

The Ward Councillors for Hayes and Coney Hall (Bromley) welcome the move to increase capacity in Outer London but are concerned that the Superloop does not address the need to boost capacity in the south of the Borough and calls on TfL to investigate further solutions there.

The stakeholders are disappointed that Hayes is not included in the proposed route and suggest an alternative route that serves Hayes Station, Coney Hall, West Wickham and Monks Orchard.

#### Croydon Transport Focus

Croydon Transport Focus welcomed the faster journey times between Bromley and Croydon town centres, noting a reliable and punctual bus journey is key to modal shift.

The stakeholder raised a concern that the SL5 may be unreliable due to congestion with other routes, including at East Croydon Bus Station and on Wickham Road. They suggested traffic management solutions would need to be in place.

The stakeholder raised the importance of interchange between the SL5 and other public transport, noting concern at the proposals in Croydon. They suggested additional stop locations at Lebanon Road or Sandilands, and supported a stop at Bethlem Royal Hospital and Langley Park School. The stakeholder questioned why a

stop at Chinese Garage was proposed and suggested a new direct local service would better serve the areas between Bromley and Elmers End.

#### East Surrey Transport Committee

The East Surrey Transport Committee support the introduction of the SL5 and that there is no planned reduction of service on the existing route 119. They also commented on the SL6, noting it should start from central Croydon, and the SL7 asking for an additional stop in Purley Way.

#### Future Transport London

Future Transport London supports the introduction of new express bus routes to encourage modal shift from cars to the public transport network. The stakeholder suggests that the SL5 should terminate at West Croydon station for interchange with the SL7 to/from Heathrow Airport.

The stakeholder also commented on the SL2 and SL3 routes, which will be summarised in the appropriate Consultation Reports.

#### London TravelWatch

London TravelWatch support the proposals for SL5 because people value being able to travel across boroughs for work, healthcare appointments, schools and shopping trips, and to connect easily to key local transport interchanges and orbital links provide this. They do raise a concern that there are not enough bus priority measures in place though and call for TfL to continue to work with boroughs on this.

The stakeholder is disappointed that the new route will not be implemented sooner than Spring 2024 to help customers who may be impacted by the expanded ULEZ proposals.

The stakeholder is pleased that there will be no frequency reduction in the existing bus route 119 and are supportive of the proposed stop locations, giving better access for The Bethlem Royal Hospital and local schools.

Regarding the consultation materials, they are positive about how the consultation was advertised and the opportunity for non-digital responses to the consultation.

#### Southeastern Railway

Southeastern Railway supports the SL5 as it would compliment the existing train service in the area and provide a more integrated public transport service. It would support customers travelling to and from stations at Bromley North, Bromley South, and Eden Park.

The stakeholder suggests that service frequency should be linked to the rail timetable and asked for estimated journey times on the route. They welcome further discussion with TfL on this.

The stakeholder also gave feedback on the proposed SL3 route and this will be summarised in the appropriate Consultation Report.

#### Sarah Jones MP for Croydon Central

Sarah Jones MP welcomed the Superloop proposals and supported the SL5 in giving Croydon constituents more transport choices. The stakeholder noted that Croydon needs extensive investment in its transport infrastructure, noting her campaign for Croydon to be rezoned to fare zone 4.

The stakeholder noted disappointment that a tram extension to Crystal Palace and Sutton has not been progressed, or the inclusion of the Cycle Hire Scheme and cycle lanes in Croydon.

#### Shirley Hills Residents Association

Shirley Hills Residents Association request a stop outside Trinity School. This would allow connections between the new service and the 466 and 130 bus routes for people travelling from Addington and Shirley Hills.

#### Spring Park Residents Association

The Spring Park Residents Association responded that the SL5 proposals would make journeys quicker and more convenient, and that the number of stops proposed is just right.

#### TfL Youth Panel

The TfL Youth Panel is generally supportive of the Superloop service, as young people rely on the affordable, and highly connected bus network to access jobs, opportunities, social events etc. They also note that the Superloop will help with tackling London's toxic air, which adversely impacts young people.

The stakeholder states that the services should be accessible and reliable, and note the improved connectivity with outer London boroughs. This will have a tangible impact on young people commuting to school or university, and provided modal shift away from car journeys. They also ask TfL to consider running a night service for the Superloop, either partially (where demand is highest), or along the whole route.

The stakeholder recognises that the Superloop routes will make public transport more accessible and state that there should also be more wayfinding support for those who have accessibility requirements, including onboard announcements, and braille services in all buses, bus stops and stations. They also ask TfL to consider a social media campaign for the promotion of the Superloop and sustainable travel and that the Superloop brand is used in all wayfinding.

