



**TRANSPORT
FOR LONDON**

EVERY JOURNEY MATTERS

Bus route 412

Michelle Wildish



Background

- **Bus route 412 runs from Purley Cross to West Croydon bus station, via Selsdon**
- **Operated by Arriva on our behalf**
- **September 2018** – frequency reduction from four to three buses per hour Monday to Saturday; and three to two buses per hour, Sundays and evenings



Background

- **Two additional school-day only journeys were retained, and an additional journey introduced, passing through Selsdon at 08:05**
- **December 2018** – we made a minor change to streamline the route and to help improve journey times and route reliability



Today's meeting

- **We will look at how route 412 is performing**
- **I will talk about future proposals for the route, including the wider Croydon town centre bus consultation**
- **There will be time for questions at the end**



Performance

- **We measure network performance by comparing the number of kilometres a bus route has done in the last quarter**
- **We compare each quarter to the same quarter of the previous year, rather than the last quarter of the same year**



Performance

- **This is because factors affecting performance, like traffic conditions, can vary depending on the time of year, so this system makes it possible to identify underlying trends**



Performance

- **Scheduled kilometres may not be met because journeys are cancelled or suspended due to:**
 - **Traffic congestion**
 - **Staff availability**
 - **Engineering problems or mechanical breakdown**

Quality of service indicators (QSI) are used to monitor service reliability



Performance - 412

- **The way people travel around London is constantly changing**
- **Over the past five years usage of route 412 has dropped by 12 per cent**
- **By streamlining the service, bus mileage reduced by 1.2km with no significant impact to the first and last stops**



Performance - 412

- **This helped reduce journey times, making the route more reliable**
- **It also reduced emissions and congestion to the benefit of local air quality**

...while introducing three additional stops, Foxley lane, Pampisford Road and the bus stand opposite Purley Hospital



The figures

- **Route 412 is a low frequency service**
- **It has a target to depart on-time at least 82 per cent of the time each period**
- **The service meets this target consistently on all periods mentioned**



The figures

Before the frequency reduction January to August 2018

Period	Expected Buses	Observed Buses	Obs Buses (%)	Linked Buses (%)	Non Arrival / Not Linked (%)	Dept On Time Min Std (%)	Dept On Time (%)	Var Dept On Time (%)	Dept Early B/mark (%)	Dept 8 - 2.5 mins Early (%)	Var Dept Early (%)	Dept 5 - 15 mins Late (%)
Period 11 17/18	17,889	17,759	99.3	98.6	1.8	82.0	87.8	5.8	1.0	0.1	0.9	10.3
Period 12 17/18	17,502	17,353	99.1	98.8	1.4	82.0	89.6	7.6	1.0	0.1	0.9	8.9
Period 13 17/18	18,534	18,320	98.8	98.0	2.5	82.0	85.9	3.9	1.0	0.1	0.9	11.5
Period 01 18/19	16,786	16,448	98.0	97.5	2.9	82.0	87.6	5.6	1.0	0.1	0.9	9.4
Period 02 18/19	17,628	17,277	98.0	96.9	3.8	82.0	84.3	2.3	1.0	0.2	0.8	11.7
Period 03 18/19	17,630	17,387	98.6	98.1	2.1	82.0	88.1	6.1	1.0	0.2	0.8	9.6
Period 04 18/19	17,911	17,723	99.0	98.4	1.8	82.0	88.5	6.5	1.0	0.2	0.8	9.6
Period 05 18/19	17,756	17,536	98.8	98.6	1.5	82.0	92.0	10.0	1.0	0.3	0.7	6.2
Summary Result	141,636	139,803	98.7	98.1	2.2	82.0	88.0	6.0	1.0	0.2	0.8	9.6



The figures

After the frequency reduction
August 2018 to April 2019

Period	Expected Buses	Observed Buses	Obs Buses (%)	Linked Buses (%)	Non Arrival / Not Linked (%)	Dept On Time Min Std (%)	Dept On Time (%)	Var Dept On Time (%)	Dept Early B/mark (%)	Dept 8 - 2.5 mins Early (%)	Var Dept Early (%)	Dept 5 - 15 mins Late (%)
Period 06 18/19	15,717	15,537	98.9	98.5	1.8	82.0	89.2	7.2	1.0	0.3	0.7	8.7
Period 07 18/19	14,134	13,922	98.5	97.5	2.9	82.0	83.7	1.7	1.0	0.2	0.8	13.1
Period 08 18/19	13,761	13,615	98.9	98.2	2.1	82.0	87.1	5.1	1.0	0.1	0.9	10.7
Period 09 18/19	14,122	14,030	99.3	98.3	2.1	82.0	83.4	1.4	1.0	0.2	0.8	14.3
Period 10 18/19	12,975	12,820	98.8	98.3	2.0	82.0	89.1	7.1	1.0	0.2	0.8	8.7
Period 11 18/19	13,311	13,198	99.2	98.4	1.9	82.0	89.6	7.6	1.0	0.3	0.7	8.2
Period 12 18/19	12,989	12,861	99.0	98.5	1.7	82.0	88.5	6.5	1.0	0.2	0.8	9.6
Period 13 18/19	14,844	14,776	99.5	98.8	1.3	82.0	90.1	8.1	1.0	0.2	0.8	8.4
Period 01 19/20	12,960	12,759	98.4	98.1	2.1	82.0	91.7	9.7	1.0	0.1	0.9	6.0
Summary Result	124,813	123,518	99.0	98.3	2.0	82.0	88.0	6.0	1.0	0.2	0.8	9.8



