Purpose of Report:

This report summaries the various improvements that have taken place to the Ealing bus network in recent years, sets out the various roles and responsibilities in the planning and changes to the bus network and provides feedback on suggested bus network changes proposed in recent years.

1. Recommendations
1.1 That Cabinet notes the bus improvements to date, the roles and responsibilities in bus planning and the outcomes of a review between officers of the Council and TfL related to recent bus network development and forthcoming issues.

2. Reason for Decision and Options Considered
2.1 To ensure members are made fully aware of the outcomes of the review.

3. Key Implications
3.1 Transport for London (TfL) is responsible for managing bus services across London. TfL Buses are responsible for the planning and scheduling and changing of services on the network as well as the provision and location of bus stands and flags.

4. Financial

a) Financial impact on the budget
4.1 There are no financial implications arising directly from this report.

b) Financial background
4.2 The new TfL Business Plan sets out the expected overall profile of development over the period to 2015. It is intended that the level of subsidy for
the bus network will be reduced. Total bus mileage is planned to be maintained at broadly present levels but additional TfL money for extra bus mileage is unlikely to be made available, unless savings in bus mileage are made elsewhere or additional external funding is put forward.

4.3 Fare concessions are assumed to be retained in the same general form and level as now, including for the elderly, disabled, children and young people. The contribution of fare payers to network costs is assumed to rise from around 65% to around 80%. This approach permits the achievements of recent years to be maintained, protecting concessions while recognising the overall financial environment.

5. Legal
5.1 Transport for London is a statutory body created by the Greater London Authority Act 1999.

5.2 S. 141 (1) of the Greater London Authority Act 1999 gives the Mayor of London a general duty to develop and implement policies to promote and encourage safe, integrated, efficient and economic transport facilities and services to, from and within London.

5.3 By virtue of S. 154 (3) (b) of the Act TfL (a statutory body created under the Act) have a duty to facilitate the discharge of the duties under s. 141 (1).

5.4 TfL also have a power under s.173 to provide or secure the provision of public passenger transport services, to, from or within Greater London.

5.5 The Council has is required to adopt a Local Implementation Plan (a LIP) which is a statutory plan prepared under section 145 of the Act to set out how we will implement the London Mayor’s Transport Strategy within Ealing. Each borough’s LIP must demonstrate how it will contribute to the Mayor’s goals, strategies and outcomes, as well as other local and sub-regional goals.

6. Value For Money
6.1 This is a report for information only. As a result there are no financial or value for money implications arising from the report.

7. Sustainability Impact Appraisal
7.1 None.

8. Risk Management
8.1 Key actions undertaken are:
- Additional TfL contributions are discussed;
- Consultation is always carried out to establish good local support for the schemes;
- Site investigations are carried out at the preliminary design stage to reduce the risk of unforeseen problems during implementation.

9. Community Safety
9.1 All scheme designs are subject to safety audits and any improvements to safety through either empirical data or observation will be incorporated.
10. **Links to the 5 Priorities for the Borough**
   10.1 The main links are:
   - Securing Jobs and Homes – improved access and reliability of bus services will help achieve this

11. **Equalities, Human Rights and Community Cohesion**
   11.1 In light of new legislative elements in the 2010 Equalities Act, an initial assessment has been undertaken of the Equalities Impact Assessment (EQIA), which was approved for the Local Implementation Plan for Transport in July 2006. This covers all of the Council's transport policies, programmes and proposals to 2011. Reference: Chapter 15 Local Implementation Plan, July 2006.

   11.2 After April 2011, all new transport projects under the LIP will be covered by an updated EQIA, which will be submitted in final form to TfL in June 2011.

12. **Staffing/Workforce and Accommodation implications:**
   12.1 None.

13. **Property and Assets**
   13.1 None.

14. **Any other implications:**
   14.1 None.

15. **Consultation**
   15.1 Engagement with stakeholders is central to the planning process. All proposed changes of any significance are subject to consultation by London Buses with relevant Boroughs, London Travelwatch, Assembly Members, MPs and other interested parties.

16. **Timetable for Implementation**
   16.1 There are no specific measures recommended for implementation in the report.

17. **Appendices**
   17.1 None.

