



Consultation on proposed changes to bus services in Archway

Consultation report
December 2016

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Executive summary

We recently consulted stakeholders and the public about a set of proposed changes to bus services in Archway. Changes to the existing bus services are necessary because of a major reconfiguration of the road network at the Archway gyratory. This reconfiguration will include the permanent closure to motor vehicles of the south-western arm of the gyratory, and the conversion of the remaining sections from a one-way system to two-way roads.

The consultation was open between 11 January 2016 and 29 February 2016. This report gives a summary of the consultation process and the responses that we received.

Summary of responses to consultation

There were 818 responses to the consultation and, of these, 681 respondents answered a closed question asking whether they supported the proposed changes to bus services in Archway. 75 per cent answered 'No' and 23 per cent answered either 'Yes' or 'Partially.' A final two per cent answered 'Not sure.' We asked three other closed questions on different aspects of the proposed changes and the answers to each were approximately the same as those to the question about the scheme as a whole.

Over 700 respondents provided comments in their responses to the consultation. All have been analysed and are reported in detail in this report. A significant proportion of responses included negative comments about the closure of the south-west arm of the gyratory to buses. 261 respondents expressed concern about the impact of the scheme on transport interchange, often in reference to the closure the south-west arm. In particular, concern was expressed about the standard of interchange between different bus routes. It was pointed out that in some instances it would become necessary to move from one bus stop to another in order to transfer between bus routes, when at present it is possible to use just one stop.

There were also negative comments in reference to pedestrian crossings, including the requirement for bus passengers to cross roads to reach bus stops as a result of the closure of the south west-arm.

Other popular themes in responses were either partly or entirely concerned with the changes to the Archway gyratory system, rather than the changes to bus services. Many people suggested that the new roads would increase congestion levels and that pollution and accidents would also rise as a consequence. Some focused their attention on the decision to install two bus stands on Archway Road and a U-turn facility for buses.

Conclusion and next steps

We have prepared a separate report that explains our response to each of the main issues raised through consultation, along with our decisions on how to proceed. It is available on our website: <https://consultations.tfl.gov.uk/buses/archway-consultation>

1. About the proposals

1.1 Introduction

Between 11 January and 29 February 2016, we held a consultation on a set of proposals to change bus services in Archway. This followed on from another consultation that we delivered in late 2014 on proposals to improve the Archway gyratory system for pedestrians and cyclists, including changes to the road and bus network.

In that earlier consultation we heard from over 1,000 respondents, and the scheme design was amended to reflect many of the comments we received. In May 2015 we announced that we intended to implement those amended proposals, which involve changing the one-way gyratory system into a two-way road network, with one arm of the old gyratory closed permanently to motor vehicles.

In light of the decision to proceed with the road layout changes we carried out this latest consultation, dealing solely with the provision of bus services on the new road layout. We sought feedback on our choices and assumptions concerning the best possible way for existing bus routes to use the newly arranged roads, bus stops and bus stands.

1.2 Purpose

Because the road system through Archway is set to change significantly as a result of our work there, it is necessary to change the existing bus routes that will use the new road layout.

1.3 Detailed description

Due to the closure of the bottom section of Highgate Hill to motor traffic, some bus services will need to take different routes through Archway. The new road layout also requires the following changes to bus stops:

- The relocation of the northbound bus stop X on Archway Road (near Despard Road) slightly further up the road
- The removal of northbound bus stop G (near the former UCL Campus)
- The removal of southbound bus stops K and L (near Archway Park) from Archway Road

- The removal of the alighting bus stop on MacDonald Road, used by bus routes 4, 17, 41, 143, C11 and W5

We are relocating bus stands from the existing site on Vorley Road to on-street locations. New bus stands will be provided on Archway Road for six of the terminating bus routes, with the last terminating bus route (41) standing on MacDonald Road adjacent to the leisure centre. To accommodate the new bus stand on MacDonald Road and allow bus routes 41 and 210 to serve the town centre, the one-way direction of Vorley Road and MacDonald Road is being reversed.

The following table explains which of the new bus stops would be served by bus routes passing through Archway:

Proposed bus stopping points		
Bus stop	Routes	Towards
C	4, 143, 210, 271, C11, W5	Finsbury Square, Finsbury Park
D	17, 43, 263, 271	Archway, Friern Barnet, Barnet Hospital, Highgate Village
E	4, 143, 271, C11, W5	Waterloo, Brent Cross, Highgate Village, Haringey
New stop- Tollhouse Way	41	Tottenham Hale
M	41, 210	Tottenham Hale, Finsbury Park
N	41, 210	Brent Cross, Archway
Q	43, 134, 263	London Bridge, Highbury Barn
R	17, 43, 263, 271	London Bridge, Highbury Barn, Finsbury Square
V	134, 390	North Finchley
W	41, 134, 210, 390	Tottenham Court Road, Brent Cross, Notting Hill Gate
X	43, 134, 263	North Finchley, Barnet Church

2. About the consultation

2.1 Purpose

The objectives of the consultation were:

- To give clear information about the proposals to stakeholders and the public, and allow them to respond
- To understand the level of support or opposition towards the proposals
- To understand any issues that had not previously been considered and that might affect the proposals
- To respond effectively to people's concerns and suggestions by making improvements to our proposals, wherever appropriate

2.2 Potential outcomes

The potential outcomes of the consultation were:

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

Our conclusion and next steps are explained in a separate report, available on our website: <https://consultations.tfl.gov.uk/buses/archway-consultation>

2.3 Who we consulted

The consultation sought the views of a range of different groups who might reasonably be expected to have an interest in the proposals and their outcomes. The categories of individuals and representative organisations that we sought to involve in this consultation included but was not limited to the following:

- Local residents and businesses
- Local stakeholders, including the local authority, local politicians and local interest groups
- Representatives of transport organisations and campaigns

A list of the stakeholders we consulted is shown as Appendix D. A summary of their responses is given in Section 4.6.

2.5 Dates and duration

We consulted on these proposals from 11 January to 29 February 2016. A consultation period of six weeks was considered sufficient to enable all interested parties to consider our proposals and prepare a response. The high volume of responses to the consultation and the level of detail they cover indicate that consultees were able to read and respond to our proposals within the allotted six weeks.

2.6 What we asked

The consultation invited participants to comment on the proposed changes. As well as asking respondents to provide their personal details such as a name and email address, we provided four closed questions and two open questions, as listed below:

1. Do you support our proposals for the re-routeing of buses through the new Archway Road layout?
 - a. Yes
 - b. No
 - c. Partially
 - d. Not sure
 - e. No opinion

2. Do you support our proposals for which bus routes will use the new bus stops in Archway?
 - a. Yes
 - b. No
 - c. Partially
 - d. Not sure
 - e. No opinion

3. Do you support our proposals for how buses will use the new bus stands in Archway?
 - a. Yes
 - b. No
 - c. Partially
 - d. Not sure
 - e. No opinion

4. Overall, do you support our proposals for the provision of bus services on the new Archway road system?
 - a. Yes
 - b. No
 - c. Partially
 - d. Not sure
 - e. No opinion
5. Do you have any comments on our proposals for the provision of bus services on the new Archway road system?
6. Please tell us what you think about the quality of this consultation (for example, the information we have provided, printed material you have received, any maps or plans, the website and questionnaire etc.)

2.7 Methods of responding

Participants were invited to provide their feedback using any of the following response channels:

- Online survey at <https://consultations.tfl.gov.uk/buses/archway-consultation>
- Emailing consultations@tfl.gov.uk
- Freepost address

2.8 Consultation materials and publicity

We sent a map and a letter describing the proposals to approximately 11,000 addresses in the area immediately around these proposed changes. A copy of this letter is shown as Appendix A and a map of the distribution area is shown as Appendix B. Information about the consultation was also emailed to over 25,000 Oyster Card owners who had registered to receive updates on TfL's work and who had used buses that pass through Archway. A similar email was sent to over 1,300 stakeholder contacts, including elected officials, transport bodies and representative groups. A list of the groups we consulted is shown as Appendix D.

2.8.1 Public meetings, events and exhibitions

On Wednesday 10 February 2016 two members of the TfL Consultation Team took part in a public meeting hosted by the Highgate Society to address the proposed changes to Archway buses. The event was chaired by Councillor Liz Morris and

attendees were given an opportunity to ask questions about the proposals or about the Archway development scheme.

2.9 Analysis of consultation responses

The analysis of responses to this consultation was carried out by the TfL Consultation Team. Our approach to analysis was to categorise the issues in responses using a series of ‘tags.’ This enables us to group issues together in a way that helps us understand general trends and sentiments, while also highlighting the particular detail of each concern and suggestion. Each response - whether from a stakeholder organisation or an individual member of the public - was analysed in the same way.