The stakeholder calls for all Superloop bus stops to be in well lit, public locations close to popular amenities and transport services to dissuade crime, ensure a better level of safety for young Londoners, and to reduce interchange time and distance for those with accessibility requirements. They also call for all Superloop buses to be electric or hybrid.

The stakeholder is concerned that new express services may lead to congestion on the roads and cause delays to other bus routes using the same roads and suggest stops are also upgraded to cater to increased waiting customers.

## Appendix F: List of stakeholders consulted with

AA	Abellio	Abellio London Limited/ Abellio West London Limited
Access in London	AccessAble	Action on Disability and Work UK
Action on Hearing Loss	Addiscombe and Shirley Park Residents Association	Addison Lee
Advocacy for All	Age Concern Orpington and District	Age UK
Age UK Croydon	Age UK London	Age UK Orpington & District
Alzheimer's Society Croydon	Ark Pre-School	Arriva London
Arriva London North Ltd,	Asda	Ashgrove School
Asian People's Disability Alliance	ASLEF	Aspire
Association of British Drivers	Association of Fleet Professionals LTD	Association of Town Centre Management
Attitude is Everything	Beckenham Montessori	Beckenham Society
Beckenham Together BID	Beckmead Park Academy	Biggin Hill Community Association
Biggin Hill Community Care Association	BlindAid	Brake
British Association of Removers	British Blind Sport	British Disabled Angling Association
British Land	British Motorcycle Federation	British Youth Council (BYC)
Bromley & District Consumer Group	Bromley and Lewisham Mind	Bromley BID
Bromley Civic Society	Bromley Cyclists	Bromley Experts by Experience CIC
Bromley Living Streets Group	Bromley Mencap	Bromley Methodist Church
Bromley Mobility Forum	Bromley Mobility Forum (XbyX Bromley)	Bromley Neighbourhood Watch Association
Bromley North Residents Association	Bromley Sports Club	Bromley Voice
Bromley Well	BromleyDisabled Children's team	Buddies for All

Buses4homeless	Business Disability Forum	Campaign for Better Transport
Carers First	Carers Information Service	Central Croydon Community Action
Central London - Council for Christian & Jews	Central London NHS Trust	Centre for accessible environments
Chartered Institute of Logistics and Transport (CILT)	CHASE Residents' Association	Chauffeur and Executive Association
Chislehurst Society	City of London Police	Citymapper
Clean Air London	Club Langley	Community House Bromley
Community Links Bromley	Computer Cab	Coney Hall Village Association
Confederation of British Industries	Confederation of Passenger transport	Co-op
Coopers School	Copers Cope Area Residents Association	Coulsdon College
Coulsdon West Residents' Association	Croydon Accessible Transport (CAT)	Croydon BAME forum
Croydon Business Improvement District	Croydon College	Croydon Communities Consortium (CCC)
Croydon Disability Forum	Croydon Disability GroupForum	Croydon Mencap
Croydon Mobility Forum	Croydon Museum	Croydon People First
Croydon Transport Focus	Croydon Voluntary Action	CroydonFamily Information Service
Cyclists Tourist Club (CTC)	DABD (UK)	Deaf Access
DeafBlind UK	Department for Transport	DHL
Dial-a-Cab	Disability Alliance	Disability Horizons
Disability Rights UK	Disabled Go	Disabled Motoring
Disabled Persons Transport Advisory Committee	Dogs for Good	DPDgroup UK
Driver & Vehicle Licensing Agency (DVLA)	DriverNet	East Coulsdon Residents' Association
East Surrey Transport Committee	End Violence Against Women	Epsom Coaches / Quality Line
ETOA – European tourism association	European Dysmelia Reference Information Centre	Facebook team Croydon

Fairfield Halls	Fairfield School of Business	Faiths Together in Croydon
Faiths together in Croydon	Federation of Small Businesses	Fernwood Close Residents Association
FREENOW	Freight Transport Association	Friends of Kelsey Park
Galop	Gardens Residents Association	Gateway Club - Orpington and Bromley
Gateway Club Orpington and Bromley	GBM Drivers	Gendered Intelligence
GeoPost UK	GIRES	GLA Strategy Access Panel members
Golden Tours (Transport) Ltd,	Great Ormond Street Hospital for Children NHS Foundation Trust	Greater London Authority
Greater London Forum for Older People	Greater London Forum for the Elderly	Guide Dogs
Guide Dogs for the Blind	Guide Dogs for the Blind Association	HA Boyse and Son
Harris Academy	Harris Primary Academy	HCT plus
Health Poverty Action	Healthwatch	Historic Croydon
IAM	Imperial College Healthcare NHS Trust	Inclusion London
Independent Disability Advisory Group	Institute Of Couriers	ITS Automotive
Jags Foundation CIC	Jami (Jewish Association for Mental Health)	John Lewis Partnership
John Ruskin College	Joint Mobility Unit	Kenny Stuart LTD
Langley Park Boys school	Langley Park Primary school	LB Bromley Residents Federation
Leonard Cheshire	Licenced Taxi Drivers Association	Licensed Taxi Drivers Association
Lilly Brook Nursery	Living Streets	London Ambulance Service
London Ambulance Service (stakeholder team)	London Ambulance Service NHS Trust	London Assembly
London Borough of Bromley	London Borough of Bromley	London Borough of Bromley Residents Association
London Borough of Croydon	London Cab Drivers Club	London Chamber of Commerce and Industry (LCCI)