18.1 **Background Information**
   18.1 Ealing residents make around 3.8 bus trips each per week, on average, compared to 3.3 for residents of outer London as a whole. Over 60% of public transport trips starting in the Borough are made by bus.

   18.2 Network coverage is such that approximately 91% of Ealing Residents are within five minutes walk of a bus service and 99% are within seven minutes (both at average walking speed).

   18.3 Bus improvement work has taken place at a number of locations, usually as part of an overall package dealing with the needs of all road users. Examples include Pitshanger Lane and Castle Bar Park Station. These works can benefit bus passengers through better accessibility to the kerb and by ensuring that buses incur fewer delays when leaving stops. The Council’s target is to have 400 stops to have been made accessible by 2013, an increase of about 30% on the 2010 position.
18.4 All buses are accessible to wheelchair users, as are an increasing proportion of bus stops. The whole bus fleet is equipped with iBus audio and visual announcements of next stops and destination. Next bus information for all stops will be available via mobile phones and the internet later in 2011 and a new generation of countdown signs will be installed by 2012.

19. **Achievements to Date**

19.1 Reliability is at the best levels since comprehensive records began around thirty years ago. The main measure is passengers’ “excess waiting time” on high frequency routes, compared to waits if services ran with perfect regularity. Since 1999/00, this has fallen by over 50% for high frequency routes serving the Borough.

19.2 Emissions from bus engines have decreased significantly, with London’s buses representing one of the cleanest fleets of diesel vehicles anywhere. Particulate emissions in particular have been greatly reduced. A trial to identify the best means of further reducing oxides of nitrogen in bus exhaust has recently commenced. Additional funding from the government’s Green Bus programme has enabled the introduction of hybrid buses, with 300 to be in service across the London network by 2012, and 20 having already been successfully introduced on the 94 bus route to Acton Green.

19.3 In recent years, a number of bus service improvements have been delivered. These include:
- Increased evening and Sunday services on the 24-hour route 140 (Harrow Weald-Heathrow) to every 12 minutes
- The introduction of route 228 (Park Royal-Maida Hill) in January 2009 giving new links for Central Middlesex Hospital and Old Oak Common Lane
- Increased capacity on route E2 (Greenford- Brentford) in May 2009 through conversion to double-deck
- The introduction of route 395 (Greenford, Westway Cross-Harrow) in September 2009 with major changes to route 398 (Wood End-Ruislip)
- The introduction of a new Sunday service on express route 607 (Uxbridge-White City) in April 2010
- Increased frequency on route 120 (Hounslow-Northolt) in September 2010
- The extension of route 427 (Uxbridge-Acton) in January 2011
- The introduction of extra capacity on route 83 (Golders Green-Ealing Hospital)
- A new plan to simplify services in Park Royal and provide extra capacity on key links. This has been subject to a recent consultation and results are being considered

20. **Roles and Responsibilities**

20.1 The bus network in Ealing is under continuous review by TfL Buses and TfL takes close account of aspirations from the borough and others as part of this process.

20.2 TfL Buses are responsible for the planning and scheduling and changing of services on the network as well as the provision and location of bus stands and flags.

20.3 The Council has responsibility for most of the Highway elements in bus planning, namely road condition and marking as well as ensuring the Highway
is suitable for bus operation. The Borough can also make representation with regard to some elements such as the location of bus stops and as Local Planning Authority has opportunity for early influence over highway and public space matters, which can make using the bus network more attractive. The Council also has the lead on bus priority on most roads the buses run on.

20.4 Information from boroughs in their role as local planning authorities is key to ensuring that the implications of proposed development for bus transport are understood and given appropriate responses.

20.5 Operational and customer data to support planning and appraisal are collected on a continuous basis by TfL including customer satisfaction, quality of service, journey patterns and passenger volumes and bus stop data.

20.6 Potential changes to the local bus network are assessed by London Buses for value for money against TfL’s standard appraisal framework. This tests whether benefits for passengers (such as shorter waits) justify any additional cost. The approach is applied consistently to investment options across the network.