3. About the respondents

Some of the questions in our survey were intended to provide background information about respondents so that we can monitor the effectiveness of our consultation process and understand the different interests that our respondents are representing.

3.1 Number of respondents

There were 818 responses to the consultation. Of these, 20 were categorised as stakeholder responses, meaning they were submitted by organisations or elected officials that represent the interests of groups of people who may be affected by our proposals.

Respondents	Total	%
Public responses	798	97
Stakeholder responses	20	3

3.2 How respondents heard about the consultation

There were 633 answers to our question on how respondents had heard about the consultation.

How respondents heard	Total	%
Received an email from TfL	194	31

Received a letter from TfL	93	15
Social media	81	13
Saw it on the TfL website	26	4
Read about it in the press	52	8
Other	187	30

3.3 Methods of responding

Methods of responding	Total	%
Online	706	86
Email/ hard copy	112	14

3.4 Postcodes of respondents

There were 660 valid postcodes provided with consultation responses.

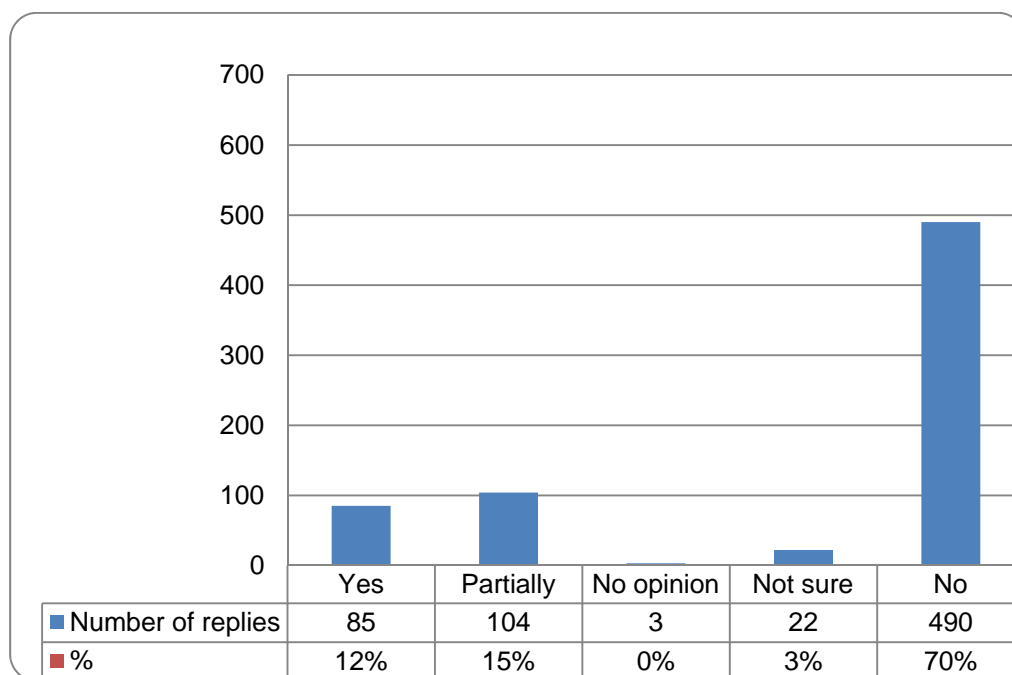
Postcode	Total	%
N19	347	53
N6	244	37
Other 'N' postcode prefixes	51	7
Non-'N' London postcode areas	18	3

4. Summary of all consultation responses

Our questionnaire asked respondents to provide a multiple-choice response to four separate questions about different aspects of the bus proposals. The following section summarises the responses to those questions.

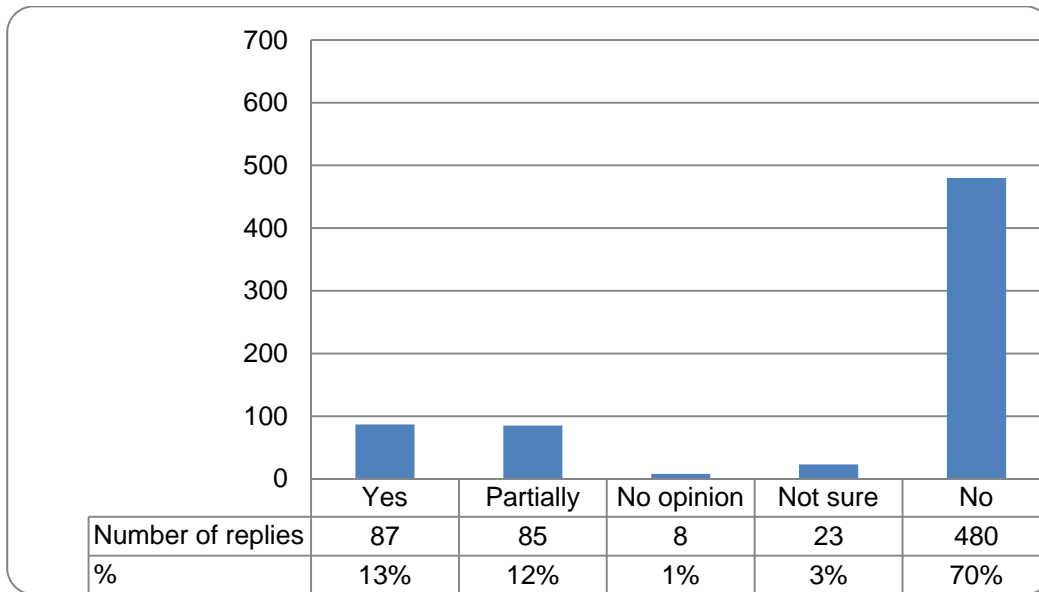
4.1 Summary of responses to Question 1: "Do you support our proposals for the re-routeing of buses through the new Archway road layout?"

A total of 704 people provided a response to this question.



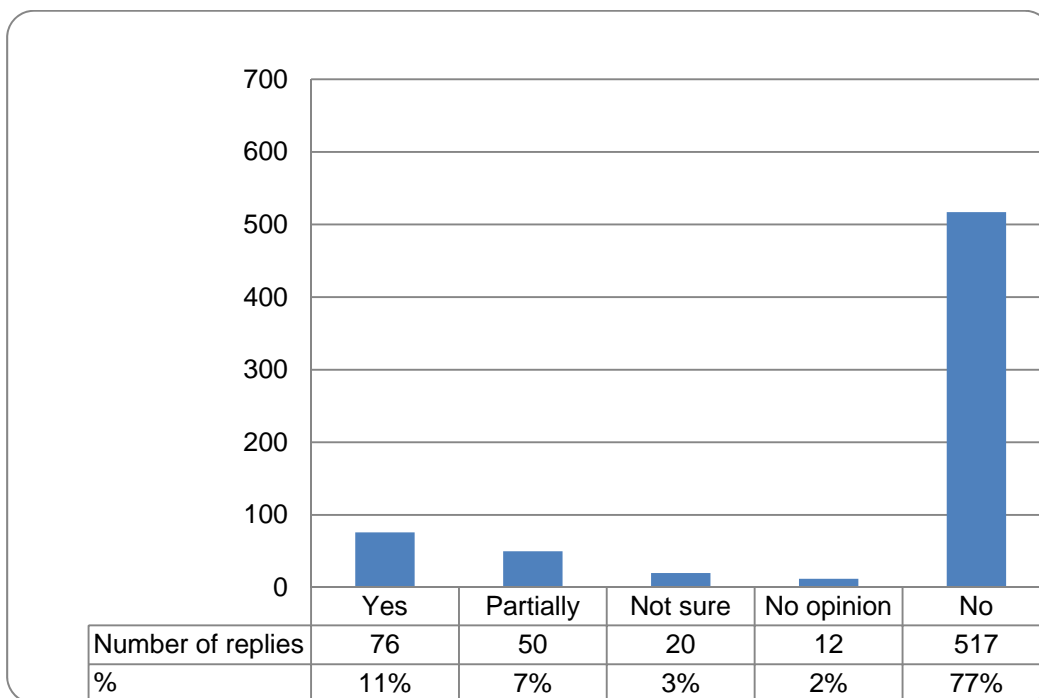
4.2 Summary of responses to Question 2: "Do you support our proposals for which bus routes will use the new stops in Archway?"

There were 683 responses to this question.