London Councils	London Cycling Campaign	London Cycling Campaign (Croydon)
London European Partnership for Transport	London Faiths Forum	London Fire and Emergency Planning Authority
London Fire Brigade	London Fire Brigade (LFEPA)	London First
London General	London Gypsies & Travellers	London Hire Ltd
London Jewish Forum	London Living Streets	London Older People's Strategy Group
London Omnibus Traction Society	London Private Hire Board	London Road Safety Council
London Suburban Taxi-drivers' Coalition	London Taxi PR	London TravelWatch
London Vision	Look Ahead	Loomis UK
Mandatory	Marks & Spencer	Mcdonnell transport
Members of Parliament for Bexley, Bromley and Croydon	Metroline Travel Limited/ Metroline West Limited	Metropolitan Police Service
Mind Croydon	Monkey Puzzle Day Nursery	Motorcycle Action Group
Motorcycle Industry Association (MCIA)	Mumderground	Mumsnet
National Autistic Society	National Autistic Society	National Express
National Federation of the Blind	National Federation of the Blind of the UK	National Motorcyclists Council (NMC)
NCT	NCT- Beckenham	NCT- Bromley & Chislehurst
NCT- Croydon	NCT- Crystal Palace	NCT- Orpington
Netmums	NHS Property Services	No Panic
North Bromley Residents Association	Office Depot	Office for Disability Issues (DWP)
OnCue Transport	One Place East	Orpington First
Orpington First BID	Park Langley Residents Association	PaxTrans Ltd
PCOrentals	PCS	Penge SE20 BID
Petts Wood & District RA	Portaramp UK Limited	President National Federation of the Blind of the UK
Press office Croydon	Prince's Trust	PrioritEyes Ltd



Purley BID	Queen Elizabeth Care Home	Queen Elizabeth's Foundation for Disabled People
RAC Motoring Foundatiom	RAC Motoring Foundation	Rainbow Nursery
Research Institute for Disabled Consumers	RMT London Taxi	RMT Union
RNIB	Road Haulage Association	Road Haulage Association LTD
Road Safety Markings Association	Roadpeace	Rotary Club - Bromley
Royal College of Nursing	Royal London Society for Blind People	Royal Mail
Royal Mail Parcel Force	Royal Princess Hospital	Sainsbury's Supermarkets
Salvation Army - South London Divisional HQ	School of Philosophy	Scope
Sense	Shirley High School	Shirley Methodist Church
Sight Centre in Bromley	South East London Vision	South London & Maudlsey
South Mobility Forum Croydon	St David's Prep	St John's Bromley
St John's CofE Primary School	St Mark's Church	St Nicholas Church
Stagecoach	Stay Safe	Stonewall
Stroke Association	Sundridge Park Working Mens Club	Sustrans
Suzy Lamplugh	Team Margot	Technicolour Tyre Company
Terrence Higgins Trust	TfL's Valuing People	The Association of Guide Dogs for the Blind
The Big Bus Company Ltd,	The British Dyslexia Association	The Disability Confident Action Group (DCAG)
The Disability GroupConfident Action Group (DCAG)	The Driver-Guides Association	The Interfaith Network
The Lesbian and Gay Foundation - LGBT Carers Online Forum	The Royal Association of Deaf People (RAD)	Thomas Pocklington Trust
TKMaxx	TNT	Trailblazers, Muscular Dystrophy UK
Transport Associates Network (Ann Frye)	Transport Focus	Transport for All
Transport for All	Trinity School	Unicorn Primary School

Unions Together	Unite	Unite the Union
University of the Third Age Bromley	UPS	Vibe Arts Theatre School
Visit Chislehurst	Walk London	West Wickham Residents Association
Wheels for Wellbeing	Wheels for Wellbeing – Cycling	Whitehorse Youth Centre
Whizz Kidz	Women in Transport	Young Roots
Your Bromley BID		