20.7 TfL’s contact points for people who wish to comment on any aspect of a bus service in the Borough, including current performance and suggestions for future development of the network is:

Tel: 0845 300 7000 (08:00-20:00 Monday to Friday)
Web: www.tfl.gov.uk/contact
Post: Customer Services, TfL London Buses, 4th floor, Zone Y4, 14 Pier Walk, London SE10 0ES

20.8 There is a dedicated customer service centre for Oyster:

Tel: 0845 330 9876 (08:00-20:00 seven days a week)
Textphone: 0207 027 8511
Post: Oyster card helpline, 1st Floor, Albany House, 55 Broadway, London SW1H 0BD
Contact Oyster online form

21. Review of Potential Service Changes

Ealing

Chiswick Business Park – Ealing Broadway

21.1 A scheme to provide a link via an extension of route E10 (Islip Manor – Ealing Broadway) was developed. A public consultation took place in 2008 and the results published on TfL’s website. There was overall support but some concerns, in particular about the suitability of one of the roads to be used.

21.2 The scheme was to have been initially part-funded using money provided to Hounslow Council by the owner as part of a Section 106 Planning Agreement. However, the payment required to facilitate the extension is currently not expected before late summer 2011. TfL remains in regular contact with Hounslow regarding progress on funding and will discuss the matter further in due course with Ealing officers.
21.3 Hanwell is the nearest station to Ealing Hospital and will be served by Crossrail from 2018. There are existing high frequency bus connections from the hospital to both Ealing Broadway and Boston Manor stations, the latter newly-introduced in recent years.

21.4 Routes E1, E3 and E11 serve North Hanwell. The journey to the hospital can be made by interchange between route E3 (Greenford-Chiswick, 9 buses per hour) and other routes at Hanwell Broadway. It is accepted that interchange is not attractive within shorter journeys. However, there is insufficient additional demand to justify providing this direct link in addition to the existing high level of service in the area.

**Joining Routes across Ealing**

21.5 The possibility of joining routes across Ealing Broadway has been suggested, primarily to reduce the local impact of buses on Ealing Broadway. Specific suggestions are to combine routes E1 (Greenford-Ealing) and E8 (Brentford-Ealing) or routes 112 (Brent Cross-Ealing) and E8. At present TfL London Buses do not support these suggestions.

21.6 Route 112 serves the North Circular Road and an extension would reduce its resilience when there are delays. Routes E1 and E8 have different capacity requirements and joining them would result in a long section with excess capacity. Opportunities for bus changes around Ealing Broadway will be further considered in the next stages of the Ealing Broadway Interchange Scheme (provisional £4.5m funded town centre scheme to improve urban realm and interchange) and Crossrail design work.

**Greenford, Northolt and Perivale**

**North Greenford - Ealing**

21.7 There is no direct bus service between North Greenford and Ealing Broadway. An extension of route E1 has been suggested.

21.8 TfL implemented a major network enhancement in the North Greenford area in 2009, bringing a service into Wood End for the first time (route 398). The enhancement was enabled by significant redesign of low frequency services in the area and other benefits were delivered at the same time including extra journeys in the Currey Road area and new direct links for the Racecourse Estate. The overall package delivered new services at a cost appropriate to the level of demand.

21.9 In respect of Ealing Broadway, there is an existing high frequency service in the area on route 92 (Brent Park-Greenford-Ealing Hospital, 7.5 buses per hour) and journeys to Ealing may be made by interchange between high-frequency services at Greenford. Those for whom Sudbury Hill Station is convenient can also get there on the Piccadilly Line though it is necessary to change at Ealing Common. Extension of route E1 would give the new link but it would be expensive to extend this high frequency route. Much of the extension would need to parallel the existing high frequency service on route 92 (and routes 105/E6 as far as Greenford Station). Therefore, TfL London Buses do not consider there is scope for a further enhancement at present.
Greenford Station Area and Greenford Green

21.10 Greenford Station is served by three high-frequency services providing generally north-south connections: route 92 (Brent Park-Ealing Hospital, 7.5 buses per hour); route 105 (Greenford Station-Heathrow Central, 6 buses per hour) and route E6 (Greenford Station-Bulls Bridge, 6 buses per hour). Together these services provide a total of 19.5 buses per hour between the station and the town centre. There is also an east-west connection on route 395 (Westway Cross-Ruislip, 2 buses per hour). Rail services are available on the Central Line and the Greenford-Paddington national rail service.

21.11 Westway Cross shopping centre is near the station. It has a generally car-orientated layout, with a single bus bay located on the opposite edge of the site from the shops. It is effectively not possible for bus routes needing to terminate at the station from the Greenford direction to also enter the Westway Cross site.