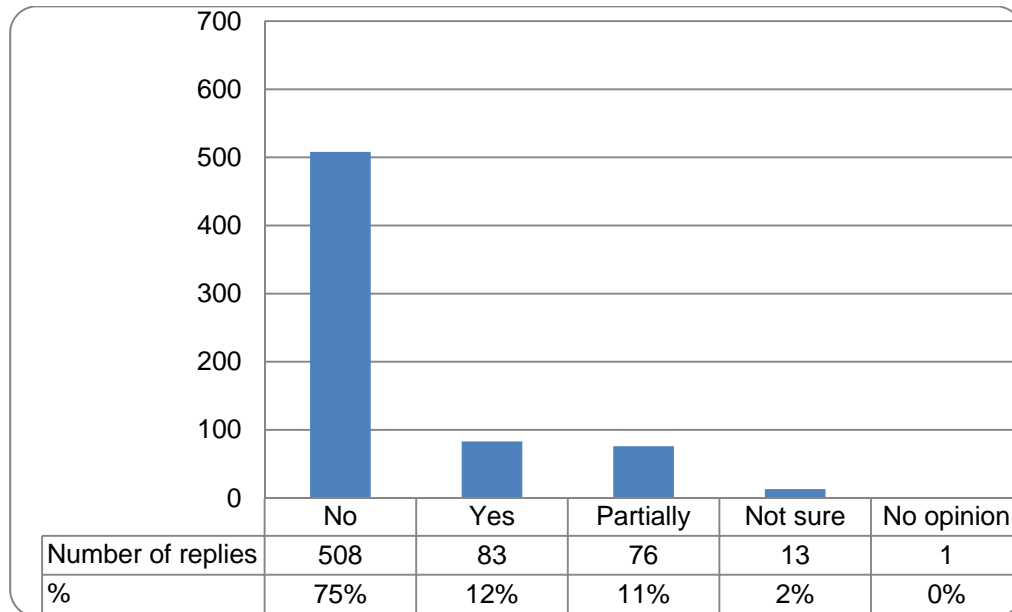
4.3 Summary of responses to Question 3: "Do you support our proposals for how buses will use the new stands in Archway?"

There were a total of 675 responses to this question.



4.4 Summary of responses to Question 4: "Overall, do you support our proposals for the provision of bus services on the new Archway road system?"

There were 681 responses to this question.



4.5 Issues commonly raised

Of the 818 respondents to this consultation, 716 left comments in the open text field. It was common for responses to address issues that dealt primarily with the decision to amend the road system in Archway. Sometimes these points were made in relation to the provision of bus services that would use the new road system and sometimes no references to buses were made. Changes to the road layout are not within the scope of this consultation, but because they were very common in responses they have been included and presented in our analysis.

We have summarised some of the key issues that were grouped together under the ten categories that were used most often by our analysis team.

We have produced a separate report explaining our response to the main issues raised during the consultation. It can be accessed from our website:

<https://consultations.tfl.gov.uk/buses/archway-consultation>

Q.5 Top ten (negative) themes	Number of comments
Transport interchange concerns	261
There were various references to the standard of interchange (from	

one bus route to another or from London Underground to bus services) that would be created if the consultation proposals are implemented. There was a strong sense that the standard would decline, and the opportunity to wait at one bus stop in order to catch several routes with common destinations would be lost. There were 93 instances of respondents suggesting that the loss of bus stops in front of the Archway Underground station would add to the inconvenience of using public transport in the area.

It was pointed out in some responses, for example, that under the current arrangement of bus stops it is possible to board the 134, 43, 263 and N20 from one location, but if our proposals are implemented these routes would be divided between more than one stop. People were concerned that this would leave them uncertain of which stop to wait at for the first bus to arrive, and that less mobile passengers would be unable to quickly relocate to a different stop once it became apparent that the next available bus would be serving it.

In some respondents' opinions this represented a form of prejudice against less mobile people, and others felt that it would encourage unsafe crossings of roads.

It was felt by some respondents that journeys from Archway towards Muswell Hill as well as Highgate Village would become more difficult because of changes to the stopping arrangements. Others believed that access to Whittington Hospital and Upper Holloway Station would also be made harder if these proposed bus services are implemented.

Some responses contained observations that because Archway is the final northbound station on the Northern Line before entering Zone 3, it was a particularly common place for people to disembark in order to continue their journeys by bus and thereby avoid additional charges on the Underground. This, it was felt, would mean that the interchange problems would affect even more people.

There was a suggestion that interchange between routes 17 and 390 would be improved if bus stop G was reinstated and moved closer to the centre of Archway.

Increased traffic/congestion

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Comments categorised within this heading often focused on what were perceived to be the impacts of the new road layout on all traffic modes through the Archway area, including buses. In some responses there were specific references to the impacts of the proposed changes on bus services. It was often claimed that these would make worse the congestion problems caused by the new road layout.

<p>Some respondents expressed concerns over the assumed increase in traffic diverting from the main roads through Archway onto relatively quiet and residential side roads. Examples were given of other gyratory systems in London that had recently been converted in the same manner as Archway.</p> <p>It was claimed that these areas had experienced an increase in congestion and that the same would be the case in Archway. The new bus stands on Archway Road drew some attention in this section, with respondents suggesting that an increase in ‘empty running’ time for buses traveling from their final stopping points to the new stands would lead to increased congestion.</p> <p>Some respondents were concerned that Junction Road was too narrow to cope with the assumed increase in traffic it would receive, and others felt that because Archway Road is an important arterial road it was inappropriate to reduce its capacity.</p>	
<p>50 buses per hour u-turning on Archway is a health hazard</p> <p>Some respondents believed that there would be an increase in pollution levels because of the increased number of buses using Archway Road and the backing-up of traffic waiting at the new traffic signals to allow buses to perform a U-turn. Other respondents drew attention to the potential for traffic accidents at the new signals, including emergency service vehicles.</p>	210
<p>Environmental impacts</p> <p>A range of different environmental impacts were raised in responses; either in relation to the new road layout or to the proposed changes to bus services. These included concerns that the overall pollution levels in Archway, which were often described as unacceptably high already, would become worse because of increased congestion on the road network. Locations such as the Archway Children’s Centre were described as being at particular risk from the presumed increase in pollution levels.</p> <p>Other areas mentioned in responses included the Whitehall Park Conservation Area, which it was felt would experience an increase in pollution levels. There were references to specific health studies that had linked disease or premature death to prolonged exposure to vehicle exhaust fumes, and there were requests for more information or evidence of how the health impacts of the Archway scheme had been assessed.</p> <p>To other respondents, the environmental impacts of the new bus stands on Archway Road were of particular importance. Residents of</p>	189

<p>roads very close to where the stands will be situated were concerned that there would be an increase in noise from buses using the stands.</p> <p>Others made comments about the presence of toilets and other facilities for drivers close to the stands. Some people were worried that the stands might make the road more dangerous for pedestrians because of muggers using the cover created by standing buses.</p>	
<p>Pedestrian crossings</p> <p>It was common for respondents to raise concerns over the pedestrian crossings that would serve the new road layout, and in some instances the relationship of these crossing points to the location of bus stops. Some people were apprehensive about the need to cross roads in order to change from one bus route to another or when leaving Archway Underground station.</p> <p>It was felt that people would be likely to rush unsafely across roads so that they could board buses, and that the configuration of new bus stops had made the risk of accidents greater. The removal of the underpass on Archway Road and its replacement with a signal controlled crossing generated some interest. Respondents questioned the need to replace the subway and, in some instances, felt that the signal controlled crossing would be dangerous because of the high volumes of traffic- including buses performing U-turns- in close proximity to it.</p> <p>There were suggestions that Vorley Road is too narrow for the higher volumes and speeds of vehicles that it was assumed would use it once the new road system was in place. Some were concerned that vulnerable pedestrians using that road would be at risk.</p> <p>A separate concern was that the reversal of Vorley Road and MacDonald Road would prove confusing to pedestrians and may cause them to have accidents when crossing the roads. Some respondents felt that the new cycle lane close to the entrance of the Underground station would pose a risk to pedestrians.</p> <p>There was a suggestion that a new entrance to the Underground should be built that directed people towards the new bus stops and away from conflict with the cycle lane.</p>	124
<p>Relocation of the bus stands to Archway Road</p> <p>The relocation of bus stands from Vorley Road to Archway Road, as decided through the earlier road consultation, was addressed in various forms throughout the responses. Some people felt that the intention and the decision to relocate the stands had not been</p>	122