Results

- **Remembering our minimum standard (QSI) for buses is 82 per cent on time**
- **A couple snapshots:**
 - **after the frequency reduction, between 13 October and 9 November 2018, the route achieved an improved standard of 87 per cent on time**
 - **For the last two periods this financial year, it's operating over eight per cent higher than the standard**



Future plans

- **We keep the route under constant review**
- **Since the frequency change we have investigated reports of crowding associated with school children alighting at Riddlesdown High School**



Future plans

- **In review, from January 2019 buses were arriving full at Riddlesdown Station / Riddlesdown School**
- **The school day only journeys were arriving at 08:18 and 08:27**
- **School starts at 0830, and the school is at least 15 minutes away from the bus stop**



Future plans

- **While over the busiest hours, capacity is matched to demand, we also know buses have some crowding between Selsdon Library and Riddlesdown during the morning peak**
- **To address these issues we are in discussion to retime school-day journeys, to allow the route to operate at six buses per hour at Lower Barn Road, towards Purley between 07:40 and 08:20**



Looking ahead

- **If demand increases on route 412 we will restore it to four buses per hour**
- **In particular we are aware that significant housing developments are planned for Purley, and this is something we will keep a close eye on**



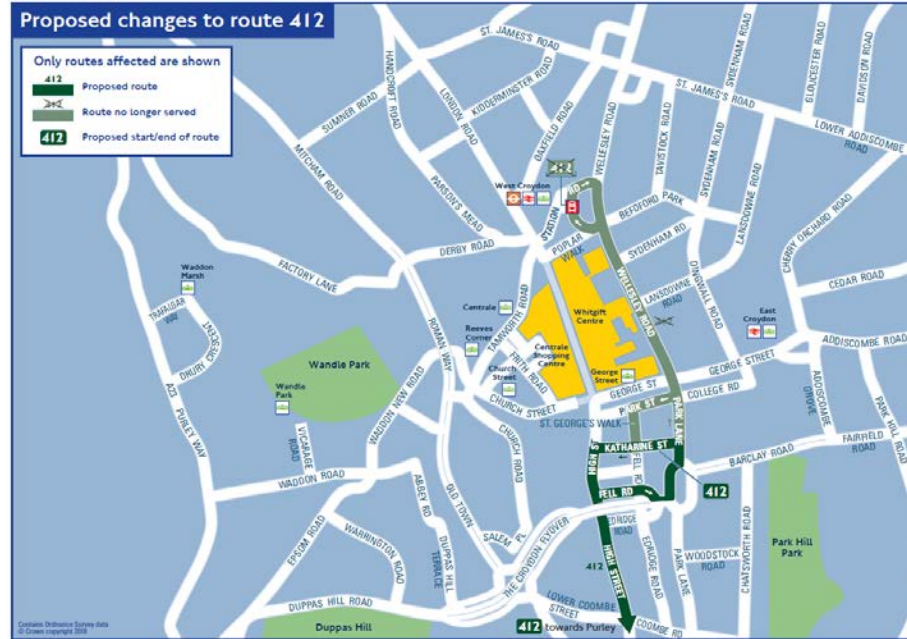
Other proposals – Croydon town centre

- We have consulted on proposals to change 11 bus routes serving Croydon town centre - 50, 75, 109, 154, 197, 250, 264, 403, 405, **412** and 433
- These changes would help to make the bus network simpler and more efficient, and allow us to redeploy buses elsewhere in the borough where demand is increasing



412 in Croydon town centre

Route 412 would terminate at Katherine Street and not serve Wellesley Road and West Croydon station



Croydon town centre

- **Changes are also in response to the ongoing changes to Croydon town centre and would help to maintain the reliability of bus services**
- **Mitigations to ensure links to Fairfield Halls are retained and to ensure all passengers have same-stop interchange is available to all passengers have been identified, as these were key issues raised during the consultation**



Keeping you informed

- **We are preparing to issue a consultation report in June**
- **We will ensure you are kept informed of the outcome**



Questions



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