21.12 The Council remains keen to explore opportunities for higher density development at the station and on land to the north. As there are already high-frequency bus services in the area on the north-south alignment it will be important to ensure good access on foot from any development. The east-west bus service is low frequency, appropriate to the demand and physical characteristics of the area served. There has been some expansion in recent years with a new Sunday service. However, proposals to also run later services were not implemented following comments received by TfL Buses from the Council via a consultation exercise.

21.13 The Greenford Green special opportunity area is served by high-frequency north-south route 92 and east-west route 395.

Grange Estate

21.14 A diversion of route E9 (Ealing-Yeading, Barnhill Estate, 5 buses per hour) via the Grange Estate has been suggested.

21.15 Although bus penetration of the estate is not as good as for the nearby Barnhill area, many residents are nonetheless reasonably close to stops on Kingshill Avenue served by high-frequency routes 90 (Northolt-Feltham) and E9.

21.16 Diverting route E9 would require an extra bus to be used. Some parking restrictions could also be needed. TfL Buses considers it unlikely that this service enhancement can be justified at present, however the aspiration has been noted and will be discussed further with officers.

Grand Union Village - Ealing

21.17 Grand Union Village is a large housing development on the former Taylor Woodrow site in Greenford. A new link to Ealing Broadway has been suggested.

21.18 TfL Buses and the Council worked together during the planning stage to develop a service enhancement plan. As a result, a significant local network restructuring took place. Route E6 was diverted to give a link direct to Greenford Station and its frequency increased. Section 106 funding was provided to support this.
21.19 Direct services to Ealing Broadway are available nearby on Ruislip Road (routes E7 and E9). It is not feasible to divert them via the development. Extending route E11 (Greenford-Ealing Common) was also considered. This would be largely over roads that already have a direct link to Ealing and cannot be justified by the additional benefits.

21.20 The final phases of the development are due to open in 2013. TfL and the Council remain in touch on the issue. A new alignment for buses to run through the heart of the development will become available and it is proposed to divert route E6, subject to consultation.

**Acton and Park Royal**

*Acton Green-Chiswick Business Park*

21.21 Route 94 runs between Piccadilly Circus and Acton Green. The stand at Acton Green is close to residential properties and the Council asked TfL to consider whether route 94 could be extended to another terminus.

21.22 Various options were analysed, including Chiswick Business Park, however, none could be justified as the cost would be very high and the benefits of an additional link would be moderate.

21.23 The Council, along with TfL and the operator, did however secure the introduction of 20 hybrid buses along the route to reduce the noise impacts on residents. Combined with highway improvements, this has helped reduce negative impact on the Green. Monitoring of this continues and the Council remains committed to seeking an alternative longer-term terminus option.

*South Acton Estate*

21.24 The South Acton Estate is a large residential area with a relatively high level of deprivation. Some regeneration and reconstruction is taking place. It is served by route 440 (Stonebridge Park-Gunnersbury, 4 buses per hour). TfL, with the support of the Council, secured a doubling in frequency in 2002.

21.25 TfL developed indicative plans for further enhancements (an extension of route 70) as part of a masterplanning exercise. However, redevelopment did not proceed at the pace originally envisaged and a new masterplan is expected in 2012. This will be subject to further review for bus service opportunities and funding.

*Acton-Acton Vale-Central London*

21.26 Central Acton has no rail station with direct services to central London. The Council has suggested an extension of route 148 (Camberwell-Shepherd’s Bush) to Acton.

21.27 The extension would cover the same roads as high frequency services 207 and 607. There is good interchange at Shepherd’s Bush between these routes and others running into central London, or alternatively with the Central Line. Therefore, TfL Buses are of the view that the extra benefit of a direct service would not justify the high cost of extending route 148.

21.28 An extension of route 427 (Uxbridge-Acton) to Acton Vale has also been suggested to improve links along the Uxbridge Road via Ealing Broadway.
Although the extra distance is shorter, this extension would be relatively expensive and would parallel high frequency routes 207 and 607.

21.29 It should be noted however that an extension of this route into Acton has been implemented and now serves stops in the town centre more effectively.