<p>properly explained to local people earlier and that there would have been greater opposition to the move if it had. Some respondents took issue with the motives behind this move, which they felt were driven by the desire of LB Islington to develop the land on Vorley Road where the stands are now situated.</p> <p>Many respondents were concerned by the perceived air pollution that the bus stands would create. Some residents of roads such as Pauntley Street suggested that the presence of parked buses would make it unsafe for them to pull out of their road and merge with general traffic on Archway Road.</p> <p>One respondent questioned what measures were in place to deal with buses that break down while using the stands, and others took issue with the removal of traffic lanes on a road that already receives high volumes of vehicles on a daily basis.</p>	
<p>Reduced access to Whittington Hospital/ambulance delay</p> <p>Ease of access to and from the nearby Whittington Hospital was a theme that emerged from a number of responses to the consultation. These comments included references to the provision of bus services to and from the hospital, as well as references to potential delays to emergency service vehicles resulting from changes to the road network. It was pointed out that access to the hospital from the final stopping point of route 41 would become less convenient, and that it may be necessary to provide better pedestrian crossing points on Highgate Hill to enable safer access to bus stop C.</p> <p>It was suggested that these changes would increase the likelihood of sick people having to walk up or down the slope of Highgate Hill in order to access the hospital. For some respondents, improving access by bus to the hospital should have been a defined objective of the consultation proposals. Some people felt that access to the hospital and its services could have been improved by allowing certain routes to stop, stand and turn around on land immediately in front of the hospital grounds. It was suggested that this would lead to less buses having to use the u-turn facility and new bus stands on Archway Road.</p> <p>There were other comments about the effects of the changed road layout on emergency service vehicles accessing the hospital. Some felt that the new road system would lead to delays for all traffic in Archway and that consequently emergency services would find it more difficult to reach the hospital.</p>	99
<p>Loss of traffic lanes in the Archway Road and no right turn from St John's Way</p>	89

<p>Some respondents made objections to the removal of lane space on the A1 in order to build new bus stands, and they described the potential effects this could have. They felt that congestion would increase and cause delays to general traffic as well as emergency service vehicles.</p> <p>Many of the respondents making these points suggested that the importance of the A1 as an arterial route into and out of London made it an inappropriate location for bus stands or any other change that would reduce lane space.</p> <p>The prevention of right turns from St John's Way was also a common theme in responses. There was a concern that this change to the road network would add to the congestion that might be created because of amendments to the A1.</p> <p>Various respondents asked for the right turn ban to be reconsidered, either for all vehicles or for vehicles such as buses and ambulances. Some felt that the ban would generate increased traffic on quiet side roads. There were mentions of Waterlow Road, Hazelville Road and Cromwell Avenue, among others.</p>	
<p>Local roads will become rat-runs</p> <p>There were various concerns that increased congestion on the main roads running through Archway would encourage more drivers to seek diversions onto residential side roads. For some respondents this represented a safety risk for pedestrians using those side roads.</p>	80
<p>Increased journey times</p> <p>Some respondents described what they believed would be the journey time impacts of the changes to the road network and the proposed revisions to bus services in Archway. In general it was assumed that there would be a noticeable delay to journey times, including the time it takes for buses to complete their routes and the time taken to walk from one bus stop to another in order to catch another bus. Some respondents also described the potential delays caused to journeys in cars or other private vehicles.</p>	76

4.6 Summary of stakeholder responses

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

Haringey Council

The Council suggested that, under the proposed new arrangement of bus stops, people wishing to travel from Archway to Highgate would need to choose arbitrarily between two separated bus stops that are each served by some but not all of the northbound routes, rather than waiting at just one stop that is served by all those routes, as is the case now. They suggested that bus information boards placed near to the Underground station and in the new pedestrianised area would help people to plan their journeys.

Councillor Liz Morris (LB Haringey, Highgate ward, Liberal Democrats)

Councillor Morris objected to the bus U-turn facility on Archway Road and to the banned right turn from St John's Way. She argued that the bus proposals would separate common stopping points in a way that would make it more difficult for passengers to begin or continue journeys in Archway. It was also suggested that the two-stage consultation process in Archway that delivered, first, a new road layout and, second, a set of proposed bus services had disadvantaged bus passengers by failing to properly articulate the potential impacts of the changed road layout on bus services. She felt that cycling groups had been proactively consulted and listened to, as part of the earlier road layout consultation, in a way that had been denied to bus users. The response also included a reminder that many vulnerable users of the nearby Whittington Hospital relied on Archway bus services, and it was suggested that these proposals would be disadvantageous to them.

Transport Committee, London Assembly (submitted by Caroline Pidgeon, then Deputy Chair)

The Transport Committee expressed concern over the relocation of bus stands and the potential traffic impacts of the U-turn facility for buses on Archway Road. There was a separate concern over a change (also brought about through the earlier Archway consultation) that would generate more traffic, including buses, along the relatively narrow and densely populated Vorley Road. The inherent safety risks of this move, it was felt, would be made worse if the land now occupied by bus stands is used for new residential buildings. The Committee asked TfL to consider the possibility of using land next to the Whittington Hospital as alternative stopping points for certain bus routes.

Better Archway Forum

The Forum's response argued that the proposals would reduce the number of common stopping points for buses heading to Highgate Hill, Crouch End, East Finchley and further north on Archway Road. It also argued that the convenience of interchange points in Archway - from one bus route to another - would be made worse through these proposals. Concerns were raised over the routing of buses onto Vorley Road and MacDonald Road, and over the use of traffic lanes on Archway Road for bus stands. The response also included detailed comments and criticism about aspects of the new road layout in Archway, including the removal of a right turn facility from St John's Way and the assumed dispersal of traffic onto side roads.

A representative of the Forum separately submitted additional comments, following a meeting held by the Highgate Society at which TfL presented information about the consultation and answered questions from attendees. The response summarised the issues that were raised by attendees at the meeting and listed a set of requirements for supplementary data or other information that had been issued to TfL. It reiterated the Forum's opinion that the road scheme and elements of the bus proposals that follow on from it would lead to a deterioration of travelling conditions for bus passengers in the Archway area. It was recommended that through traffic on side roads should be prevented rather than encouraged; that the standard of interchange from bus service to service should be improved; and that the need for empty running of buses could be removed by directing services to Whittington Hospital and to transport hubs.

Cromwell Area Residents' Association

A similar concern over common stopping points for northbound buses was raised by the Residents' Association. They also suggested that the new bus stands on Archway Road would cause congestion problems on the A1 and that the new pedestrian area in the centre of Archway would not prove popular or useful. They felt that the notification of consultations and changes affecting Archway had not been extensive and that the material produced for the bus consultation was confusing.

Crouch End Neighbourhood Forum

The Forum explained that, through these proposals, the W5 and 41 routes towards Crouch End would serve separate stops in Archway and therefore it would become less easy for passengers to begin that journey. It was also suggested that passengers on Crouch End buses would need to cross roads in Archway in order to transfer from route to route, where previously they did not. There was a suggestion that some bus routes could make use of a service road in front of the Whittington Hospital, and a criticism that the plans would lead to excessive empty running of buses between services.

Elthorne First Tenant Cooperative Ltd

The Cooperative raised a concern about the safety of buses using Vorley Road because it is used by visitors to the Archway Children's Centre. They also felt that the provision of pedestrian crossings on Vorley Road was insufficient and that MacDonald Road would be unsafe to use at night time because of poor lighting and general visibility problems. Finally, they commented that consultation and notification around the Archway developments had not always been delivered efficiently and that there should be ongoing consultation, once the new road and bus schemes were in place.

Whitehall Park Residents' Association

The Association's response followed the same format and content of the Better Archway Forum's response. It addressed the issue of common stopping points, particularly those for buses serving the area to the north of Archway. It also made the argument that issues and concerns brought up in the earlier Archway consultation had not been satisfactorily remedied and on that basis it was inappropriate to proceed with the scheme and to a consultation on bus services. The response outlined an alternative to the relocation of bus stands on Archway Road that involves a turn-off from Holloway Road onto Pemberton Gardens.

Archway Children's Centre Parents' Forum

The response from the Parent's Forum also addressed the issue of common stopping points for buses. The Forum was particularly concerned by the reported impacts on Vorley Road, brought about by the re-routing of buses along a one way street that is used by visitors to a children's centre, a library and a public swimming pool. Disappointment was expressed towards a perceived unwillingness by TfL to engage with local people on issues that would affect the delivery of a generally well supported scheme. Doubts were raised over the accuracy of modelling information presented as part of the earlier Archway gyratory consultation and over the absence of information on environmental impacts.

