

Heidi Alexander
Deputy Mayor for Transport

Date: 27 April 2020

Dear Heidi,

Re: 384 bus

We are extremely disappointed to hear that TfL have decided to go ahead with the changes to the 384 bus route, months after having said that there would be no changes due to the overwhelmingly negative consultation responses, and the petition which attracted several thousand signatures. This has caused considerable anger in the community, not least because of the way TfL has gone about doing this.

We would be grateful if you could review this decision and answer four questions we have relating to the decision:

- 1) Why was no notice given of the decision? No communications have been put out to the public, and no notifications have been sent to us as local representatives. This is unacceptable given the strength of feeling over the route, and the fact that regular communications have been received about changes to other bus routes. The last communication from TfL about this route was in February 2019, over a year ago. The only way the change has been publicised was through an update on the consultation website, which a member of the public happened to find on the day.
- 2) 1300 direct consultation responses were received, 80% of which were negative. It is very clear that the strength of local feeling is to retain the service as it is. Why has such strong public opinion been ignored? What is the threshold by which TfL will listen? Is there one? If not what is the point of consulting?
- 3) In response to the consultation in 2019, TfL promised that should they intend to make any changes to the route they would hold a public meeting. This has not happened. Given how much the public have adapted to normal life during the lockdown by using videoconferencing technology such as zoom, we do not understand why this could not have been facilitated.
- 4) As was stressed in the original consultation, we do not believe TfL have considered the full effect of withdrawing the service, such as the impact on residents in side streets that have no other local public transport to use, have steep hills to navigate, and are older or have accessibility issues. TfL may measure the number of passengers using a service, but value should be placed on who is using services too, and their access (or lack of it) to

other services. Bus services in outer London are poor, and this will only make them more so.

We look forward to your urgent response to this extremely important issue, and once again call on you to halt the decision at least until the public have been consulted through the promised meeting.

Yours sincerely,

Andrew Dismore AM

London Assembly Member for Barnet and Camden

Cllr Jo Cooper

Labour Councillor for East Barnet

Cllr Laurie Williams

Labour Councillor for East Barnet