**Acton-Hammersmith**

21.30 This link is provided by route 266 (Brent Cross-Hammersmith, 7.5 minutes per hour). However, the Council has asked TfL Buses to consider an extension of another route over the same roads to provide more capacity and insurance against any unreliability on route 266.

21.31 TfL Buses feel route 266 is adequate to meet demand. They accept reliability has been challenging on this route which encounters a number of traffic delays in the course of its journey, but has improved more recently. TfL have agreed to continue to monitor this.

21.32 TfL Buses did consider extending route 427 (Uxbridge-Acton). However, this would be expensive, requiring five additional buses and would reduce the resilience of this service, which is already long.

**Park Royal-Acton**

21.33 Park Royal and Acton are linked by route 440 (Gunnersbury-Stonebridge Park). Route 266 (Brent Cross-Hammersmith) also gives a link between Acton and the eastern side of the Park Royal area. A new, faster service from Acton and Acton Main Line Station to heart of Park Royal has been suggested, in conjunction with similar suggestions for faster links between Park Royal and Wembley under the “Fastbus” proposal. This would pass through the Southern Gateway and Acton Main Line areas, which have been identified for growth in the Council’s development strategy.

21.34 TfL has worked closely with Brent and Ealing Councils and the Park Royal Partnership to determine how best to deliver improvements consistent with these aspirations that are affordable and consistent with providing the best overall network in the area.

21.35 Resulting from this, a package of changes to routes 224, 226 and PR2 was the subject of formal consultation with stakeholders in early 2011. These proposals would improve local links in the area, including to the Twyford Abbey Road area. A general public consultation on these changes will take place shortly.

21.36 This package does not propose changes to services southward from Park Royal towards Acton. TfL considers that this is best considered in conjunction with the potential for improvements linked with Crossrail at Acton Main Line.

21.37 In the medium term therefore the focus from TfL is to maintain the quality of service on routes 266 and 440. Route 440 has seen significant improvements in reliability over the last few years, with buses on time rising from 66.9% in 2006/7 to 87.1% in the last year.

**Park Royal-Ealing**
21.38 The Council’s development strategy refers to an aspiration for new links between Ealing and Park Royal, and also to Wembley.

21.39 Route 226 links Ealing Broadway and the centre of Park Royal, every 12 minutes. Route 83 links Ealing Broadway and Wembley, every 8 minutes. Both are well-used services. Maintaining and enhancing the speed and reliability of these services is the first priority.

21.40 Additional routes over either link are unlikely to be justified in the medium term. Maintaining good reliability and adequate capacity on the current alignments will deliver greater benefits. TfL has worked with partners to determine the optimum pattern of network development in the area (see paragraph 2.35). These aspirations will also be kept in mind as part of that.

Park Royal-East Sheen
21.41 The Council has received a suggestion from a local user group for this new service and asked TfL to consider it. The service would run via existing routes 272 and 440 then over Chiswick Bridge.

21.42 The main element involved is a cross-river link. Currently such trips can be made by rail, between Chiswick and Barnes. The new bus would make this trip easier for some, and would go directly to East Sheen that by train requires an interchange. However, TfL does not consider that these extra benefits would justify the very substantial cost of the new route, even if there were some savings on existing parallel routes.

Southall

Southall Gas Works
21.43 The site has development consent for up to 3750 homes and a new commercial development forming part of an expanded Southall town centre.

21.44 TfL and the Council have worked together to develop a series of potential bus improvements as part of the agreed Section 106 funding for the development. More details on the potential changes will be developed through an established transport working group.

Southall Station-Southall Broadway
21.45 There is no direct bus service between the western arm of Southall Broadway and the area around Southall Station, including the shopping areas near the station.

21.46 There are high frequency services on all the relevant roads. However, an interchange is necessary to travel the relatively short distance between western and southern Southall. TfL will consider this service aspiration as part of reviewing the potential for service enhancements in connection with Crossrail and in connection with the Southall Gas Works development.

Tentelow Lane and Windmill Lane
21.47 Tentelow Lane and Windmill Lane are currently unserved by buses. A new route from Southall via these roads, running to the Gillette Corner area and possibly further on has been suggested.
21.48 Tentelow Lane runs through a low-density residential area. Some residents are close to bus services at Norwood Green or in the Toplocks Estate. Windmill Lane runs through Osterley Park.