Hampstead Garden Suburb Residents' Association

The Association was concerned that changes to the road layout in Archway could re-direct traffic onto the A1 at Aylmer Road/Falloden Way.

Southwood Lane Residents' Association

The Association was opposed to the decision to use Archway Road as the location for new bus stands and a U-turn facility. There was a separate concern that common stopping points for bus routes serving Highgate Village would be lost in the proposed new arrangements. There was a suggestion that the segregated cycle route that will pass in front of the Archway Underground station could be re-routed and the space it leaves behind used as a dedicated bus route.

The Highgate Society

The Society described what it felt to be the shortcomings of the earlier process of design and consultation that resulted in the decision to build a new road layout and pedestrianised area for Archway. It was felt that the notification and engagement associated with the Archway bus consultation were inadequate because they did not properly involve vehicle owners and bus passengers who use roads in Archway but do not live there. The response included a set of detailed objections to the consultation proposals, which are summarised as follows:

- The Society objected to the U-turn facility on Archway Road
- There was concern over the assumed congestion and pollution impacts on Archway Road and in parts of Highgate
- It suggested that bus passengers would face longer walking distances and generally longer journey times because of the separation of common stopping points for bus routes serving Highgate and other areas
- Concern was raised for users of Whittington Hospital, who would experience the problems described in the point above and may, for various reasons, be less able to accommodate the longer journey times and more difficult interchanges
- It was assumed that residential streets to the east of Archway Road would be used in higher numbers by drivers seeking to avoid congestion or the banned right turn from St John's Way

The Society presented a range of alternatives:

- Change the plans for the new pedestrianised area in Archway so that buses could also use the area set aside for cyclists and pedestrians
- Use land around Whittington Hospital as a stopping, standing and turning point for certain terminating bus routes
- Extend to Upper Holloway Station certain routes that currently terminate in Archway
- Convert an area of pavement close to the campus on Archway Road so that it could be used as a bus stand

- Acquire land on the corner of St John's Way so that the capacity of the junction could be increased, thereby allowing the right turn from St John's Way to be reinstated

#N19

This local organisation was responsible for a petition that received 130 signatures and is included in this report as Appendix C. It included a request for bus routes to be extended to serve the Whittington Hospital and Upper Holloway Station instead of terminating on Archway Road. It also asked that the 41 and 210 bus routes be allowed to turn right from St John's Way onto Archway Road/Highgate Hill.

Whitehall Park Area Residents Association

The response argued that the proposals would make it more difficult and confusing for bus users to access transport services; that pollution levels would increase as a consequence; and that they would contribute to a general decline in the amenity of the Archway area.

St. Andrew's Church

The Church explained its reservations over the location of bus stands on an area of Archway Road where amenities and facilities used by local people are situated. They asked for alternatives to be considered and for local sentiment to be listened to.

Metro Food and Wine

This organisation took issue with the removal of a bus stop from Junction Road, which- it was argued- would reduce footfall through that area and deprive local businesses of customers. References were made to a meeting at which, the response suggests, there was a commitment to investigating the effects on footfall that might arise if the bus stop was removed. The organisation raised a separate concern over the provision of loading bays for businesses on Junction Road. They were concerned that the plans for the revised road layout had not taken into consideration the needs of those businesses to make deliveries.

Arriva London

Arriva London operates bus route 41, which runs through Archway. They raised a concern that the new bus stop on Tollhouse Way could be dangerous for buses because of the need to pull out across traffic that could - because of a downhill section of road and the desire to pass through approaching traffic signals - be travelling at excessive speed. They asked for evidence of a risk assessment and for accompanying traffic flow data.

Islington Living Streets

This response took the same form as the Better Archway Forum response also summarised in this section. It took issue with the perceived problems of interchange and convenience associated with the new layout of bus stops, and it described various criticisms of the new road layout for Archway.

Friends of Capital Transport Campaign

The Campaign's response explained that Archway has for a long time been a popular interchange point for people wishing to leave the Northern line and travel north on buses. They felt that the closure of the western arm of the gyratory would make that interchange less easy and convenient for passengers, which would lead to a reduction of visitors to Archway. The campaign took the view that greater efforts to reduce traffic volumes would allow for road schemes that better accommodated the needs of public transport users.

Campaign for Better Transport

The Campaign forwarded a letter they had sent to the Deputy Chair of the Transport Committee for the London Assembly. It suggested that an alternative road scheme submitted as part of the previous Archway road consultation had been misleadingly summarised in a TfL report and that proper consideration had not been given to the alternative or to subsequent correspondence from the organisation. It was then suggested that the provision of a U-turn facility for buses on Archway Road had not been included in the first stage of consultation and that this invalidated the later consultation on buses, which relied upon the inclusion of a U-turn facility.

The letter went on to describe a number of objections that included feedback from the Highgate Society's public meeting about the proposals as well as the Campaign's own concerns. These included:

- The dispersal of bus stops across the new Archway road network and the inconveniences to bus passengers that these might bring about

- The U-turn facility and the empty running of buses on sections of Archway Road
- The proximity of bus stands to bus and cycle lanes

It was suggested that the Campaign's alternative road layout was capable of placing all existing bus stops within 100m of the Underground entrance and that the road layout now in construction would offer worse transport interchange opportunities than was the case in 1963, when the Archway gyratory was first used.

Finally, the Campaign observed that there are a number of developments underway or about to begin in Archway that should have been factored into TfL's plans for public transport.

4.7 Petitions and campaigns

It was noted during the analysis of responses to this consultation that we had received one petition and a series of 'campaign' responses. All responses were analysed and considered.

4.7.1 Petition submitted by '#N19'

We received a petition from the '#N19' campaign group. It contained a detailed set of objections to the bus proposals and to changes to the Archway road layout, as well as a set of comments from some of the 130 people who had signed the petition.

For the purposes of analysis, the petition is counted as one response. It contained two main requests: to terminate existing bus services at the Whittington Hospital and at Upper Holloway Station as a means of avoiding the need for bus stands on Archway Road; and to allow routes 41 and 210 to turn right from St John's Way onto Archway Road/Highgate Hill.

It also contained a range of comments from signatories in support of these two suggestions. Many people explained why they felt the proposed changes would cause inconvenience or safety risks, and why elements of the road changes at Archway were also unpopular.

A copy of the full petition is attached as Appendix C.

4.7.2 Campaign in support of the Better Archway Forum's response

We also received 17 responses which broadly supported a response submitted by the Better Archway Forum. These either explicitly stated their support for that response or followed a very similar (sometimes identical) format to the BAF's

response. Each of these responses was submitted separately and they have been counted as individual responses for the purposes of analysis.

4.8 Comments on the consultation

Q11 asked respondents to give us their views on the quality of this consultation.

There were 467 responses to our request for feedback on the quality of our consultation process. The table below shows our record of the top ten themes that were addressed.

Q11. Top ten themes	
Consultation not well publicised/some residents who will be affected were not consulted	129
TfL has not taken on board local objections to the plans	67
Poor consultation	65
Map is confusing (not north facing/key roads missing)	62
Sceptical about how seriously TfL will take the feedback	52
Proposal fails to meet the needs of users/passengers and bus operators	44
Consultation conducted too late to have any impact	37
Hard to understand	28
Too little, too late	15
Material doesn't mention some aspects of the consultation	13

5. Conclusion and next steps

We have prepared a separate report that explains our response to each of the main issues raised through consultation, along with our decisions on how to proceed. It is available on our website: <https://consultations.tfl.gov.uk/buses/archway-consultation>

Appendix A: Consultation letter and drawing

Consultation Team
Transport for London
10th Floor, Zone G4, Palestra
197 Blackfriars Road
London SE1 8NJ

consultations@tfl.gov.uk

Dear Sir or Madam

11 January 2016

Have your say on proposed changes to bus services in Archway

We are seeking your views on proposed changes to bus services in Archway. As you may already know, we held a consultation in 2014 on proposals to improve the Archway gyratory system for pedestrians and cyclists, and to create a new public space. We explained that those plans would involve changing the one-way gyratory system into a two-way road network, with one arm of the old gyratory permanently closed to motor vehicles. The scheme design was amended to reflect comments received during the consultation process. In May 2015 we announced that we had decided to implement those proposals, and construction will start in February 2016.

Because the road network is changing, so too will the bus routes that serve the Archway area. We have developed a set of proposals that would enable all of the routes that currently stop in Archway to continue doing so. We are now asking you to consider our proposals and provide any feedback that you think will help us finalise our plans.

Please bear in mind that decisions on the layout of the roads, and the location of bus stops and stands, have already been taken as part of the earlier consultation on the road layout. Instead, we want to know your views on our choices and assumptions concerning which bus routes will serve which bus stops and how those routes will pass through the new road layout.

Our aim is to reach final decisions on bus services so that we can introduce them in time for when the new road layout for Archway is completed. This is expected to be in early 2017.

Overview

Due to the closure of the bottom section of Highgate Hill to motor traffic to create a new public space, some bus services will need to take different routes through Archway. The new road layout also requires the following changes to bus stops:

- The relocation of the northbound bus stop X on Archway Road (near Despard Road) slightly further up the road.
- The removal of northbound bus stop G (near the former UCL Campus)
- The removal of southbound bus stops K and L (near Archway Park) from Archway Road.
- The removal of the alighting bus stop on MacDonald Road, used by bus routes 4, 17, 41, 143, C11 and W5

We are relocating bus stands from the existing site on Vorley Road to on-street locations. New bus stands will be provided on Archway Road for six of the terminating bus routes, with the last terminating bus route (41) standing on MacDonald Road adjacent to the leisure centre. To accommodate the new bus stand on MacDonald Road and allow bus routes 41 and 210 to serve the town centre, the one-way direction of Vorley Road and MacDonald Road is being reversed.

Attached to this letter is a drawing that shows how each bus route would pass through Archway and where new bus stops will be located.

How to comment on the proposals:

Website – For further information on our proposed changes to bus services, and to let us know your views, please visit our website:

<https://consultations.tfl.gov.uk/buses/archway-consultation>

Email – Send to **consultations@tfl.gov.uk**

When responding by email please add 'Buses- Archway' in the subject

Letter – You can also write to us at FREEPOST TFL CONSULTATIONS

The consultation will close on 22 February 2016. If you have any queries about this consultation you can call TfL on 0343 222 1155 (charges may apply).

For more information about the construction of the new road layout at Archway, please visit tfl.gov.uk/archway-gyrotory.