21.49 Route 195 (Charville Lane-Brentford, five buses per hour) has provided a new direct link from Southall to the employment areas at the Brentford end of the Great West Road since 2009. Given the relatively low density of likely demand along the Tentelow Lane-Windmill Lane alignment, although some new links would be created, TfL feel it is not possible at present to justify provision of a new bus service via these roads.

Great Western and Brent Road Industrial Areas
21.50 The Great Western industrial area lies off Windmill Lane near Ealing Hospital. The Brent Road industrial area is in southern Southall. Both are close to high frequency bus services but no bus route enters either area. Consequently, some businesses are relatively distant from public transport.

21.51 The Great Western area is reasonably close to stops on the Uxbridge Road served by high frequency routes. Extending route 83 (Golders Green-Ealing Hospital, 7.5 buses per hour) was considered. However, this is already a long route running through some of the most congested parts of outer west London. An extension would reduce its resilience.

21.52 The Brent Road industrial area is reasonably close to stops on Western Road served by routes 105, 195, 482 and H32.

21.53 TfL will bear the aspirations in mind for future reviews, for example when considering network changes in conjunction with the redevelopment of the Southall Gas Works site.

Route 120
21.54 Route 120 runs between Northolt and Hounslow via Southall at six buses per hour (up to seven in the peaks). The Council has asked TfL to investigate a proposal to split the route into two with the objective of improving reliability and adding new links. The proposed services are Northolt to Southall (Western Road) and Smiths Farm Estate (or Grand Union Village)-Southall-Hounslow.

21.55 TfL have indicated they feel the current service is adequate for demand. Splitting as described would create considerable excess capacity. Around 700 existing direct passenger links per weekday would be broken. While this might be offset by the benefit of the new links, the cost of providing the extra capacity would be high (requiring six extra buses). Therefore, the best course of action is to continue with the service as now, ensuring that it runs reliably.

The Havelock Estate and Glade Lane
21.56 Glade Lane is one of the Council’s special opportunity areas. Higher densities on the Havelock Estate are envisaged in the development strategy.

21.57 This area is served by route E5 (Glade Lane-Perivale, 5 buses per hour) giving links to central Southall and Greenford. Extra services towards the Bulls Bridge area have been suggested, possibly allowing a service to run via the currently unserved Merrick Road and the entrance to the Bridge Road commercial area.
21.58 At current densities, additional routes would not be justified. Equally however it is clear that exchanging the current northerly link for a westerly one would be undesirable as there are over 700 passenger trips per day to places on route E5 from Southall Town Hall northwards. The potential increase in homes in the development strategy (c.200) is unlikely to be transformative in terms of the case for additional services but it could potentially support a future frequency increase on the existing link.

21.59 This aspiration will be considered alongside the potential for service enhancements and funding options linked with the Southall Gas Works site.

Express Services

21.60 The Council has observed that TfL recently extended the hours of operation of express route 607 and introduced a new Sunday service. It has been suggested that express services might be worthwhile on other routes e.g. 65 (Ealing-Kingston) and 140 (Harrow Weald-Heathrow).

21.61 Route 607 provides express links along the same alignment as stopping services on routes 207 and 427. These services have a combined frequency of over 22 buses per hour due to the very high density of demand on this corridor. Demand on routes 65 and 140 is considerably lower – they have frequencies of 8 and 7.5 per hour respectively.

21.62 If an express service were added to either there would be a balancing reduction in demand for the stopping service and accordingly a frequency reduction. Given that most bus trips are relatively short and given the relatively even spread of demand from stops along both routes, the numbers losing out from the package would be greater than the numbers gaining, even taking account of newly-generated travel.
## Consultation

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<td>Cllr Bassam Mahfouz</td>
<td>Portfolio Holder for Transport</td>
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<td>Noel Rutherford</td>
<td>Director, Built Environment</td>
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<td>Matthew Bunyon</td>
<td>Head of Finance</td>
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<td>Jackie Adams</td>
<td>Head of Legal (Property &amp; Regulatory)</td>
<td>16/05/2011</td>
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<td>John Barry</td>
<td>Head of Network Development, TfL London Buses</td>
<td>16/05/2011</td>
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## Report History

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<td>Nick O'Donnell, Assistant Director – Strategic Transport (x8078)</td>
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