Yours faithfully

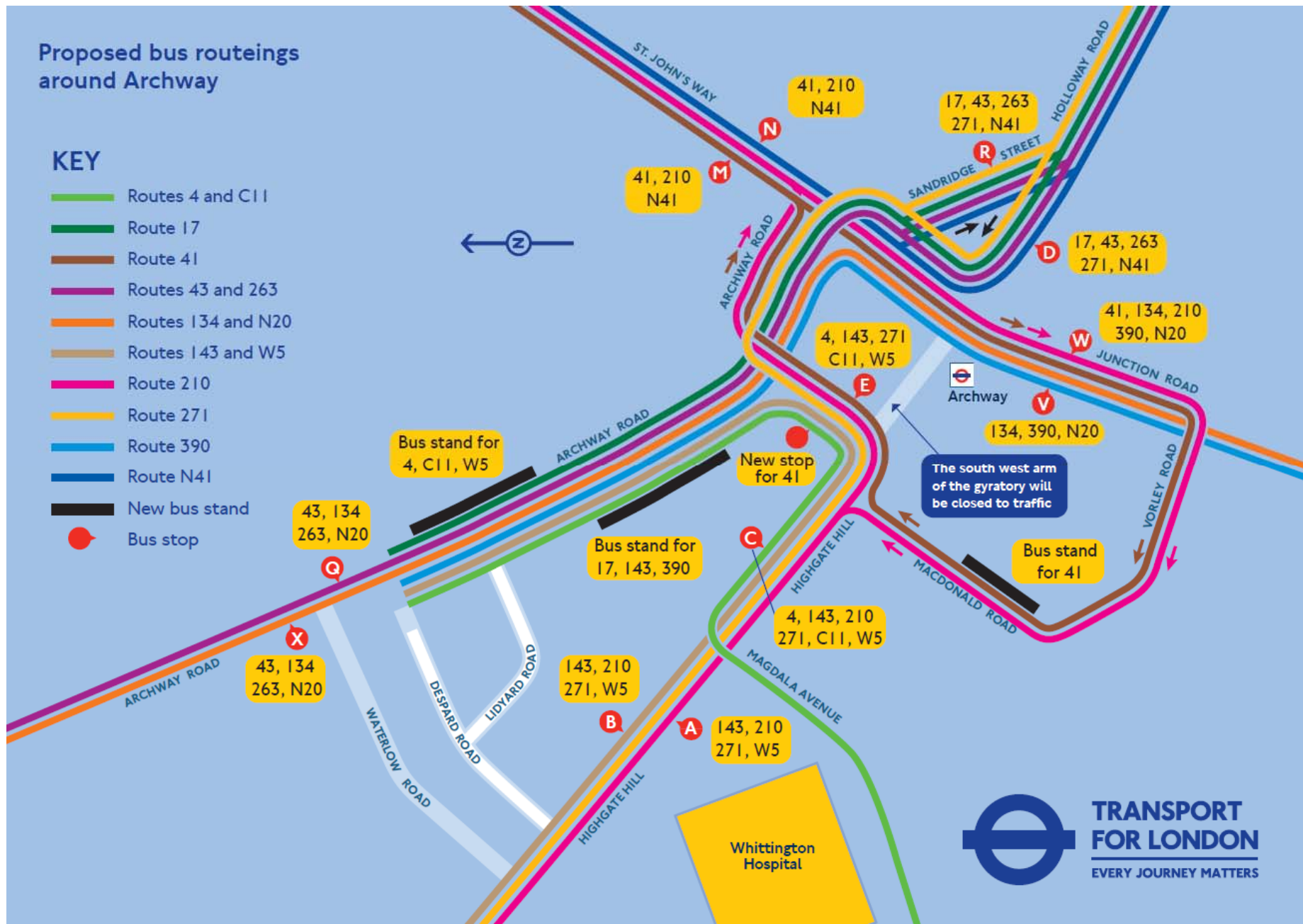


Matthew Hedges
Consultation Team, Transport for London

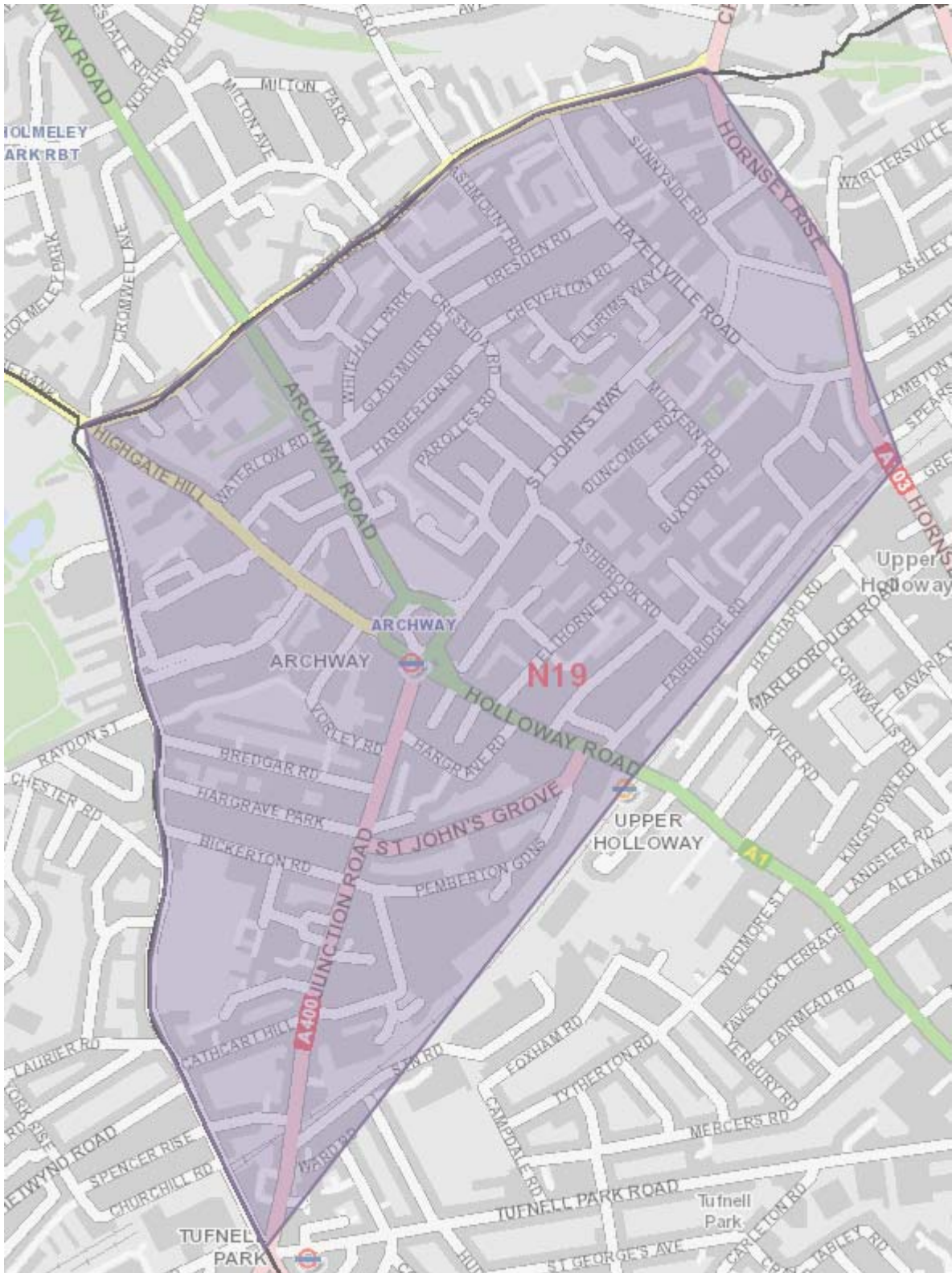
Proposed bus routeings around Archway

KEY

- Routes 4 and C11
- Route 17
- Route 41
- Routes 43 and 263
- Routes 134 and N20
- Routes 143 and W5
- Route 210
- Route 271
- Route 390
- Route N41
- New bus stand
- Bus stop



Appendix B- map of letter distribution area



Appendix C- Petition from #N19

Total signatures 130 [The names and email addresses of signatories have been redacted]

In response to TfL bus consultation, 130 people signed a petition objecting to the current design and asking for two key changes below:

a) To run existing Archway bus services to Whittington Hospital (main entrance) and Upper Holloway Station, instead of terminating at Archway Road; and

b) To allow buses 41 and 210 to turn right from St John's Way to Archway Road/Highgate Hill, instead of the longer route via Vorley Road.

44 comments are collected in response to Question 5. Please include the petition and comments (attached) as part of the public response.

Run Buses to Whittington Hospital/Upper Holloway Station and not via Vorley Road #n19bus

Petition published on Jan 21, 2016

Background (Preamble):

1) TfL proposes to terminate six bus routes (4, C11, 17, 143, W5 and 390) at Archway Road, which will lead to 50 buses/hour running empty and stopping A1 traffic when they U-turn across Archway Road. The same mileage can be better used to serve the Whittington Hospital and Upper Holloway station instead. It will meet rising demand, help ease hospital visits, facilitate bus-rail changes and reduce A1 delays.

2) Two other Archway bus routes (41 and 210) can also turn right at St John's Way, instead of taking longer routes via Junction-Vorley-MacDonald Roads to reach Highgate Hill.

Under the current proposal, buses will run through but passengers cannot board 41 or 210 on Vorley Road. Vorley Road is a narrow one-way road and the only exit from Girdlestone Estate, Archway Children's Centre, the local library and public swimming pool, 260 new flats and a 160-bed hotel. Routing more traffic through but not serving the area, will endanger children and residents (congestion, pollution and accidents) without any benefit to passengers or the environment.

Petition Text:

We, the undersigned, call on the London Mayor and Transport for London:

1) To run existing Archway bus services to Whittington Hospital (main entrance) and Upper Holloway Station, instead of terminating at Archway Road.

2) To allow buses 41 and 210 to turn right from St John's Way to Archway Road/Highgate Hill, instead of the longer route via Vorley Road.

The disruption to services and the traffic chaos this will cause plus major concerns regarding pollution are not being addressed.

- These proposals have not been thought through properly and local opinions are not being listened to.

- The TfL plans commented on are just a further example of the defective plans for many aspects of the gyratory scheme, paying little regard to members of the public that the scheme is purportedly seeking to help but does not.
- Turning 50 buses an hour, and stopping the traffic to do so, will inevitably lead to horrendous traffic jams on this main arterial road in and out of London, but will also create 'rat-runs' through currently quiet residential streets with several nurseries and schools. It's daft and it's dangerous. Please think again.
- Please do not use the Archway road as a Bus stand. Not only will it create more pollution (27% of London's pollution is caused by TfL buses already) It will cause constant and dreadful traffic at all times. By closing the underpass it will cause kids(St Aloysius Boys in particular) to run across the road and i can see more accidents and injuries happening. It does not make sense to have Buses parked on a road that they don't even use on their route.
- The tfl scheme is a non-starter and to have 50 buses per hour doing a U-turn in a residential area - with a pedestrian crossing too, as the plan is to fill in a heavily used underpass crossing Archway Road - will only make the most polluted area in London worse!!
- The tfl scheme is a non-starter and to have 50 buses per hour doing a U-turn in a residential area - with a pedestrian crossing too, as the plan is to fill in a heavily used underpass crossing Archway Road - will only make the most polluted area in London worse!!
- The proposals will result in chaos in the Archway road and surrounding streets.
- I agree that the current proposals are ill thought out and will cause unnecessary chaos in the Archway Road and surrounding area.
- I think the proposals are disastrous for reasons of safety, congestion and service to the community. The plan to use Archway Road as a turning point for buses is particularly bad for access to, from and within the area. The proposals should be re-considered urgently before it is too late.
- Your plans will pollute our air and create more traffic congestion. The new layout at Archway Giratory does not need a bus stop location that depends on empty busses U turning in Archway Road.
- This is a dreadful idea. The A1 is busy enough without buses potentially blocking the road. The whole scheme is poorly thought out with no real thought given to the residential streets nearby. It also seems to me that the estimated number of cars coming down the A1 has been woefully underestimated.
- The proposals worsen rather than improve all public transport connections and pedestrian movements. U turns in Archway Road will result in rat-running along tertiary roads in Islington and Haringey. The proposals do not meet good infrastructure planning principles.
- The current bus plans are ill conceived, won't serve the public effectively and will gridlock the A1.
- Service will be much poorer, flow of traffic will be less good, all this for posh piazza we don't need.
- Please speak to residents before making such decisions . Come out and ask us when we are using the services

- TFL need to understand their Bus stand scheme on the A1 is an insane nonsense which only they appear to support.
- Please Tfl consider our propositions, they do make sense. The idea of terminating the A1 in a Tfl garage with buses making U Turns is not "sustainable", it is a very hazardous inadequacy : air pollution, putting at risk the all neighbourhood, particularly our children.
Cars and trucks will try to escape the traffic jam by taking our narrow residential roads; trucks will get stuck. And it will not be long before you realise that the new "plan" is not working.
- whole idea is geared to cyclists no thought whatsoever for the people who live at archway
- How could anyone even consider U-turning buses on Archway Rd, which is already congested and faces regular traffic jams? And even more outrageous to close the subway under Archway Rd -surely this will increase traffic EVEN MORE. We ALREADY have to endure terrible noise and pollution, and we have small children. Please listen to us and stop this mad plan to stand buses and U-turn them right in front of our windows!!!
- A1 traffic not safe with a school nearby, rethink rerouting the busses in the Archway by making them do a turn halfway up Archway Road. At the public meeting held with local residents the whole scheme was deemed an embarrassment of bad planning and laughed out of the hall by all who were there. You can't just impose this sort of scheme on a residential area without a lot more consultation and joined up thinking. I strongly disagree with the whole scheme.
- The current plan for Archway is simply appalling, Archway residents do not like it and have proposed changes, why aren't you listening??
- Roads should be for motor-vehicle is not bloody cyclists]
- I would like to stop the increase of traffic going down Vorley rd - increasing the chances of accident for small children accessing the Childrens centre and increase of pollution...
- Please do not stand buses and allow the buses to turn on the A1 - this will cause tailbacks, increased congestion and dangerous levels of air pollution.
- This is an area where families - and young kids live and go to school
RE THINK THIS MADNESS
- I am in my 90's with limited mobility. Moving bus stops will make me more housebound
- I am in my 80's with limited mobility. Moving bus stops will make me more housebound
The site of your proposed bus terminal makes it an extra-long walk for those of us who are infirm it means crossing at least two major busy roads a hazard for all elderly.
U turning buses on a major artery into London is dangerous and complete madness. Preventing a right turn from St John's Way onto A1 will cause traffic to divert through local roads where many children are walking to school, passing
PETITION: Run Buses to Whittington Hospital/Upper Holloway Station and not via Vorley Road
- The consultation feedback has been ignored and poorly interpreted. Suggest it is reviewed by reputable research agency.

- Listen to the local people. Learn from them they live here it will affect THEM not you.
Serve the Whittington Hospital and leave the stop where it is. Do, NOT close the foot underpass under Archway Rd. Put in CCTV.
- NO to 10 bus routes being re-routed up and down Archway Road 24/7. NO to proposed bus stands. Residents living on this stretch of the road are going to be severely affected by these ridiculous proposals.
- NO to no less than 10 bus routes being re-routed up and down Archway Road 24/7. NO to proposed bus stands on Archway Road. Too much noise already let alone smells and pollution. Has anyone actually given any thought to the effect that this may have on the lives of the residents on this stretch of road.
- This whole project seems ill thought, illogical and unfair
- This is outrageous and a BIG inconvenience to not only the people who work and come to Archway, but the people who live here (you really want to terminate buses directly outside flats where people actually live, and sleep!!). You really need to rethink and redo your plans for Archway. And find someone who actually takes into consideration the people who live and work here. You can start with LISTENING to what WE want! Proposed design is ridiculous

Several reasons against this proposal:

- Higher noise and pollution levels
 - Far from the tube station
 - It will be very busy and noisy from people getting off the buses late at night
 - Conservation area: will ruin the surrounding environment and become one giant bus terminal. Ruin the whole area and the whole idea of conservation area. Priority is for people who live there not the traffic.
 - As we expect traffic jams on Archway road many people will take shortcuts through our neighborhood. Roads will become busy endangering local families
 - Moving the bus terminal from the archway pool area to archway road will just transfer all the problems that are encountered there such as the concern about children's nursery near the pool being exposed to the pollution. We will be exposed now to this pollution including all our children in the area. Would it be simpler to move the nursery?
 - Buses will create a huge amount of traffic. The archway road is a major artery into the city and will be blocked by buses using u-turning and parking.
 - Closing the underpass means families will have to cross this busy road for their morning walks to schools.
- I a s pension this can't happen I use the w5 everyday I depend on all the busses above I haven't a car you haven't even considered the ederly disgusting g you should be ashamed of yourself
 - This will effect me immensely as I live the middle of the island..
 - I used to live in Highgate area and still visit regularly; the current proposal and routes proposed appear to be impractical and potentially dangerous. Please reconsider.

- Current proposals are dangerous and badly thought through. Turning 50 buses on Archway road will be dangerous and disruptive at the best of times - on a road that is a frequent route for ambulances on their way to the Whittington. Even worse, it will be an absolute nightmare on days when Arsenal are playing, and on days when someone sadly throws themselves from the Hornsey Lane bridge (as happened only this week). It is also going to have a massive impact on local businesses and residents - for example it may result in the closure of a popular local pub, as the loading bay for deliveries is being removed to make way for the widened road and bus stop. This has happened without sufficient consultation of local businesses and residents.
- Not on A 1 There are way better places Fools rush in...
- I am appalled that TfL have not even consulted Whittington Hospital (who are very open to the alternative proposal to have buses standing at their forecourt) not even having been approached by TfL. 50 buses an hour going up and down the bottom of Archway road will hugely add to an already (on sometimes illegally) over-polluted area, not to speak of the noise and traffic jams this will cause. I heartily oppose these plans and endorse the alternatives proposed by residents .
- NO to routes that don't serve Archway Road residents or key destinations like the Whittington Hospital and Upper Holloway station .
NO to worsened interchange between buses and with Archway station
NO to bus stand with 50 buses/h U-turning empty across Archway Road
NO to poor consultation overall

Appendix D: List of stakeholders contacted as part of this consultation

More than one representative of some of the organisations listed below were written to at the start of the consultation. In those instances the organisation is named only once.

London TravelWatch

Elected representatives	
Jeremy Corbyn MP	Islington North
Emily Thornberry MP	Islington South and Finsbury
Caroline Pigeon AM	GLA
Jennette Arnold AM	GLA
Richard Tracey AM	GLA
Valerie Shawcross AM	GLA
Darren Johnson AM	GLA
Gareth Bacon AM	GLA
Jenny Jones AM	GLA
Murad Qureshi AM	GLA
Nicky Gavron AM	GLA
Andrew Boff AM	GLA
Tom Copley AM	GLA
Stephen Knight AM	GLA
Joanne McCartney AM	GLA
Fiona Twycross AM	GLA
Councillor Liz Morris	Highgate, Haringey Council
Councillor Richard Watts	Leader, Islington Council
Councillor Theresa Debono	Highbury West, Islington Council
Councillor Janet Burgess MBE	Junction, Islington Council
Councillor Tim Nicholls	Junction, Islington Council

Councillor Kaya Comer-Schwartz	Junction, Islington Council
Councillor Joe Caluori	Mildmay, Islington Council
Councillor Paul Convery	Caledonian, Islington Council
Councillor Rakhia Ismail	Holloway, Islington Council
Councillor Richard Greening	Highbury West, Islington Council
Councillor Andy Hull	Highbury West, Islington Council
Councillor Claudia Webbe	Bunhill, Islington Council
Councillor Dave Poyser	Hillrise, Islington Council
Councillor Michelline Safi Ngongo	Hillrise, Islington Council
Councillor Marian Spall	Hillrise, Islington Council
Councillor Flora Williamson	Tollington, Islington Council
Councillor Jean Roger Kaseki	Tollington, Islington Council

Other Stakeholders
AA Motoring Trust
Action on Hearing Loss (formerly RNID)
Age Concern London
Age UK
Arch-Elm Co-Operative Ltd
Archway Alert
Archway Children's Centre
Archway Library
Archway Market
Archway Methodist Church
Archway Town Centre Group
Asian Peoples Disabilities Alliance
Association of British Drivers
Association of Car Fleet Operators
Better Archway Forum
Better Transport
British Deaf Association (BDA)
British Motorcyclists Federation
BT
Bus Watch West Haringey
Byam Shaw School of Art
Campaign for Better Transport

Campaign for Clean Air in London
Clinical Commissioning Group (NHS) - Islington
Community Transport Association (CTA)
Confederation of British Industry (CBI)
Council for Disabled Children
CTC, the national cycling charity
DABD (UK)
Disability Alliance
Disability Rights UK
Disabled Persons Transport Advisory Committee
EDF Energy
EEF (Engineering Employers' Federation)
English Heritage
Environment Agency
Environment Agency
Essential Living
Federation of Small Businesses
Freight Transport Association
GLA Strategy Access Panel members
Greater London Authority
Greater London Forum for Older People
Greater London Forum for the Elderly
Green Flag Group
Guide Dogs for the Blind Association
Haringey Safer Transport Team
Highgate Society
Holland Walk Area Housing Office
Hornsey Lane Community Centre
House of Commons
ICE -London
Independent Disability Advisory Group (IDAG)
Islington Chamber of Commerce
Islington Cyclist Action Group (ICAG)
Islington Safer Transport Team
Islington Transport Aware
Joint Committee on Mobility of Blind and Partially Sighted People (JCMBPS)
Joint Mobility Unit
Kanlungan
Kogan Academy of Dramatic Art
Kurdish Information and Advocacy Centre
Leonard Cheshire Disability
LFEP (London Fire & Emergency Planning Authority)
Licenced Taxi Drivers Association
Living Streets
London Ambulance Service

London Borough of Camden
London Borough of Haringey
London Borough of Islington
London Cab Drivers Club (LCDC)
London Chamber of Commerce and Industry (LCCI)
London Civic Forum
London Councils
London Cycling Campaign
London Fire and Emergency Planning Authority
London First
London Underground
London Visual Impairment Forum (LVIF)
London Voluntary Service Council
London Youth
Metropolitan Police Service
MIND
Motorcycle Action Group
Motorcycle Industry Association
Mount Carmel Roman Catholic Technology College for Girls
Multiple Sclerosis Society
Muscular Dystrophy Campaign
National Council for Voluntary Youth Services
National Grid
National Union of Students
NHS CCG Camden
North London Strategic Alliance
North MAGPI Neighbourhood Office
Office of Rail Regulation
Partnership for Young London
Passenger Focus
Peabody Trust
People First
Princes Trust
Rail Delivery Group (RDG)
RMT Union
RNIB
Road Haulage Association
Royal Institution of Chartered Surveyors
Royal London Society for the Blind
Royal Mail
Royal Parks
SCOPE
Sense
St Andrews Church, Whitehall Park
St Gabriel Catholic Church

St John's Church
St Joseph's Church
Stroke Association
Sustrans
Thames Water
The Association of Guide Dogs for the Blind
The British Dyslexia Association
The Gate Café
Transport for All
Unions Together
Unite the Union
Whittington Hospital
Whittington Park Community Centre

